

**Covid-19 #StayHomeWithXOX**

**Bonus Data for B39 FAQ**

**1. What is the promo about?**

To express XOX's support during the restricted movement control, B39 subscribers will receive a FREE one-time off 3GB during this promotional period.

Selected Promo	Base Data	Bonus Data	Total	Carry Forward	Sharing
B39	8GB	3GB (1-time off)	11GB	√	√

**2. Who is eligible to receive the one-time off 3GB?**

- All new, successful port-in, and COBP (Prepaid to B39) subscribers during promo period
- All existing B39 subscribers regardless of Bill Cycle date
- BLACK subscribers who change to B39 plan during promo period

**3. When will the Bonus Data promo be available?**

- Promo campaign starts from 20<sup>th</sup> March 2020, 12AM onwards until 31<sup>st</sup> March 2020.

**4. Will I be able to share or carry forward the FREE 3GB?**

Yes. You may use, share, or even carry forward the bonus data.

**5. When will I receive the FREE 3GB?**

- New, MNP, and COBP during the promo period will receive 3GB within 24 hours upon successful registration/port-in/upgrade
- Existing B39 subscribers will receive 3GB within 24 hours upon campaign launch
- BLACK subscribers who change plan to B39 during the promo period will receive 3GB within 24 hours upon successful plan upgrade/downgrade

*SMS notification will be sent upon successful 3GB credited to subscribers.*

**6. Can I still receive the bonus data even after promo has ended?**

No. The FREE 3GB bonus data is specifically for B39 subscribers during this promo period only. New, MNP, COBP or upgrade/downgrade B39 subscribers after 31<sup>st</sup> Mar 2020 will not be entitled for it.

**7. How do I sign up for B39?**

To reduce public engagement during this movement control period; new registration, port-in, or COBP to B39 **via online channels are highly encouraged.**

Physical Platform(s):

- XOX Care Centre (XCC), XPP, and X-Force
- SPACE@XOX
- Authorised BLACK dealers

Online Platform(s):

- Online Store
- XOX Self Care
- Black App or SMS (for COBP to B39)