

**U MOBILE POSTPAID PLAN ADDENDUM
(17th January 2024)**

U Mobile Postpaid Plan – U Biz 38

Postpaid Plan	U Biz 38	
Monthly Fees	RM38	
What's in my Bundle?		
Network	U Mobile to U Mobile (On-Net)	U Mobile to Other Networks (Off-Net)
High-Speed Internet	120GB	
Hot-Spot	Share with main data	
Voice	Unlimited to all networks	
SMS	15sen	
Subsequent Pay-As-You-Use Charges after Bundle is consumed		
Voice Call	Unlimited	
Voice Mail (/call)	18sen	
Video Call (/min)	18sen	30sen
MMS	20sen	30sen
Internet	No extra charges and speed is throttled after exceeding 120GB quota.	

1. Monthly bundled all-net/other network minutes will be pro- rate if subscription period is less than a month.
2. All Postpaid plans including member lines with unlimited voice service bundle are subject to our Fair Usage Policy.
3. All voice minutes bundled only apply to domestic mobile/fixed on-net & off-net usage and excludes video calls, IDD, International Roaming, Voicemail (1311) or calls to special numbers/premium numbers (e.g.: 1300 / 1500 / 1508 / 1600 / 1700 / 1900 / 103, 800 & 15999) and 02-prefix numbers for border calls to Singapore and 080- prefix numbers for border calls to Brunei.
4. All voice minutes bundled shall be used strictly as part of normal everyday mobile voice usage for individual subscribers and not for commercial use. In amplification of the Fair Usage Policy, the Service shall not be:
 - a. re-sold, rented or utilised in any other way;
 - b. used for multiple simultaneous calling, conference calling, re-supply, call centre usage, telemarketing, application-to- person communication, continuous calling for extended period of time, auto-dialing, machine-to-machine communication;
 - c. used for wholesale or for SIM boxing or aggregate minutes on our network;
 - d. used in connection with a device, software or application which re-routes calls;
 - e. used to set up switch devices which could keep a line open potentially for hours and limiting the ability for other subscribers to access our network; or
 - f. used for any other activity that U Mobile considers to be non-standard usage.
5. U Mobile at its sole and absolute discretion reserves the right at any time without being liable to you to suspend or terminate the Service if you are found to be in violation of the Terms and Conditions.
6. U Mobile may block or restrict the use of the device during the Subsidy Period if:
 - a. U Mobile suspects that you have committed fraud;
 - b. U Mobile finds that you have committed fraud; or
 - c. despite our reminders, you have failed to remit the Monthly Fees of selected rate plan for a continuous period of three (3) consecutive months from the activation of the device plan or any other period as determined by U Mobile from time to time.
7. U Mobile may unblock the use of the device upon receipt of the outstanding payment and upon your request to unblock the use of the device if your device use is blocked due to non-payment of the Monthly Fees of selected rate plan.
8. If your device is blocked due to fraud or suspected fraud, you may be requested to contact U Mobile's customer service for further instructions.
9. You remain liable for the Monthly Fees if you lose your device, if your account is barred or suspended, or if your use of device is blocked, for any reason.

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Mobile Voice Services

Type of Service		New		Renewal
		Additional		Port-In / MNP
		Upgrade		

No	Rate Plan	Monthly Commitment (RM)	No. of lines	Contract Period (months)	ETP Charges**
1	U Biz 38	25.00	3	months	RM38 x remaining months of contract
2	U Biz 38	25.00		months	
			Based on Delivery Order		

*Please refer to the respective Schedule(s) for rate plan and other details

****Please note that the ETP charges apply should the rateplan be terminated within 24 months of subscription.**

DECLARATION

I declare and confirm that I have read and agreed to be bound by the terms and conditions of this Addendum including any amendments made or to be made to them and where applicable, any additional terms and conditions in U Mobile Sdn Bhd's product information brochure, promotion and website.

Customer's Signature

Name:
NRIC No.:
Date:
Company Stamp:

In the presence of

Name:
NRIC No.:
Date:
Company Stamp:

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