

---

# FREE BEE FAQs

---

## What is Free Bee?

We revamped your favorite calling app to cater to all your communication needs!

The newest Free Bee app lets you make and receive international and app to app calls, chat with other app users and send text messages to your family in the Philippines. The best part? You can still reach your loved ones even if they aren't connected to the Internet.

Free Bee continues to deliver 2-minute FREE calls to any PLDT Landline, Smart, Sun and TNT numbers in the Philippines that are sponsored by advertisers.

You can still make premium calls directly from the Free Bee app to landline and mobile numbers in the Philippines, US, Hawaii, Canada, India and South Korea at affordable rates – with more call destinations coming soon.

## What's new with Free Bee?

These new Free Bee features will keep you buzzing in!

### **Bee Coins**

Bee Coins is Free Bee's very own in-app credit. You can use it within the app to purchase any Free Bee premium plan.

### **Calls**

#### **Free Voice Calls**

A 2-minute ad-sponsored Free Voice Call by watching a short video ad. You can use this to call any PLDT landline, Smart, Sun or TNT mobile numbers in the Philippines. Free Voice Calls will be available to you when you use Free Bee outside the Philippines.

Make sure to regularly check your Free Bee app to see if Free Voice Calls to ALL networks in the Philippines are available.

#### **Free Bee Calls**

Hop on a quick call with other online Free Bee users anytime, anywhere! By using the new Free Bee Calls feature, you can make app to app calls without consuming your Free Voice Calls for the day or your Premium Call minutes.

### **Premium Calls**

With Free Bee Premium Call minutes, you can make ad-free, high quality calls at our most affordable rates to landlines and mobiles in select countries.

Today, Free Bee powers premium calls to the Philippines calling Smart, Sun, TNT, PLDT landlines and Globe mobile numbers. Premium calls to international call destinations such as US, Hawaii, Canada, India and South Korea are also available. Stay tuned for more call destinations to come!

### **Promos and Rewards**

New and exciting promo and rewards are about to get you! Make sure to check in the Promo and Rewards section for the latest variety.

## **HOW TO USE FREE BEE**

### **DOWNLOADING AND REGISTRATION**

#### **In which countries is Free Bee available for download?**

- Hong Kong
- Singapore
- Malaysia
- Japan
- Taiwan
- South Korea
- Cambodia
- Myanmar
- Vietnam
- Canada
- UK
- Spain
- Italy
- Netherlands
- Belgium
- Luxembourg
- US
- Guam
- And many more!

#### **Who can download Free Bee?**

Anyone with a smartphone can download and register to Free Bee. Free Bee is also compatible with iPad and android tablets.

### **Does Free Bee work on Android or iPhone devices?**

The Free Bee app works both on Android and iPhone devices. For best experience, Android OS must be at least version Nougat (7.0) while iPhone's iOS version must be at least iOS 10.

### **How do I download Free Bee?**

To download Free Bee, Launch Google Play Store if you're using an Android device or App Store if you're using an iPhone and search for 'Free Bee Calls' or visit [www.freebeecalls.com/](http://www.freebeecalls.com/) to download.

Currently, you can get these latest Free Bee app versions on your smartphones:

- 5.0.2 on Android
- 5.0.1 on iPhone

### **Do my loved ones need to download the Free Bee app to receive my calls?**

If you are making a Free Voice Call or Premium Call, your family and friends can receive your call even if they do not have a smartphone, do not have the Free Bee mobile app or are not connected to the internet.

### **How do I register in Free Bee?**

Follow the steps to register in Free Bee:

1. Launch the Free Bee app installed in your device.
2. Swipe right to browse through the new Free Bee features.
3. Select your current country location and input your active international mobile number (non-Philippine number) for registration.
4. Enter the 6-digit verification code that was sent to your mobile number.
5. Once your mobile number has been verified, you must create an 8-alphanumeric password you'll easily remember.
6. After creating a password, you can enable login via fingerprint.
7. Enter your personal details and tap to accept the Terms and Conditions and Privacy Policies to complete your registration.
  - a. First Name
  - b. Last Name
  - c. Birth Year and Month
  - d. Gender
8. You can fully secure your account by setting up three (3) Security Questions or you can skip this step and setup later.
9. You may start calling using the Free Bee app.

### **I tried registering my number. I never received the SMS verification code.**

1. Please check your phone's SMS inbox.
2. Be sure that the mobile number you used during the registration is active and has a stable signal.
3. If the code doesn't arrive after 30 seconds, you can tap the Resend Code button.
4. If the code still doesn't arrive after tapping the resend button, please email us at [help@freebeecalls.com](mailto:help@freebeecalls.com) or message us directly at our Free Bee Facebook page at [m.me/freebeecalls](https://m.me/freebeecalls).

## **LOGIN**

### **I'm trying to login to my Free Bee account but I forgot my password. What will I do?**

Your account security is our top priority. In case you forgot your password, just follow the steps below to recover your Free Bee account:

1. On the Login screen, tap Forgot Password.
2. You will then be asked to answer Security Questions. If you've set this up during registration, just select the question and provide your answer. If not, you'll be asked to answer account-related questions.
3. Once you're done answering the Security Questions, you'll need to provide a new password.

### **I have two phones with different SIMs. Can I use only one Free Bee account on both phones?**

You can login to another phone with a different SIM number but you can only login your Free Bee account on one device at a time. If you want to use Free Bee on more than one phone, you will need to register another number to have two different accounts on both phones.

### **I guessed my password several times and now I've been locked out from my Free Bee account. What will I do?**

Don't panic! You can still retrieve your account by tapping Forgot Password. We'll need to verify your identity so you must answer the security questions correctly to be able to create a new password.

## **CALLS**

### **What is the difference between Free Voice Call, Free Bee Call, and Premium Call?**

Free Bee offers three types of calls, Free Voice, Free Bee and Premium Calls.

We have Free Voice Call, which is an ad-sponsored call to the Philippines. You'll earn a free voice call after watching a short advertisement.

Free Bee Calls are unlimited app to app calls that you can use to call other online Free Bee users.

While a Premium Call requires you to purchase a Premium Call plan to be able to call the Philippines, US, Hawaii, Canada, India and South Korea without ads.

### Who can I call using the Free Bee App?

The Free Voice Call delivers ad-sponsored FREE calls to any PLDT Landline, Smart, Sun and TNT numbers in the Philippines. While Free Bee Call allows you to call other Free Bee app users.

If you have purchased a Premium Call plan, you will also be able to call any landline and mobile number in the country specified in your call plan. Currently, Free Bee has call plans for Globe and TM and international call destinations such as US, Hawaii, Canada, India and South Korea. Stay tuned for more call destinations to be launched soon!

### Can I call other countries in the world and within my country using Free Bee?

The Free Voice Call minutes are valid for calls to any PLDT landline, Smart, Sun and TNT numbers in the Philippines. While Free Bee Calls can call other online Free Bee users in any country.

Premium Call Plans to the Philippines, US, Hawaii, Canada, India and South Korea are now available – more call destinations to come!

## FREE VOICE CALLS

### How can I make a free voice call using Free Bee?

1. To make a free call, launch the Free Bee app installed in your device.
2. Tap **Contacts** and select the person you will call.
3. Tap **Free Voice Call** and watch a short video advertisement.
4. Once the video is done, your call will automatically connect.
5. Free Voice Calls are valid for Smart, Sun, TNT, and PLDT numbers in the Philippines.

### How many free voice calls can I get per day?

The quantity of free voice calls is given as a surprise to Free Bee app users. Make sure to check the count of your free voice calls for the day by making a call.

### I have consumed my Free Voice Calls today. Can I get more? How?

Keep checking the app and allow yourself to be surprised if you're lucky to have additional Free Voice Calls for that day.

### Will there be times that I won't receive free voice call credits?

Free voice calls depend on the availability of sponsors and assigned free voice calls for all its users for the day.

## FREE BEE CALLS

### How can I make a Free Bee Call?

1. From the Home screen, tap **Contacts**.
2. Select the person you will call and tap the **Free Bee Call** button. A Free Bee icon beside the name of your contact signifies that they are a Free Bee user.
3. Enjoy your Free Bee Calls to other app users.

### Is there a limit on the Free Bee Calls that I can make?

What's great about Free Bee Calls? Unlimited calls! As long as the person you'll call is registered to Free Bee and online at the time of the call. Otherwise, you can always leave them a missed call.

### Will my Free Voice Calls for the day be deducted once I make a Free Bee Call?

No. The count of your Free Voice Calls for the day will not be deducted if you make a Free Bee Call.

### Will the call connect even if the person I'm calling is offline?

Making a Free Bee Call requires that both you and the person you are calling is online and connected to a stable internet connection. If the person you are calling is offline, a missed call will let them know you called.

## PREMIUM CALLS

### How do I call using my Premium Call minutes?

1. From the Home screen, tap **Contacts**.
2. Select the person you will call and tap the **Premium Call** button.
3. Enjoy your Free Calls to the Philippines using your Premium Call minutes.

## What are the available Premium Call plans?

For both Android and iPhone users, you can avail of these premium call plans:

### Calls to Philippines

	On-Net	All-Net*	Off-Net
Inclusion	100 minutes	100 minutes	100 minutes
Validity	30 days	30 days	30 days
Price in USD	\$ 3	\$ 6	\$ 6
Price in Bee Coins	300	600	600
Termination	Any PLDT landline, Smart, Sun and TNT mobile numbers	Any PLDT landline, Smart, Sun, TNT, Globe and TM mobile numbers	Any Globe and TM mobile numbers

*\*not yet available in-app*

### Call the World Plans

	US/Canada	India	South Korea
Inclusion	100 minutes	100 minutes	100 minutes
Validity	30 days	30 days	30 days
Price in USD	\$ 3	\$ 3	\$ 3
Price in Bee Coins	300	300	300
Termination	Any landline or mobile numbers in US / Canada / Hawaii	Any landline or mobile numbers in India	Any landline or mobile numbers in South Korea

## Using the US/Canada plan, can I call all US territories?

You can call any US territories except from the following:

- Alaska
- American Samoa
- Bahamas
- Bermuda
- Cayman Island
- Dominican Republic
- Grenada
- Guam
- Marianas Island
- Trinidad and Tobago
- Virgin Island British
- Virgin Island US

### **Do I need to have an internet connection to make a call?**

Yes, you need to have a stable internet connection to make a Free or Premium call.

### **Can I call other networks in the Philippines using Free Bee?**

You can purchase our premium call package for other networks in-app.

### **Can I purchase multiple premium plans?**

Purchasing multiple Premium Call plans are highly encouraged. This will allow you to call more numbers in the Philippines, US, Hawaii, Canada, India and South Korea.

### **Can I load a Premium Call plan if I still have a remaining balance in my account?**

You can load a new Premium Call plan if your current balance is equal to or less than 1000 minutes per Premium Call plan variant.

### **I reloaded the same Premium Call plan on my account while I still have remaining balance. What will happen to the validity of my remaining balance?**

Your current plan's validity will be adjusted to follow the expiry date of your most recent top-up.

### **How many numbers can I call using the Premium Call plans?**

You can call 10 numbers per Premium Call plan call destination per month.

### **Why is there a limit on the numbers that I can call?**

Filipinos are known to have very strong family ties. By granting you a maximum of 10 unique call recipients per month, Free Bee made sure that you and the people that matter to you the most can be connected 24/7 at the best rates while ensuring that ALL customers in the network experience the same premium calling experience.

### **Do I need to register the numbers I'm going to call?**

Using your Free Bee Premium Call plan, the first 10 numbers you call will automatically be included on your allowed calling circle. Your calling circle will renew every month.



### I need to call another number, but I reached the maximum number limit. What will I do?

Please message our Free Bee Customer Support at [m.me/freebeecalls](https://m.me/freebeecalls) or email us at [help@freebeecalls.com](mailto:help@freebeecalls.com) and be prepared to answer a few security questions for account verification.

### Where can I purchase Free Bee Premium Call credits?

You can purchase Free Bee Premium Call credits through the following:

- Purchase Premium Call plans via the Free Bee app, tap **Bee Shop** and choose from the available Premium Call plans or Bee Coins denominations.
- Purchase Premium Call plans via Free Bee app using your iTunes account if you're using iPhone/iPad. Tap **Bee Shop** and choose from the available Premium Call plans or Bee Coins denominations.
- Purchase Premium Call plans via [www.freebeepays.com](http://www.freebeepays.com) and pay using your credit card, PayPal account, Smart prepaid load, AliPay e-wallet or other over-the-counter options in Japan and Taiwan.
- Buy Bee Coins load cards from accredited Filipino stores worldwide. Click this link to check the list of stores <https://www.freebeecalls.com/store-locations/>

### What are the available payment methods that I can use?

You can pay for Free Bee Premium Plans using one of the following accepted payment methods:

- Pay with Smart Load
- Credit Card (Diners/Discover)
- PayPal
- Local payment methods in some countries and currencies

The payment methods available to you vary depending on the country and currency of your Free Bee account. To see a full list of available payment methods in your country, please check the list below.

Hong Kong	Taiwan	Japan	China	Australia	Middle East
AliPayHK	7-Eleven	SmartPit	AliPay (QR)	POLI	CodaPay
	FamilyMart		UnionPay (QR)		
	HiLife		WeChat		

### I purchased a load card. How can I load it on my Free Bee account?

The new load cards available in the market are Bee Coins load cards. Top-up this card to fund your Bee Coins wallet and use the coins to purchase Free Bee Premium Call plans.

To load a Bee Coins load card:

1. Lightly scratch the protective ink on the card to reveal the 14-digit PIN code.
2. Launch Fee Bee app installed on your iPhone.
3. On the Home screen, tap **My Bee Coins** and input the 14-digit PIN code.
4. A notification will be received for every successful transaction.

### I recently bought e-PINs. How can I load it on my Free Bee account?

To load a Bee Coins load card:

5. Lightly scratch the protective ink on the card to reveal the 14-digit PIN code.
6. Launch Fee Bee app installed on your iPhone.
7. On the Home screen, tap **My Bee Coins** and input the 14-digit PIN code.
8. A notification will be received for every successful transaction.

### Can I purchase Premium Call minutes using Apple Pay?

Yes, you can purchase Premium Call minutes using Apple Pay by following the steps below:

1. Launch Free Bee app and tap **Bee Shop** then select **Free Bee Premium Call Plans**.
2. Choose from the available premium call plans.
3. Choose **Apple Pay** as the payment method.
4. Tap 'Purchase' and use Touch ID to proceed with the transaction. Make sure that you have enough iTunes load balance when you purchase Free Bee Premium call minutes.
5. You will receive a confirmation message regarding successful purchase. Tap 'Ok' to close the prompt message.
6. Your Premium call minutes will automatically be credited to your Free Bee Account.

### How do I purchase and redeem iTunes Prepaid load card to my account?

You can purchase iTunes Prepaid Load card via Apple App store or visit any Apple product authorized resellers and buy iTunes Physical Prepaid Load Card.

#### **When purchasing through Apple App Store:**

1. Launch Apple App Store on your apple device.
2. Sign in using your Apple Log-in credentials
3. Enter Apple ID password and input verification code sent to your registered mobile number
4. After logging in, tap 'Send Gift Card by Email'.
5. The currency of your iTunes load card will depend on which country you registered your Apple ID.
6. Choose Load amount, input email address and tap 'Send gift today' and tap 'Next'
7. Choose Gift card design and tap 'Next'
8. Click 'Buy' to confirm your purchase and enter your payment details to complete the transaction.
9. After successful purchase, you will receive the 16-digit e-PIN to your email inbox.

### **Loading iTunes prepaid card to your account:**

1. To redeem your load, open Apple App store and tap 'Redeem Gift Card or Code'.
2. Sign in using your Apple touch ID and manually enter 16-digit code if you're redeeming an e-PIN or scan the code if you're redeeming an iTunes physical card and tap 'Redeem'.
3. Your load will automatically be credited to your iTunes account and you can now purchase Free Bee Premium Minutes using your iTunes prepaid Load.

## **BEE COINS**

### **What is Bee Coins?**

Bee Coins is Free Bee's very own in-app credits wallet. You can use it within the app to purchase Premium Call plans and Virtual Smart PH Number.

### **Is there a way for me to earn Bee Coins?**

You can earn Bee Coins by joining selected promos and rewards that offer Bee Coins as rewards inside the Free Bee app.

### **How do I get more Bee Coins?**

Getting more Bee Coins is easy! Just visit Bee Shop inside the Free Bee app to purchase Bee Coins and pay using one of the following payment methods:

- PayPal
- Debit or credit card
- Smartpit (Japan)
- Apple Pay and Google Play
- AliPayHK (Hong Kong)
- 7-Eleven (Taiwan)
- FamilyMart (Taiwan)
- HiLife (Taiwan)
- CodaPay (Middle East)
- AliPay (China)
- UnionPay QR (China)
- WeChat (China)
- Australia (POLI)

Don't have any of these payment methods? Don't worry little Bee! Depending on your location, you can visit your favorite retailer to purchase a Bee Coin load card. Click here to check if there is a store near you <https://www.freebeecalls.com/store-locations/>

## What are the available Bee Coins denominations?

For both Android and iPhone users, you can avail of Bee Coins load cards and e-pins:

	500 Bee Coins	1,000 Bee Coins
USD	5	10
HKD	40	70
SGD	10	15
MYR	25	40
JPY	700	1,200
NT	150	300
KRW	5,000	10,000
GBP	5	10
EUR	5	10
AED	20	40
SAR	20	40
BHD	2	4
KWD	2	4

## Can I use my Bee Coins to purchase products outside Free Bee?

Bee Coins can only be used to purchase premium calls and plans within the Free Bee app.

## Can I sell Premium Plans to other Free Bee users using my own Bee Coins?

Bee Coins are currently tied to your Free Bee account. If you plan on purchasing a Premium Call plan using Bee Coins, it will be loaded to your Free Bee account only.

## Am I allowed to transfer my Bee Coins to other Free Bee users?

Yes, our worker bees heard you! With PasaCoins, you can now start sending and receiving Bee Coins from other Free Bee app users.

## How can I PasaCoin?

Send Bee Coins to another Free Bee app user by:

1. From the Free Bee home screen, tap My Bee Coins then select **Send Bee Coins**.
2. The PasaCoin sender enters the Free Bee number or selects a Free Bee user from Contacts.
3. The PasaCoin sender enters the amount to be transferred or selects from the suggested amounts.
4. A confirmation screen containing the details of the PasaCoin transaction will be displayed.

5. Once the details are confirmed, the PasaCoin sender enters his password and taps the **Send** button to complete the PasaCoin transaction.

#### **Is there a minimum and maximum PasaCoin amount that I can send?**

You can send a minimum of 50 Bee Coins and a maximum of 1,000 Bee Coins per PasaCoin transaction to another Free Bee app user.

#### **Is there a maximum Bee Coins balance?**

You can fund your Bee Coins wallet until it reaches the maximum balance of 5,000 Bee Coins.

#### **Will my Bee Coins expire?**

Your Bee Coins is valid until 1 year from date of purchase and enrollment.

#### **I'd like to deactivate my Free Bee account, but I still have a Bee Coins balance. Can I convert it to cash?**

As much as we'd like to, Bee Coins cannot be cashed out in any currency. We're sad to see you leave but before deactivating your account, make sure to deplete your Bee Coins wallet.

#### **I'm purchasing a Premium Call Plan, but my Bee Coins balance is running low, can I pay for the remaining balance using cash?**

All Bee Coins transactions cannot be combined with another mode of payment (cash, credit or debit card, etc.,) in a single transaction.

#### **I changed my mobile number; can I transfer my Bee Coins from my old account to my new account?**

Yes, you can request to transfer your Bee Coins balance to your new account. Just message our Free Bee Customer Support at [m.me/freebeecalls](https://m.me/freebeecalls) or email us at [help@freebeecalls.com](mailto:help@freebeecalls.com) and be prepared to answer a few security questions for account verification.

### **I purchased Bee Coins, but I did not receive it. What will I do?**

Don't panic! We're here to help. Just message our Free Bee Customer Support at [m.me/freebeecalls](https://m.me/freebeecalls) or email us at [help@freebeecalls.com](mailto:help@freebeecalls.com). It is most helpful if you'll provide the following details:

- a. Free Bee Registered Number
- b. Date and Time of Bee Coins Transaction
- c. Mode of Payment
- d. Proof of Payment

### **PROMOS AND REWARDS**

You can now join exclusive Free Bee Promos and Rewards through the Free Bee app and win exciting Prizes. Check out our Promos and Rewards tab for the updated list of promos and rewards.

### **I received an in-app message with an invite link to play a game. How will I join?**

Just tap the provided game link and you'll be directed to the game.

Standard data charges apply so make sure you are connected to a stable internet connection to avoid data charges.

### **ACCOUNT MANAGEMENT**

#### **I changed SIMs; how can I use my Free Bee app?**

You need to register your new SIM in Free Bee to be able to use the app.

#### **I changed my mobile number; can I transfer my purchased premium minutes from my old account to my new account?**

Currently, the minutes are tied to your registered mobile number. Transferring of premium minutes from your old account to your new account is not possible.

#### **How do I add contacts in my Free Bee app contact list?**

You must update your main contact list on your phone so that it would reflect your Free Bee app contact list.

### Are there other ways to add friends without saving their phone numbers?

You can directly dial their phone numbers to call them, but it is better to add your friend's mobile number on your device contact list, so you can call them conveniently, anytime.

### Can I call by typing in a mobile number in Free Bee dial pad?

Yes, you can use the Free Bee dial pad to call an unsaved mobile number. Just go to "Contacts" and click the "dial pad" icon on the lower right side of your screen.

### Can my family and friends download the app from the Philippines?

Yes, your family and friends in the Philippines can download and register to the app so that both of you can enjoy the Free Bee Chat and Free Bee Calls feature.

### Where can I view my recent and past premium purchases?

You can view the list of your recent and past premium purchases by:

1. From your Home screen, tap the menu icon found at the bottom right hand of the screen.
2. Tap **Free Bee Services** and select **Transaction History**.

### Can I video call my family using Free Bee?

No. Free Bee is available for voice calls and messaging only.

### What is the dialing pattern should I use in making a call?

In calling a number in the US, Hawaii or Canada, use the dialing format:

**+1 <10-digit number>**

Or

**1 <10-digit number>**

Example: +17147814636 or 17147814636

In calling a number in India, use the dialing format:

**+ 91 <10-digit number>**

Or

**91 <10-digit number>**

Example: +917147814636 or 917147814636

In calling a number in South Korea, use the dialing format:

**+ 82 <10-digit number>**

Or

**82 <10-digit number>**

Example: +827147814636 or 827147814636

In calling a mobile number in the Philippines, use the dialing format:

**+63 <10-digit mobile number>**

Or

**63 <10-digit mobile number>**

Example: +639991234567 or 639991234567

In calling a landline number in the Philippines, use the dialing format:

**+63 < area code> 8 < landline number>**

Or

**63 < area code> 8 < landline number>**

Example: +63289134567 or 63289134567

## WHAT'S THE BUZZ?

Enter your one-stop portal for articles, news, chismis, games, job listings and government contract information especially curated just for you.

### What's inside the portal?

#### Directory

Get useful information about International Consulates, Philippine Embassies, Philippine Agencies and more with our Directory section.

#### News

Be updated and know the latest happenings and important events in the Philippines in our News section.



### **Lifestyle**

Know all the showbiz balita, Food recipes, Sports, Beauty & Fashion, and Technology inside the Lifestyle section.

### **Games**

Keep yourself entertained with our fun and easy-to-play games.

### **Jobs**

Here you can browse on the latest Job postings by Philippine recruitment agencies licensed by POEA.

### **Forex**

Get the latest exchange rate per currency.

### **OFW Corner**

Read stories and tips straight from OFWs. You can also read the Finance, Business and Legal articles.

## **How do I contact you if I need help or more information?**

To report an issue or ask for more information regarding Free Bee, you may send us a message through our Facebook page – [m.me/freebeecalls](https://m.me/freebeecalls) or email us at [help@freebeecalls.com](mailto:help@freebeecalls.com). It is most helpful if you can provide the following details:

- a. Registered number:
- b. Your location:
- c. Device model:
- d. Free Bee app version:
- e. OS version:
- f. Internet connection:
- g. Customer Concern:
- h. Called number:
- i. Location of called number: