

## XOX MOBILE Prepaid FAQ CATEGORIES

### Top FAQs

- I lost my mobile phone, what should I do?  
**You can call our Customer Careline at 1300-888-010 to bar your phone. Then, you need to visit your nearest XOX/ONEXOX Care Centre to obtain your SIM Card replacement.**
- What if my mobile phone is found after I have reported the loss to XOX?  
**You need to call our Customer Careline at 1300-888-010 to cancel the report made and ask them to activate your line again.**
- What are the charges if I wish to replace my SIM Card?  
**For faulty SIM Cards, a replacement can be issued without any charge. For lost or stolen SIM Cards, a fee of RM10 will be imposed.**
- Why is my SIM Card blocked?  
**It could be damaged, broken or a wrong PUK code was entered.**
- What should I do when I see the words “SIM Card Rejected”?  
**Insert your SIM Card into another handset and try again. If problem still persists, visit your nearest XOX/ONEXOX Care Centre, where you can obtain a new SIM Card (with your phone number unchanged).**
- I see “PUK” on my mobile phone, what should I do?  
**You need to call to our Customer Careline at 1300-888-010 or visit the XOX/ONEXOX Care Centre nearest to you, where you can obtain your 8-digit PUK Code. You will be required to dial the 8-digit PUK code on your mobile and re-select a new PIN number. Note: entering the wrong PUK number for 5 times will completely block your SIM card.**
- Why am I unable to send SMS?  
**Please ensure that in your phone message settings, the center number shown shall be +60193900039. If you are still facing difficulties in sending SMS, please call our Customer Careline at 12273 or 1300-888-010 for further assistance.**
- What is the latest XOX/ONEXOX Mobile Internet Plans or promotion? How to subscribe?  
**You can check our latest promotion and subscription command by click:**  
<https://xox.com.my/plans/fat-mobile-internet/>
- How to check my data quota usage?  
**Please logon to our selfcare to view your latest quota usage:**  
<https://selfcare.xox.com.my/SelfCare/Login>

- I already subscribed to your Mobile Internet Plan but I am unable to connect to the internet.

**Please check your phone APN setting by following these steps:**

**Step 1: Go to Phone Settings > Mobile Network > Access Point Name**

**Step 2: Choose “Add a New APN”**

**Step 3: Change the Name and APN to XOX and tap save**

**Step 4: Select the XOX APN you’ve created**

**Step 5: Restart your Mobile Phone**

**If the problem still exist, please contact our customer care agent at 12273.**

- How to check my prepaid balance?

**Please dial \*150# for ONEXOX plan easy menu. For other prepaid plans, please dial \*132# to check your latest account balance, or key in BAL and send to 23388.**

- I am XOX subscriber, where can I get Top-Up my XOX Prepaid account?

**You can buy a top-up card from any authorised dealer in the form of:**

- 1. Top-Up Card / Voucher at any XOX Authorised Dealers**
- 2. Electronic Code / Top-Up Slip at**



### **3. Top-Up through XOX Self-Care Portal**

## **GENERAL FAQ**

- Who is XOX?  
**XOX is a Mobile Virtual Network Operator (MVNO) which is partnering with Celcom Malaysia Berhad where XOX utilizes Celcom’s nationwide mobile network infrastructures. XOX provides mobile services through various mobile subscription packages.**
- Does XOX belong to Celcom?  
**XOX has a commercial arrangement with Celcom to use Celcom’s Mobile Network infrastructure.**
- Why is it that I can only see Celcom as my phone’s active service instead of XOX?  
**In certain phone models, the phone takes the network ID as their display and auto-switches ID instead of the SIM ID.**

- Can I use XOX SIM card for 3G video call?  
**Yes, XOX has 3G video call.**
- I am a post-paid user for other Telcons, if I MNP to XOX, what will I be? Prepaid or Postpaid?  
**You can be both. If, you want postpaid, you can sign up for BLACK**

## **MOBILE INTERNET PLAN**

- What is XOX Mobile Data Plan?  
**XOX Mobile Data Plan is a prepaid mobile internet subscription service for your mobile phone.**
- What can I do with the XOX Mobile Data Plan?  
**You can seamlessly access the internet from your mobile phone on XOX's network.**
- Who can subscribe to XOX Mobile Data Plan?  
**All ONEXOX Prepaid subscribers can subscribe to XOX Mobile Data Plan.**
- What plans does XOX Mobile Data Plan offer?  
**Please refer to our Mobile Internet page for the latest offer & promotion:**  
<https://xox.com.my/plans/fat-mobile-internet/>
- Will I be notified when my XOX Mobile Data Plan has successfully been auto-renewed?  
**Yes, you will receive an SMS notification.**
- How do I know when the validity of my Mobile Data subscription expires?  
**You may SMS Data Check to 23388 to check the expiry date of your Mobile Data subscription.**
- Can I deactivate the Auto-Renewal service of my XOX Mobile Data Plan?  
**Yes, SMS Data OFF and send to 23388 if you wish to deactivate the Auto-Renewal feature of your XOX Mobile Data Plan.**  
**Ex. Type DATA OFF and send to 23388.**
- What is XOX Add On?  
**XOX Add On is a service from XOX to help you manage your Mobile Internet account. You can purchase additional FUP (Data Quota) as low as RM3 for you to utilize in your remaining days of your mobile data subscription.**

<b>Add On Quota</b>	<b>Price</b>	<b>Add On Code</b>	<b>Send To</b>
100MB	RM3	DATA ADD 100	23388/22111
500MB	RM10	DATA ADD 500	23388/22111
1GB	RM15	DATA ADD 1GB	23388/22111

5GB	RM50	DATA ADD 5GB	23388/22111
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***\*To purchase an Add On package, SMS your chosen input message as above and send to 23388/22111.\****

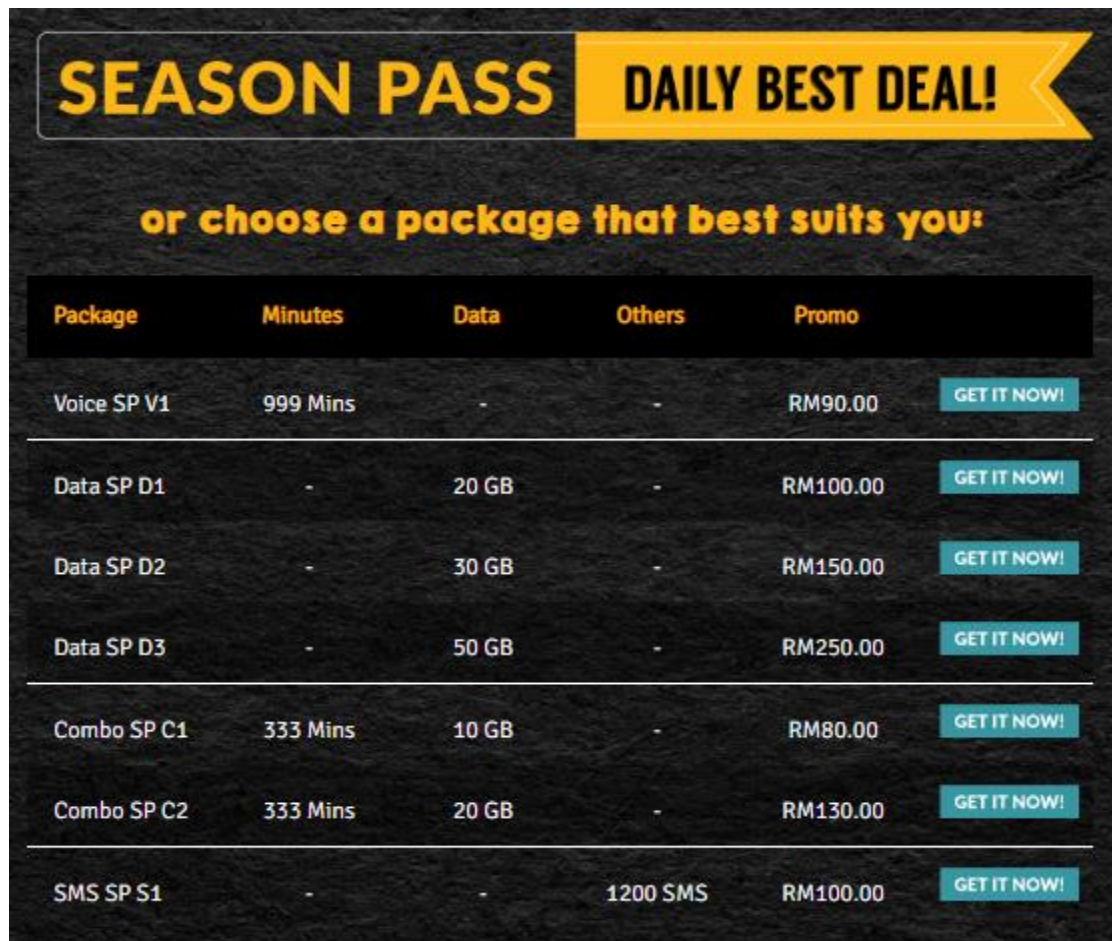
***(E.g. Type DATA ADD 100 and send to 23388/22111.)***

- How many times can I purchase the Add On?  
**There's no limit. You can purchase as many Add On as you need.**
- Can I carry forward my unutilized Add On quota to the next billing cycle?  
**No, unutilized Add On quota will be forfeited and will not be carried forward to the next billing cycle.**
- Can I transfer the unutilized quota to another account?  
**No, all plan purchased is non-transferrable.**
- What if my subscription is not successful?  
**Please call our Customer Careline at 12273 or 1300-888-010 for further assistance.**
- What if my account fails to auto-subscribe at the end of my 30 days subscription?  
**The subscription will fail to auto-subscribe in the event of insufficient balance, barred and blocked status. Please ensure you have sufficient balance in your prepaid or hybrid account. Do take note that all promotional plans will not be available for subscriptions after the promotion period.**

## SEANSON PASS

- What is the new Season Pass about?

**New Season Pass gives our subscribers FATTER data, combo, SMS and voice package(s). They are:**



Package	Minutes	Data	Others	Promo	
Voice SP V1	999 Mins	-	-	RM90.00	<a href="#">GET IT NOW!</a>
Data SP D1	-	20 GB	-	RM100.00	<a href="#">GET IT NOW!</a>
Data SP D2	-	30 GB	-	RM150.00	<a href="#">GET IT NOW!</a>
Data SP D3	-	50 GB	-	RM250.00	<a href="#">GET IT NOW!</a>
Combo SP C1	333 Mins	10 GB	-	RM80.00	<a href="#">GET IT NOW!</a>
Combo SP C2	333 Mins	20 GB	-	RM130.00	<a href="#">GET IT NOW!</a>
SMS SP S1	-	-	1200 SMS	RM100.00	<a href="#">GET IT NOW!</a>

- Who is eligible to purchase?  
**All active ONEXO BLACK & XOX MOBILE Prepaid subscribers**
- How many times can I purchase?  
**You can purchase as MANY as you want.**
- How to purchase Season Pass?  
**There are a few options:**
  1. Send subscription code of their selected package to 23388 or 22111
  2. USSD Easy Menu – Dial \*150# to subscribe/activate their selected package
  3. Online store – Login and purchase via credit card or online banking
  4. MyXOX App – Available on Google Play store and Apple AppStore

- Which Season Pass plans will be no longer available?

**Season Pass plans that will NO LONGER BE AVAILABLE and will be replaced with ABOVE FATTER PLANS effective from 25/5/2017.**

Quota	Retail	Purchase Code	Duration	Auto Renew	Purchase deducted from
350Mins + 50 SMS	RM49.90	SP V1	Prepaid validity	No	Airtime
700Mins + 100 SMS	RM79.90	SP V2	Prepaid validity	No	Airtime
1400Mins + 150 SMS	RM139.90	SP V3	Prepaid validity	No	Airtime
8GB + 50Mins	RM109.90	SP D1	Prepaid validity	No	Airtime
13GB + 100Mins	RM199.90	SP D2	Prepaid validity	No	Airtime
18GB + 150Mins	RM279.90	SP D3	Prepaid validity	No	Airtime
350Mins + 5GB + 50 SMS	RM149.90	SP C1	Prepaid validity	No	Airtime
700Mins + 10GB + 100 SMS	RM249.90	SP C2	Prepaid validity	No	Airtime
1400Mins + 15GB + 150SMS	RM399.90	SP C3	Prepaid validity	No	Airtime

- Can I share MINUTES, DATA and SMS credits in Season Pass counter to my friends & family who are XOX MOBILE subscribers as well?

**Yes. In fact you can share with any other XOX MOBILE subscribers, not limit to only friends and family. (RM0.50 will be charge to SENDER for each successful sharing.)**

**NOTE:**

- For ONEXO subscribers, the sharing of Season Pass RM0.50 charges will be deducted from MA first, and then DA.
  - Multiple items sharing is ALLOWED in single share command SMS and will be only charge RM0.50 for successful sharing. Eg: Share 0103333010 D1 V50 S100 1234. (to share 1GB | 50 Mins | 100 SMS)
- What is the maximum sharing limit per day  
**Subscribers can share maximum 3 times a day (single or multiple of Season Pass counter). Please refer to below Season Pass sharing matrix:**

A-Number	B-Number	RESULT
Dregline	Dregline	Unlimited Sharing
Dregline	Subscriber	Unlimited Sharing
Subscriber	Dregline	Blocked
Subscriber	Subscriber	3 times/day

- What happen if subscribers have reached their sharing limit?  
**Subscribers can share again on the next day.**
- What is the validity period?  
**The validity period shall follow your current prepaid subscription end date and time.**

- What is the charging block for Season Pass minute?  
**The charging block of your talktime usage via Season Pass minute is 60 seconds.**
  
- Once I have purchased MINUTES or SMS when will the consumption period begin?  
**The consumption period will begin immediately upon successful purchase and subscription of Season Pass and right upon your next voice call (LOCAL ONLY (example: +60)) or outgoing text message (LOCAL ONLY (not include SMS short code, example: 6XXXX)).**
  - a.) For voice call to any Malaysia toll free number (1300 or 1800), it will deduct your available airtime instead of Season Pass minutes.
  - b.) IDD will be as normal pay-per-use consumption via normal airtime deduction.
  
- Once I have purchased Data when will the consumption period begin?  
**The consumption period will begin upon your next data usage/consumption eg when you purchase Data Package SP D1 (20GB) it will be stored in your Season Pass account, it will only be deducted once you have commenced with NEW data activation (daily, weekly, or monthly data plan).**

**\*BLACK and ONEXOX Prepaid subscribers must follow current data subscription command i.e. DATA FATD1, DATA FATW2, DATA FAT500, DATA FAT1, DATA FAT2, DATA FAT5 & DATA FAT10.**  
*NOTE: Daily Mobile Data Promo (1GB @ RM3 – DATA FATD1) package is NOT allowed to be consumed from Season Pass. It will deduct from your airtime instead.*
  
- If my prepaid account status is in barred, can I still consume Season Pass counters?  
**No. You're not able to consume any from the Season Pass counters (minute, SMS, and data).You have to top-up to remain active to avoid service interruptions.**
  
- How can we check the balance of Season Pass counters?
  1. Via USSD – XOX Prepaid subscribers: You may check via USSD menu (\*132#)
  2. Via SMS – For XOX Prepaid subscribers: Send BAL / SP BAL to 23388 ; For ONEXOX Prepaid subscribers: Send SP BAL to 23388/22111
  3. Via MyXOX app – Log in/Sign up > My Account > Account/Profile
  
- How can I retrieve my PIN code if I've forgotten?  
**XOX MOBILE Prepaid subscribers: Send PIN to 23388.**  
**ONEXOX Prepaid subscribers: Send PIN to 22111.**
  
- Is there any Season Pass user guide that we can follow?  
**XOX MOBILE Prepaid subscribers: Send HELP to 23388.**  
**ONEXOX Prepaid subscribers: Send HELP to 22111/23388.**

- What is Season Pass Happy Hour?  
**Season Pass Happy Hour is a flash promotion happen randomly from 12pm – 12 midnight, the package may vary.**

### **MNP PACK**

- What is Mobile Number Portability (MNP)?  
**Mobile Number Portability or MNP is a service that allows you to keep your number and hopon to XOX MOBILE from your current service provider.**
- How long does it take to port to XOX?  
**The whole process will be completed within 1 to 5 working days.**
- How do I port to XOX?  
**You can either (i) visit any of our XOX Care Centers or XOX dealers; (ii) visit our Online MNP portal at <http://xox.com.my/onlinestore/mnp/>. Careline at 1300-888-010**
- What is the current MNP promotion about?  
**Customers who have MNP to XOX and have activated the mobile service from 1st July 2014 onward will enjoy a validity period of 28 months, until further notice.**
- Who is entitled to enjoy the MNP promotion?  
**The promotion is open to all customers who have ported to XOX MOBILE for the first time from 1st July 2014 until further notice (excluding current Hybrid users).**
- When will the MNP 28-month validity promotion be available to customers?  
**The promotion starts on the 1st of July 2014 and will go on until further notice.**
- When will I receive the 28months validity?  
**The 28months validity will transfer to you within 2 weeks from your activation date. If you still unable to receive within 2 weeks. Please contact our customer service at 12273.**
- Who should I contact if I have further questions regarding MNP?  
**You can contact our XOX MOBILE Customer Careline at 1300-888-010.**

### **ONEXOX Prepaid PLAN**

- What is ONEXOX?  
**Powered by XOX MOBILE, ONEXOX is a prepaid mobile plan that offers blazing fast 4G LTE with Superb Savings.**



- Where can I get ONEXOX starter pack?  
**You can purchase ONEXOX Starter Pack from any appointed authorized distributors and XOX MOBILE Online Store (<http://xox.com.my/onlinestore/>). The Starter Pack recommended retail price is RM10 and comes with preloaded RM5 credit, 4G LTE and 1800 Free SMS upon SIM activation.**
  
- Can I subscribe ONEXOX and maintain my existing number?  
**Yes. You can maintain your existing number through XOX mobile MNP (Mobile Number Portability) and avoid the inconvenience of having to notify friends and associates that you have changed your number.**
  
- What are the benefits of the ONEXOX Prepaid Plan?  
 With ONEXOX Prepaid Plan, you will enjoy
  1. **2-in-1 DA MA flexible plan for more savings!**
  2. **Preloaded RM5**
  3. **5 sen short call to all network**
  4. **2 sen SMS rate to all network**
  5. **10 Friends + Family**
  6. **6% Cash Rebate via User-Get-User programme.**
  7. **Longest validity (up to 2 years)**
  
- What is the rate for ONEXOX Prepaid Plan?  
**Effective 11th April 2016, the ONEXOX Prepaid Plan will be 2-in-1 DA MA flexible plan. Visit [www.xox.com.my](http://www.xox.com.my) to learn more about the rate.**
  
- If I were to port over my mobile number, can I enjoy this ONEXOX benefits?  
**Yes. Subscribers from other local operators from either postpaid or prepaid can port in to ONEXOX Prepaid to enjoy the benefits from 11th April, 2016 onwards.**
  
- Can I port my mobile number over via XOX Online Store?  
**Yes you may. However, you may clear your current telco's outstanding bill before switching to us.**
  
- Why should there be Dedicated Account (DA) and Main Account (MA)?  
**With the 2-in-1 DA MA flexible plan, subscribers have the freedom to enjoy special rates in both DA & MA accounts based on your top-up values. Surf [www.xox.com.my](http://www.xox.com.my) to learn more about the 2-in-1 DA MA flexible plan.**
  
- If I were to perform top-up, the airtime will be credited into which account?  
**The Airtime credited will be based on the top-up value/amounts that has been purchased. Surf [www.xox.com.my](http://www.xox.com.my) to learn more about 2-in-1 DA MA flexible plan, and save more on the credited airtime by purchasing the top-up wisely**

- In which account is the available credit of RM5 located for this SIM Pack and how long is the active period if I do not top-up after the activation date?  
**Every new starter pack comes with RM5 credit in Main Account (MA). The SIM card will be active for 30 days without any top-up after the activation date.**
- Which account's credit balance will be utilized in advance?  
**The credit balance in Dedicated Account (DA) will be utilized first for all calls and SMS.**
- Can I transfer my credit balance between DA and MA?  
**Yes. You can transfer your credit balance from DA to MA. However, you're not allowed to transfer the airtime credit from MA to DA. To transfer credit balance from DA to MA, please send TRNS DA AMOUNT to 22111.**
- Where can I get ONEXOX Prepaid Plan top-up?  
**You can top-up your ONEXOX Prepaid Plan at all 7-Eleven, petrol stations and at selected outlets via the e-Pay terminals. Please don't forget to mention "XOX" when you're purchasing the top-up.**
- What can Self-Care do?  
**The XOX mobile Self-Care is an online portal which allows you to:**
  1. **View your subscription profile which consists credit balance from DA & MA accounts, subscriptions validity, and free SMS's balance.**
  2. **Overview of your monthly detailed billing.**
  3. **To purchase top-up**
  4. **Internet subscription management: To subscriber internet plan, upgrade your subscription, check remaining quota and increase the quota.**
  5. **Sub-line management: Can add up to 10 sub-lines, manage their profile, subscribe internet plan, and upgrade sub-line's internet subscription.**
  6. **Check loyalty points.**
- Can ONEXOX Prepaid subscriber subscribe to any mobile internet plan?  
**Yes. ONEXOX subscriber can subscribe to daily, weekly, and monthly mobile internet plan provided by XOX Mobile. Please refer to the Mobile Internet Plan table and command codes at <http://xox.com.my/plans/mobile-internet/>.**
- Does XOX MOBILE internet (data) support for all types of devices and smartphones?  
**XOX MOBILE data plan supports almost all types of devices and smartphones. Please make sure you have the correct settings. However, the plan does not support data services for Blackberry Internet Service (BIS).**

- Is XOX MOBILE data plan unlimited?  
**No. XOX MOBILE offer high speed data plan up to 7.2mbps download data based on the quota limit/day subscribed. With this, ONEXOX subscribers are free from interrupted internet browsing speed.**
- How do I use the free SMS?  
**Free SMS can be used for numbers on the same network (XOX Mobile & ONEXOX). Please refer to the terms and conditions [HERE](#).**
- How do I know when the validity of my Mobile Data subscription expires?  
**You may SMS Data Check to 28899 to check the expiry date of your Mobile Data subscription**
- What is the limit member for Friends+Family (F+F) that can be registered and to which network?  
**You can register up to 10 numbers F+F. First 10 registrations are free. F+F rate is open to all local networks including Telekom Malaysia fixed lines (except premium numbers 1-300 and phone numbers abroad). You can also replace the registered numbers and replace with another number. However, each replacement will be charged RM1 from MA account. Please make sure you have sufficient balance before proceeding.**
  1. How to apply F+F: SMS to 22111- F+F ADD (space) (phone number)
  2. How to check the F+F list: SMS to 22111 – F+F LIST
  3. How to cancel a number in the F+F list: SMS to 22111 – F+F (space) DEL (space)
- Is the DA F+F rate applied to MA once credit balance in DA has finished up?  
**Yes. You will still enjoy DA F+F rate with credit balance in MA.**
- How can I have free SMS from “Loyalty Point”?  
**You will be rewarded with loyalty points for every Top-up made to your account based on the top-up value. For eg, every ringgit of top-up equivalent to 1 point; every 10 points that you’ve collected can be redeemed for one free SMS.**
- How to redeem SMS free?  
**You can redeem FREE SMS through below platforms:**  
**SMS portal: SMS to 22111 – LYT (space) RED (space) SMS (space) (number of SMS to be redeemed)**  
**Example: RED LYT SMS 12**  
**Via Online: Self-Care**
- What is the SMS command code if I were to check balance, check data balance, subscribe data, etc?  
**You can refer to the SMS command code at [USER GUIDE](#).**

- How can ONEXOX Prepaid subscriber access to USSD?  
**ONEXOX Prepaid subscriber can dial \*150# to access to USSD.**
- What is the credit validity?  
**ONEXOX credit validity is the validity of your line based on your Prepaid top up – Every top up of RM1 equals to 1 day of validity. For the longest validity, subscriber is entitled to 28 months validity ONE(1) time only, by performing top-up RM50 within 30 days; or MNP; or purchasing at least ONE(1) Welcome Deal packages as below:**

Package	Code	Price
SP FAT 10GB+10GB	SP FAT10	RM50
SP FAT 10GB+333mins	SP FAT10M	RM50
SP FAT 333mins	SP FATVOICE	RM30
SP FAT 5GB+100mins	SP FAT5M	RM30

### WELCOME DEALS

- What is Season Pass FAT?  
**This Season Pass FAT is to replace the previous Super Season Pass start from 1/9/2018 that will be giving you way better quotas and new requirements for prepaid 28 months. Season Pass FAT packages are only available for purchase to NEW SUBSCRIBERS via MNP or new activation pack. First purchase of Season Pass FAT comes with 28 months validity. Subscriber can purchase each Season Pass FAT deals ONCE upon activation.**
- Who is eligible to purchase?  
**Season Pass FAT packages are only available to all NEW SUBSCRIBERS (via MNP or new activation pack), including new subscribers who had activated their SIM Pack from 1/9/2018.**
- How many packages does Season Pass FAT (SSF) have?  
There are FOUR (4) Season Pass FAT (Welcome Deal) available:
  - a) SP FAT 10GB+10GB
  - b) SP FAT 5GB+100mins
  - c) SP FAT 333mins
  - d) SP FAT 10GB+333mins

**Below are the New Packages for Prepaid 28 Months Validity effective on 1/9/2018.**

Package	Price	Subscription Code	Remarks	Effective 1 <sup>st</sup> September 2018
Top up RM50 within 30 days	RM50	N/A	N/A	<i>To be continued</i>
SP FAT 10GB+10GB (Welcome Deal)	RM50	SP FAT10	10GB Instant activation (valid for 30 days)	<i>To be continued</i>

			10GB in Season Pass	
<b>SP FAT 5GB+100mins (Welcome Deal)</b>	RM30	<b>SP FAT5M</b>	5GB & 100mins in Season Pass	<i>NEW Package</i>
<b>SP FAT 333mins (Welcome Deal)</b>	RM30	<b>SP FATVOICE</b>	333mins in Season Pass	<i>To be continued</i>
<b>SP FAT 10GB+333mins (Welcome Deal)</b>	RM50	<b>SP FAT10M</b>	10GB & 333mins in Season Pass	<i>NEW package</i>
<b>All MNP</b>		<b>N/A</b>		<i>To be continued</i>

- How to purchase this Season Pass FAT once I activated my SIM Pack?  
**You may purchase by sending SMS with the subscription code below to 23388 Subscription code:**
  1. SP FAT 10GB+10GB = SP FAT10
  2. SP FAT 5GB+100mins = SP FAT5M
  3. SP FAT 333mins = SP FATVOICE
  4. SP FAT 10GB+333mins = SP FAT10M
- How many times can I purchase Season Pass FAT package?  
**You can purchase all 4 available Season Pass FAT packages. Each packages limited to ONE(1) purchase only.**
- How long is the SP FAT package valid for purchase?  
**Season Pass FAT is only valid for 10 calendar days upon activation date. For eg, you have registered/activated SIM pack on 1/9/2018, the deals shall valid until 9/9/2018 11.59pm.**
- What if I want to purchase Season Pass FAT package after 10 days of activation?  
**Season Pass FAT package will no longer available. However, you can follow our Facebook page (XOX Malaysia) or download our MyXOX app to stay updated with Happy Hour deals and other promos.**
- When will I receive 28 months validity upon purchase Season Pass FAT packages?  
**You will receive validity immediately upon FIRST successful purchase of any XOX Welcome Deals. The 28 months validity will be extended from XOX Welcome Deal(s) purchase date.**
- Is Season Pass FAT shareable?  
**Yes.**
- What are the items that Season Pass FAT counters are shareable??
  1. Minutes, SMS and Data can be share
  2. Multiple items sharing is allowed in a single share command SMS.
  3. Sender will be charged RM0.50 for each successful sharing SMS.
  4. Maximum 3 sharing per day.

**5. Maximum sharing limit per SMS: Unlimited minutes, unlimited SMS, 10GB data**

- What happens if I reach my sharing limit for the day?  
**You can try it again on the next day.**
- If I MNP or purchase new SIM pack via XOX Online Store or MyXOX Mobile app, am I entitled for Season Pass FAT deal?  
**Yes. You are entitled as long as you purchase within the 10 days upon your activation.**

**JOM MENANG IPHONE!**

- Each participant agrees that he/she has read and understood these terms and by their participation in the campaign. Each participant agrees to be bounded by the terms and conditions.  
**This campaign is open to all XOX Mobile subscribers (herein known as “Participants”) who is an active XOX MOBILE Prepaid and a BLACK subscriber, also must be a Malaysian resident with a valid MyKad and address in Malaysia, aged EIGHTEEN (18) years and above.**

**Every accumulated /1 time top up OR payment of RM20 = 1 token (For Weekly Prizes lucky draw)  
Every accumulated /1 time top up OR payment of RM50 = 1 token (For Grand Prize lucky draw)**

- There will be **5 winners** in total.
- Campaign Period:  
**The campaign will start from 15th October 2018 00:00:00 and ends on 11th November 2018 23:59:59.**
- Prizes and winners draw & announcement will be conducted on the dates as following:

<b>Week</b>	<b>Period</b>	<b>Draw Date</b>	<b>Announcement Date</b>	<b>Prize</b>
1	15/10/18 – 21/10/18	23/10/18	24/10/18	Samsung S8
2	22/10/18 – 28/10/18	30/10/18	31/10/18	Huawei Nova 3i
3	29/10/18 – 04/11/18	05/11/18	07/11/18	Oppo F9
4	05/11/18 – 11/11/18	15/11/18	16/11/18	Vivo V11
5	15/10/18 – 11/11/18	15/11/18	16/11/18	Iphone X

- Contacting Winners:  
**5 winners in total for the campaign and will be announced on social media and will be contacted through XOX customer care team.**
- If there is a public holiday, the winners will be announced the day after.

- XOX MOBILE will then contact winners via customer care. Each winner will be contacted a maximum of 3 times only.
- Winners have 7 days' time from the first attempt that customer service has made for prize collection
- If the winner cannot be contacted after 3 times and if it's already after 7 days the prize will be forfeited.

### Other Terms

- **The Organizer reserves the right to revoke the eligibility of winning participants who fail to comply with the prize redemption procedures set by the Organizer. The Organizer will not be responsible for the missing or receiving late notices that were caused by factors outside of the Organizer's control.**
- **Due to any circumstances, that may cause phone not being available, XOX MOBILE reserves the right to replace the phones within same range and price at any time without giving any prior notice to the participants.**
- **XOX MOBILE reserves the right to change, amend, modify, suspend, continue, terminate and add all or any terms to the campaign/contest/promotion terms and conditions accordingly.**

### ONEXOX PREPAID

Q1: How much will the prepaid SIM starter pack cost after Service Tax is implemented?

**A1: Purchase of prepaid SIM starter pack is already inclusive of service tax, you will not be further charged when you register a new prepaid number, as there is no registration fee.**

Q2: Are all Top-Ups subject to Service Tax?

**A2: All physical or online reload top-ups will NOT be charged for Service Tax.**

Q3: Will there be Service Tax charges for Season Pass or Happy Hour purchase?

**A3: There will be NO charges for Season Pass or Happy Hour purchase.**

Q4: If I am a non-Malaysian, will I be exempted from paying for the Service Tax for prepaid Top-Ups?

**A4: No, Service Tax 6% will still be charged for Top-Ups performed by non-Malaysian registrant.**