

MEMORANDUM

Rujukan : TONE/20230105/01/BM
 Tarikh : 1 JANUARI 2023
 Kepada : Ahli TONE EXCEL dan TONE PLUS
 Subjek : PENAMATAN KERJASAMA DENGAN TUNETALK

 Tel.:
 +603 9054 3809

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 hq.care@tonegroup.net

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 www.tonegroup.net

Ahli TONE EXCEL dan TONE PLUS yang dihormati,

Dukacita dimaklumkan bahawa kerjasama diantara TONE EXCEL dan TONE PLUS dengan TUNE TALK telah ditamatkan pada **31hb Disember 2022**. Semasa tempoh peralihan dari **1hb Januari 2023 sehingga 31hb Mac 2023**, langkah langkah berikut akan dilaksanakan seperti berikut:

#	Penerangan	Penamatan Perkhidmatan	Catatan
1.	Pendaftaran sim/Pek Permulaan TONE EXCEL & TONE PLUS.	1hb Jan 2023.	Berkuat kuasa serta-merta, semua SIM TE/TP tidak dibenarkan untuk pendaftaran baharu / MNP (HIWOW MNP TIDAK TERJEJAS)
2.	Auto Top up	25hb Jan 2023	Auto top up melalui MMS akan dihentikan mulai 25hb Jan 2023. Ahli harus Top Up jumlah yang ditetapkan supaya pembayaran Insentif tidak akan terjejas.
3.	Penggantian/Pertukaran SIM TONE EXCEL/TONE PLUS & Pengembalian nombor tamat tempoh	1hb April 2023	SEMUA penggantian dan penukaran SIM TE/TP dan pengaktifan semula nombor mudah alih yang tamat tempoh akan dihentikan mulai 1hb April 2023.
4.	Insentif Bulanan	31hb Mac 2023	Pembayaran insentif TONE EXCEL dan TONE PLUS sehingga 31 Mac 2023 sahaja.

Oleh itu, kesemua ahli ahli TONE EXCEL dan TONE PLUS harus melakukan HIWOW MNP ke TONE WOW dengan segera untuk terus menikmati insentif dan kelebihan TONE WOW.

Untuk penjelasan dan maklumat lanjut, sila hubungi talian hotline TONE WOW @ 011 5900 0969 / 9969 atau whatsapp ke 010 512 9768 atau e-mel ke support@tonewow.net.

Yang benar



Chia Han Hui
 Head of Network and Channels

PREPAID
That Pays!
PERTAMA di pasaran
Teruskan sebagai KETUA Juga.

MEMORANDUM

Ref : TW/20230105/01/EN
 Date : 1 JANUARY 2023
 To : TONE EXCEL and TONE PLUS MEMBERS
 Subject : **CEASE OF COLLABORATION WITH TUNETALK**

Tel.:
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Website:
www.tonegroup.net

Dear TONE EXCEL and TONE PLUS Members,

We regret to inform TONE EXCEL and TONE PLUS members that the collaboration between TONE EXCEL and TONE PLUS with TuneTalk has ended on **31st December 2022**,

During transition period between **1st January 2023 until 31st March 2023**, the following action will be implemented:

#	Descriptions	Ceased of Services	Remarks
1.	TONE EXCEL & TONE PLUS sim/Starter Pack registration.	1 st Jan 2023.	With immediate effect, all registration of TE/TP sim will be terminated, EXCEPT HIWOW MNP
2.	Auto Top up	25 th Jan 2023	Effective 25 th Jan 2023, ALL Auto top up via MMS will be ceased. ALL TE/TP members are to top up via other method to qualify for monthly incentives.
3.	SIM Replacement / Exchange / Reinstatement	1 st April 2023	ALL TE/TP sim replacement and reinstatement of expired mobile number will cease from 1 st April 2023.
4.	Monthly Incentive	31 st March 2023	Last and Final Monthly Incentives payment will be for 31 st March 2023.

All TONE EXCEL and TONE PLUS members are to HIWOW MNP to TONE WOW to continue to enjoy monthly incentives and benefits via TONE WOW.

For further clarification and information, please contact TONE WOW hotline @ 011 5900 0969 / 9969 or whatsapp to 010 512 9768 or email to support@tonewow.net.

Yours Sincerely



Chia Han Hui
Head of Network and Channels

PREPAID
That Pays!
FIRST in the market
Continue as the LEADER too