



## **Terma & Syarat SuperLITE SIM**

SuperLITE SIM merupakan produk SIM prabayar peringkat permulaan yang menawarkan perkhidmatan mudah alih asas pada harga yang berpatutan. Produk ini diperkenalkan bagi memenuhi keperluan pelbagai segmen pelanggan, termasuk pengguna baharu, pelanggan prabayar kali pertama, pelajar dan pelanggan yang mengutamakan penjimatan kos.

### **Manfaat Pek SIM**

Setiap Pek SuperLITE SIM didatangkan dengan:

- Data 2GB (Tempoh sah 32 hari)
  - Panggilan Suara On-Net\* Tanpa Had ke nombor CelcomDigi sahaja (tertakluk kepada \*FUP: 3,000 minit); dan
  - Perlindungan Insurans Kemalangan Diri (PA) sehingga RM10,000\*.
- \* Tertakluk kepada tambah nilai minimum RM30 sebulan dan terma & syarat yang berkuat kuasa.

### **Harga Jualan**

Harga jualan SuperLITE SIM adalah RM10.00 bagi setiap Pek SIM.

### **Pengaktifan SIM**

SuperLITE SIM boleh diaktifkan melalui aplikasi tone wow 2.0.

Pelanggan SuperLITE SIM boleh menaik taraf SIM mereka kepada PRO SIM atau BIZ SIM melalui aplikasi tone wow 2.0.

Selepas pendaftaran SuperLITE SIM berjaya, pelanggan akan diklasifikasikan sebagai Ahli LITE.

Pelanggan yang ingin menikmati perlindungan Insurans Kemalangan Diri (PA) yang lebih tinggi boleh melanggan Pelan Data Lindung RM38 atau menaik taraf kepada PRO SIM atau BIZ SIM.

### **Insentif Fast Track**

Promoter layak menerima insentif Fast Track sebanyak RM5 bagi setiap pendaftaran baharu SuperLITE SIM yang berjaya.

### **LITE SIM Sedia Ada**

LITE SIM sedia ada akan terus ditawarkan untuk pembelian sehingga dimaklumkan kelak.

LITE SIM sedia ada boleh ditukar kepada SuperLITE SIM pada nisbah pertukaran satu (1) LITE SIM kepada dua (2) SuperLITE SIM, tertakluk kepada terma & syarat pertukaran SIM.

### **Saluran Pembelian**

SuperLITE SIM boleh dibeli melalui saluran berikut:

- Online SIM Sales (OSS); atau
- Pesanan melalui e-mel [orders@tonegroup.net](mailto:orders@tonegroup.net) ; atau
- Pembelian secara walk-in di Kaunter Ibu Pejabat (HQ) tone wow



Tiada had maksimum bagi pembelian SuperLITE SIM. Pembelian SuperLITE SIM secara pukal adalah dibenarkan dan boleh dibuat melalui e-mel atau dengan mengunjungi Kaunter Ibu Pejabat (HQ) tone wow.

### **Khidmat Sokongan Pelanggan**

Pelanggan yang memerlukan bantuan berkaitan isu pendaftaran atau pertanyaan berkenaan dengan SIM boleh menghubungi Khidmat Sokongan Pelanggan tone wow melalui saluran berikut:

- Khidmat Sokongan Pelanggan: 011-5900 0969; atau
- WhatsApp: 011-7079 9699; atau
- E-mel: [support@tonewow.net](mailto:support@tonewow.net)

### **Terma Am**

tone wow berhak untuk meminda, mengubah, menggantung atau menamatkan penawaran SuperLITE SIM, termasuk terma & syarat ini, pada bila-bila masa tanpa notis terlebih dahulu.



### **SuperLITE SIM Term & Conditions**

The SuperLITE SIM is an entry-level prepaid SIM product that offers essential mobile services at an affordable price. It is introduced to meet the needs of various customer segments, including new users, first-time prepaid subscribers, foreign workers, students, and customers seeking a cost-effective mobile service.

#### **SIM Pack Benefits**

Each SuperLITE SIM Pack includes:

- 2GB of data (32-Day Validity)
- Unlimited On-Net\* Voice Calls to CelcomDigi numbers only, (subject to the Fair Usage Policy \*FUP: 3,000 minutes); and
- Personal Accident (PA) Insurance coverage of up to RM10,000\*  
(\*Subject to maintaining a minimum monthly reload of RM30 and the applicable Terms & Conditions)

#### **Pricing**

The SuperLITE SIM is priced at RM10.00 per SIM Pack.

#### **SIM Activation**

The SuperLITE SIM can be activated via the tone wow 2.0 App.

SuperLITE SIM subscribers may upgrade their SIM to a PRO SIM or BIZ SIM through the tone wow 2.0 App, subject to the applicable upgrade requirements.

Upon successful registration of a SuperLITE SIM, the subscriber shall be classified as a LITE Member.

Subscribers who wish to enjoy higher Personal Accident (PA) Insurance coverage may subscribe to the Lindung Data Plan RM38 or upgrade to a PRO SIM or BIZ SIM.

#### **Fast Track Incentive**

Promoters shall be entitled to a RM5 Fast Track incentive for each successful new registration of a SuperLITE SIM.

#### **Existing LITE SIM**

The existing LITE SIM shall continue to be available for purchase until further notice.

Existing LITE SIMs may be exchanged for SuperLITE SIMs at an exchange ratio of one (1) LITE SIM to two (2) SuperLITE SIMs, subject to the applicable LITE to SuperLITE SIM exchange Terms & Conditions.

#### **Purchase Channels**

The SuperLITE SIM may be purchased through the following channels:

- Online SIM Sales (OSS); or
- Email order via [orders@tonegroup.net](mailto:orders@tonegroup.net) ; or
- Walk-in purchase at the tone wow HQ Counter.



There is no maximum purchase limit for the SuperLITE SIM. Bulk purchases of the SuperLITE SIM are permitted and may be made via email or at the tone wow HQ Counter.

### **Customer Support**

Subscribers requiring assistance with any SIM registration issue or enquiry may contact tone wow Customer Support through the following channels:

- Customer Support: 011-5900 0969; or
- WhatsApp: 011-7079 9699; or
- Email: [support@tonewow.net](mailto:support@tonewow.net)

### **General**

tone wow reserves the right to amend, modify, suspend or terminate the SuperLITE SIM offering, including these Terms & Conditions, at any time without prior notice.