

**U MOBILE ENTERPRISE POSTPAID PLAN  
ADDENDUM (21 December 2021)**

1. This Enterprise Postpaid Plan is available as a bundled service with a device or as a stand-alone service (**Service**) and is supplied according to the Terms of Service in our Postpaid Sign-Up Form. You must comply with those Terms of Service including our Privacy Notice, the relevant Postpaid subscription plan and these additional terms and conditions (collectively, the **Terms**) all of which are available on [www.u.com.my](http://www.u.com.my).
2. You must pay the Monthly Fee in full even if you do not use the Service to the full value for the month. No part of the Monthly Fee will be carried over to the following months. Any usage exceeding the Monthly Fee will be billed to you on monthly basis. Monthly Fee may also be referred to as "Monthly Commitment Fee", "Monthly Access Fee" or other names as may be determined by us.
3. Charges for all other services not listed, such as International Direct Dial (IDD) and International Roaming will not be deducted from the Monthly Fee and will be charged separately. Unless specifically stated otherwise, monthly data and bundled minutes are only applicable for domestic usage and will not be available during Roaming.
4. We reserve the right to amend or change the tariffs at any time during the Contract Period.
5. The Service cannot be combined with other package unless stated otherwise.
6. Contract Period will be applicable when devices are bundled together with the Service. We may impose cancellation charges/fees (including unpaid device price) if you terminate the Services (or we terminate due to your non-compliance) prior to the agreed Contract Period. Contract Period may also be referred as "Minimum Period" or "Minimum Term".
7. If you have bought any device or accessories from us or our dealers, all claims relating to those products are covered by the warranty, if any, offered by the relevant manufacturer. We do not provide any warranty claim on the device.
8. The Advance Access Fee is charged in advance to your account and will be shown in your first month bill. If you do not pay your bill by the due date, this Advance Access Fee may be used to offset any outstanding charges. Upon set off or deduction, we may also require you to pay a further advance fee in an amount that we determine. Any remaining balance of the advance fee will be refunded to you without interest if you terminate this Postpaid Plan provided all outstanding charges have been settled.
9. If you are an existing U Mobile prepaid customer and you wish to switch to this Postpaid Plan, you may retain your phone number. Any remaining SMS, voice minutes or data allowance to which you are entitled under the previous prepaid plan will be forfeited and any content subscription services which are part of your previous prepaid plan will be automatically terminated. However, any credit remaining may be carried over to this Postpaid Plan up to a maximum value of RM100 to offset bill payment. Any credit balance exceeding the sum of RM100 will be automatically forfeited.
10. If you have subscribed to any voice or SMS Postpaid Add-on Pack, when you change your rate plan, any unused quota from the voice or SMS Postpaid Add-on Pack will be forfeited without refund.
11. Upon activation of your new rate plan:
  - (a) if your new rate plan has any unlimited voice service bundle:
    - (i) your subscription of any voice Postpaid Add-on Pack on your previous rate plan will be terminated. You will be charged with the full monthly charges of the Postpaid Add-on Pack and any unused quota on the voice Postpaid Add-on Pack will be forfeited without refund.
    - (ii) if you have previously subscribed to any SMS Postpaid Add-on Pack, you will be re-subscribed to the same pack. The re-subscribed SMS Postpaid Add-on Pack will have a refreshed quota and will be valid until the last day of your bill cycle. You will be charged with the full charges for the SMS Postpaid Add-on Pack:
      - (A) for the previous subscription on your previous rate plan; and
      - (B) for the renewed subscription on your new rate plan.
  - (b) if your new rate plan is not bundled with any unlimited voice service bundle, and if you have previously subscribed to any voice or SMS Postpaid Add-on Pack, you will be re-subscribed to the same pack. The re-subscribed voice or SMS Postpaid Add-on Pack will have a refreshed quota and will be valid until the last day of your bill cycle. You will be charged for the full monthly charges for the voice or SMS Postpaid Add-on Pack:
    - (i) for the previous subscription on your previous rate plan; and
    - (ii) for the renewed subscription on your new rate plan.
12. Your actual download speed and data capacity will vary and may be slower and are affected but not limited, by your distance from our mobile tower, the capacity of our mobile tower, the source of your download, your handset type and quality, the general internet traffic and coverage availability. If your total download and upload use per month exceeds any applicable allocated data allowance, we will manage your bandwidth by reducing your speed.
13. Any add-on services bundled together with the postpaid plan(s) are governed by separate terms and conditions, which are published on [www.u.com.my](http://www.u.com.my).
14. All prices stated in these Terms are exclusive of all current and future taxes and other similar charges such as service tax, goods and services tax, sales tax and value added tax that may be imposed by any authority.
15. Miscellaneous

**Advance Access Fee** is the amount which equals to the Monthly Fee.

**Contract Period** is the pre-agreed duration for which you are required to subscribe to the Services.

**Monthly Fee** is the monthly fee that you are required to pay for your Postpaid Plan and may be used interchangeably with **Access Fee** or **Monthly Access Fee** in [www.u.com.my](http://www.u.com.my) or in your bill.

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**The Schedule A – U Premium and U Platinum**

Rate Plan		U Premium		U Platinum	
<b>Monthly Access Fee</b>		RM168		RM498	
<b>Contract</b>		24 months		36 months	
<b>Advance Access Fees</b>		RM1,008*		RM1,992**	
<b>What is my Bundle?</b>		U Mobile to U Mobile	U Mobile to Other Operators	U Mobile to U Mobile	U Mobile to Other Operators
	<b>Data</b>	15GB		30GB	
	<b>Voice (min)</b>	Unlimited		Unlimited	
	<b>SMS</b>	400	400	1,200	1,200
	<b>Roam Onz</b>	5GB		8GB	
<b>Pay-As- You-Use Tariffs after Bundle is Consumed</b>	<b>Second Block Charge</b>	30sen/block			
	<b>Voice/min</b>	N/A			
	<b>Voice Mail/call</b>	18sen			
		On-Net	Off-Net	On-Net	Off-Net
	<b>Video/min</b>	18sen	30sen	18sen	30sen
	<b>SMS each</b>	5sen	12sen	5sen	12sen
	<b>MMS each</b>	20sen	30sen	20sen	30sen
	<b>Data</b>	No extra charges after exceeding data limit			

**Requirements for U Premium and U Platinum:**

The advance payment for U Premium is RM1,008\*. This advance payment is charged upfront and will be used to pay for your initial monthly bills.

\*The advance payment is equivalent to 6 months of the U Premium access fee (RM168 x 6 months).

The advance payment for U Platinum is RM1,992\*\*. This advance payment is charged upfront and will be used to pay for your initial monthly bills.

\*\*The advance payment is equivalent to 4 months of the U Platinum access fee (RM498 x 4 months).

**Cancellation charges calculation:**

Eg: if we receive your termination notice on the 5<sup>th</sup> day of the 3<sup>rd</sup> month of the Contract Period (U Premium; Access Fee: RM168; Contract Period: 24 months; your cancellation charges will be as follows:

Rate Plan	Total Cancellation Charges
U Premium	RM168 x 21 + 168/30*25 = RM3,668

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**Mobile Voice Services**

<b>Type of Service</b>	<input type="checkbox"/>	New	<input type="checkbox"/>	Renewal
	<input type="checkbox"/>	Additional	<input type="checkbox"/>	Port-In / MNP
	<input type="checkbox"/>	Upgrade	<input type="checkbox"/>	

No	Rate Plan	Monthly Commitment (RM)	No. of Lines	Contract Period (months)	Device Bundle Model	Device Price per line (RM)	Upfront Payment per line
1							
2							
3							
4							
5							
6							
7							
8							
			<b>Based on Delivery Order</b>				

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

**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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