

BLACK FAQ

Getting Started

Q: What are the BLACK plans available for sign up?

A: Refer to the table below

BLACK plan	Data (GB)	Talktime (min)	SMS	Monthly fees (RM)
B10	1	20	-	10
B39	8	200*	50	39
B39PLUS20	15*	Unlimited	100	59
B39PLUS50	25*	Unlimited	200	89
B149	30	300	300	149

**BLACK quota will be upgraded effective from 10th March 2020 onwards. The new quota upgrade will be reflected once your Bill Cycle refreshes*

Q: How do I join BLACK?

A: You can sign up [here](#)! You may also visit an XOX Care Centre or reach out to an authorized BLACK dealer near you.

Q: Want to keep your number and switch to BLACK? Of course, you can!

A: Switch over [here](#).

Q: If you're a ONEXOX Prepaid user, you can upgrade to BLACK while keeping your number, no problem! Read on to find out how.

Q: Who can register for BLACK?

A: You! But, you have to be 18 years old and above with a valid NRIC or passport to be able to register! If you are 12 to 17 years old, you can still sign up, but we would need parental consent from your parents to sign up.

Q: How many lines BLACK lines can I register?

A: Not 1, not 2.... But 5! You can register up to 5 lines under one NRIC/Passport.

Q: Help! The problem I'm experiencing isn't in the FAQ!

A: Do drop us a message on our [Facebook](#).

You can also call our call centre for help.

- Call 12273 if you are calling from a ONEXOX prepaid or BLACK number.
- Call +6037882 4952 if you are calling from overseas.
- Call 1300 888 010 if you are calling from a non-XOX MOBILE number.

Q: Is there an app for me to manage my account?

A: Yes! Via the BLACK App. Available for both iOS and Android!

Q: Is there a limit to how much quota I can carry forward?

A: You can carry forward up to 100GB of data. For talktime and SMS, you can carry forward as much as you like.

Q: Does BLACK have eSIM?

A: Oh yeah we do! Click [here](#) if you wanna be livin' in the Year 3010.

Plans

Q: What does UNLIMITED CALLS mean?

A: It means you have the freedom to chat away with all your besties! However, do note that it is subjected to our T&C and Fair Usage Policy (FUP). Click [here](#) to find out more.

Q: I already have unlimited calls, what happens to the talktime minutes when I buy Season Pass or Happy Hour?

A: It will be yours of course! The minutes will be stored in your BLACK counter and you may carry forward and share the minutes to your besties that are subscribed to XOX.

Q: How do I check how much quota (data, talktime and SMS) I have left?

A: Head over to your BLACK App, XOX Self Care or dial *150# to access our Easy Menu! Or you may also send **BAL** to 22111 and 23388 to check your balance.

Q: If my BLACK plan has unlimited calls, can I use it to make video calls?

A: Oh noooo. You can't use the unlimited calls to do that :(

Changing BLACK Plans

Q: How can I change my current BLACK plan to other BLACK plans?

A:

1. Via XOX Self Care

Log on to [XOX Self Care](#). Go to the My Profile tab and click on Change Plan and make the required payment.

2. Via the BLACK App

At the BLACK App home page, select your profile circle. Once in, click on Change Plan and make the required payment.

3. Contact customer service 12273 (calling from a XOX MOBILE number) 1300888010 (calling from non-XOX MOBILE number)

Q: How much do I need to pay if I request a change of plan?

A: Upon requesting for a change of plan, you will need to pay the listed amount for the plan change to be successful.

Full amount = *Amount Due** (if any) + 1 month current Plan Commitment + 1 month of Advance Payment of New Plan

**Amount Due refers to any outstanding amount not inclusive of your current plan commitment*

	Current	Change to
BLACK Plan	B10	B39
Amount due (if any)		RM X
Current month commitment		RM10
New plan commitment		RM39
Total Payment		RM49

Q: When will my new plan start?

A: Your new plan will begin on the same day if the change plan request is successful. The billing cycle date will now also be updated to 1 day earlier from the date of the successful change plan request. Any registration, MNP, or change of plans which falls on 29th, 30th, 31st will be set to 28th due to standardization of days in a month.

Example 1

Previous bill cycle is on the 20th of each month. Change Plan was requested & successful on 15th of Jan. The new plan will now take immediate effect and the new billing cycle date is now the 14th of each month.

Example 2

Previous bill cycle is on the 1st of each month. Change Plan was requested & successful on 30th of Jan. The new plan will now take immediate effect and the new billing cycle date is now the 28th of each month.

Q: What will happen to the existing data, talktime and SMS that I have carried forward?

A: They will all be carried forward from your current plan to the new plan!

Q: How many times can I request a change of BLACK plan?

A: You can request a change of plan once every billing cycle. If a request has already been proceeded, the subsequent request can only be requested upon the completion of the billing cycle.

Upgrade from Prepaid to BLACK

Q: How can I upgrade from ONEXOX Prepaid?

A: Via SMS. Simply Send CHG[PLAN NAME] to 23388 or 22111. Before changing plan, please ensure you have enough credit in your account as prepayment will be deducted from your balance.

Command code	Upgrade to BLACK Plan	Charges as Pre-Payment (RM)
CHGB10	B10	RM10
CHGB39	B39	RM39
CHGB39PLUS20	B39PLUS20	RM59
CHGB39PLUS50	B39PLUS50	RM89
CHGB149	B149	RM149

Q: How long does it take to upgrade from Prepaid to BLACK?

A: Within 24 hours! You may experience some disruption during upgrading but please be patient with us!

Q: What happens to my leftover data/talktime/SMS in my Prepaid Account if I switch to BLACK?

A: It will be transferred to your BLACK account! (Only up to 100GB for data)

Q: What happens to the credit in my Prepaid Account if I switch to BLACK?

A: Don't worry! Your credit will be transferred to your BLACK account!

Q: Can I use my balance/credit in my ONEXOX Prepaid account as a pre-payment for my BLACK plan?

A: Yes. You can use the credit to make the pre-payment to upgrade to a BLACK plan.

Q: Can I switch from BLACK to XOX Prepaid?

A: Yes you can! Contact our XOX Customer Service to find out more.

Q: Can I still carry forward my data/talktime/SMS/loyalty points when I switch to ONEXOX Prepaid?

A: Unfortunately, you will have to bid farewell to your data/talktime/SMS/loyalty points. So you might wanna stay with BLACK! However, if you still wish to do so, remember to clear off any outstanding payment.

Payment

Q: Where can I pay my BLACK bill?

A: You can pay your BLACK bill on the following platforms.

1. BLACK App
2. [XOX Self Care](#)
3. [XOX Fast](#)
4. [XOX Service Centres](#)
5. Buying reload vouchers and paying via 22111, 23388 or *150#
6. Authorised BLACK dealer

Q: When do I need to pay my BLACK bill?

A: Payments need to be made one day before your plan refreshes to the next billing cycle.

Q: When will I receive my BLACK bill?

A: You will receive your BLACK Statement at the end of your billing cycle each month. If you signed up on the 10th of the month, you would receive your statement on the 10th of the following month.

Q: Are there SST charges for BLACK?

A: Yes, 6% SST will be charged to your bill at the end of your billing cycle.

Q: What is advance payment?

A: An advance payment is charged when you newly registered, MNP, or requested a change of plan – in which the amount would be used to offset your first month bill. The advance payment is the equivalent of your new plan's monthly fee.

Q: I paid extra as pre-payment/payment for bill? What will happen to the over-payment?

A: It will be carried forward and reflected in your next BLACK statement. Any additional payments made will be carried forward and reflected in your BLACK statement as negative amount due. For example, if a BLACK subscriber who subscribes to B39 and makes a pre-payment of RM49, the additional RM10 will be reflected in their next BLACK statement as long as they did not use the RM10 in their current month.

Q: If I make a pre-payment for 12 months, will I receive the total quota for 12 months at one go?

A: For all BLACK plans, quota (data/talktime/SMS) are credited on a monthly basis based on your monthly renewal cycle. Even if you make a pre-payment for a total of 12 months, you will not receive the total quota for 12 months at once.

Sharing is Caring

Q: Can I share my quota to other XOX MOBILE subscribers?

A: YES! You may share up to 10GB of data each time, up to 3 times a day! Each time you share data/talktime/SMS to any XOX MOBILE numbers, there will be a RM0.50 charge.

Q: Can I use my BLACK data for hotspot?

A: Yes, sharing is caring!

Extra Goodies

Q: I used up all my quota. What should I do?

A: Fret not! We have a range of SEASON PASS! Check them out right here:

<https://xox.com.my/season-pass-2/>

Or look out for our Happy Hour promo that happens on selected days! Visit our Facebook page for more info!

List of pay-per-use rates

- Talktime: RM0.15/minute
- SMS: RM0.10/SMS
- Data: N/A

Q: Can I make international calls with my BLACK plan?

A: Yes, you can! However, calls made to overseas will not use the minutes from your BLACK account; it will be subjected to our International Direct Dialling (IDD) rates. You may refer to our IDD call rates here: <https://xox.com.my/plans/idd/>

Credit Extension

Q: What does credit extension mean?

A: Credit extension is an advance credit that is allocated to BLACK subscribers for the use of our services. Use now, pay later!

Q: Does BLACK have credit extension?

A: Yes. Credit extension will be available for all BLACK Subscribers from 3rd January 2019 onwards.

However, for new sign ups, port-in and upgrade from ONEXO Prepaid to B39 PLUS50 and B149 (from 28 June 2019, 12:00:00PM onwards), users for those two plans will not be entitled to credit extension.

For existing BLACK users who change their plan to B39 PLUS50 and B149, they can still enjoy the credit limit.

Q: What can I use the credit extension for?

A: Pay-per-use calls & SMS, purchase of Season Pass, Happy Hour & add-ons, share data/talktime/SMS, as well as, premium content

Q: What happens if I use up my monthly credit extension?

A: You will have to make payment to settle the bill in order to continue our services.

Q: How do I maintain the full amount of credit extension in my account each month?

A: Pay your monthly bills on time!

Q: Can I request for additional credit extension?

A: Your wish is our command and it's FOC too! Here's how you can do so: Call us at 12273 to request.

Account Status

Q: If I always pay my bills on time, what status would my account be on?

A: Your account would be on the Active status if you always pay your bills on time. Keep it up! And who knows? We might even give you additional credit extension if your payment master is good.

Q: What happens if I don't pay my bills 30 days after my due date?

A: Your account would be Barred, which means, you will only be able to receive incoming calls and SMS. You will not be able to use any data, calls and/or SMS in your account or any data, calls and/or SMS shared to you by other XOX subscribers.

Q: What happens if I don't pay my bills 60 days after my due date?

A: Your account would be blocked, which means you will not be able to use data and make any outgoing or receive any incoming calls and SMS.

Q: My account is barred/blocked. What should I do?

A: Head over to BLACK App, [XOX Self Care](#) or [XOX Fast](#) to pay your bills.

Q: If I still do not make my bill payment 30 days after my account is blocked, what would happen to it?

A: Your account would be terminated, and you would not be able to get any of your credit extension, data, talktime, SMS and loyalty points back, so do remember to pay your bills on time.