

XOX eSIM Terms and Conditions

GENERAL

1. The Services are made available to you by XOX MOBILE (hereinafter referred to as "XOX"), subject to these general terms and conditions and the specific terms and conditions of each Service. Upon activation, you are deemed to have read, unconditionally accepted and be bounded by this terms and conditions.
2. XOX reserves the right to control, amend, vary and/or modify the rules relating to the use of Service at any time without prior notice. The amendments, variations and/or modifications shall take effect on such date determined fit by XOX and whereby the Subscriber shall with the continued use of the Service shall immediately be bounded by the same.

Eligibility

1. XOX eSIM is available to all Malaysian citizens with at least 12 years of age (hereinafter referred to as "Subscriber(s)") according to National Registration Identification Card (NRIC) subject to fulfilling the criteria stated below in clauses 1.1 & 1.2:

1.1 New subscribers

New subscribers who subscribe to XOX eSIM.

1.2 Mobile Number Portability (MNP)

Subscribers that register for MNP to XOX eSIM.

1.3 Upgrade or Downgrade

Subscribers that register for upgrade / downgrade to XOX eSIM.

1.4 Change of Business Plan (COBP)

Subscribers that register for COBP to XOX eSIM.

2. One subscriber can only register up to a maximum of five (5) eSIMs under single user NRIC. Malaysian citizen is required to register using valid NRIC only.

XOX eSIM Introduction

1. eSIM is an embedded SIM in device, where information is updated wirelessly enabling a mobile number without the need of a physical SIM card.
2. Subscribers may use the eSIM service to make phone calls, answer phone calls and use mobile data service on Designated Smart Device without a physical SIM. XOX eSIM can be used on Designated Smart Device includes an iPhone XR, XS & XS Max, iPad Pro (2018) (running iOS 12.1.1 or later) and Google Pixel 3, 3XL.
3. Upon successful application, an eSIM QR Code will be allocated to the Designated Smart Device. Subscriber is required to activate the Service on the Designated Smart Device according to instructions provided.

- The Service is only supported by ONE (1) Designated Smart Device at any given time. In the event subscriber switches to another device, subscriber is required to apply for a new eSIM QR code or reconnect the eSIM according to instructions provided by the device providers in order to reactivate the Service. The Service on previous device will be terminated. Subscriber is required to remove the previous eSIM profile on the previous device.
- If subscriber lose the device or the device is stolen or damaged and the eSIM profile is loaded on it, please ensure to contact XOX immediately to deactivate the eSIM services. XOX will not be responsible or liable for any such loss, damage, costs, personal injury or expenses suffered arising directly or indirectly as a result of such loss or stolen or damaged device. In order to regain access and control of the eSIM, subscriber will be able to reactivate the eSIM on the same or a new device only after obtaining a new QR code from XOX.

eSIM BLACK Plans

- eSIM BLACK plans are as shown in Table 1:

Table 1: eSIM BLACK Plans.

Plan name	Data	Calls	SMS	Charges
B39	8GB	50mins	50	RM39
B59e	15GB	Unlimited	100	RM59
B39PLUS50	20GB	Unlimited	200	RM89
B149	30GB	300mins	300	RM149

- Subscribers that wanted to sign up with XOX eSIM only can select from the eSIM BLACK Plans available.

XOX eSIM MNP

- Mobile Number Portability (MNP) is available to all subscribers to switch from their current mobile service provider to XOX eSIM services.
- The MNP request may be subjected to a non-refundable porting fee in any event whatsoever.
- Only active mobile number at the time of the request are eligible for porting in to XOX eSIM. Mobile Number which have been suspended, terminated, blacklisted on XOX database and/or barred will not eligible for Porting.
- Subscribers may request MNP to XOX eSIM via XOX Mobile Online Store.

XOX eSIM Replacement

- XOX eSIM replacement is available to all existing Prepaid and BLACK subscribers to switch from their current physical SIM card to BLACK with XOX eSIM.
- Subscribers may request eSIM replacement to XOX eSIM via XOX Self Care.
- All SIM Replacement process: Physical SIM Card to eSIM, eSIM to Physical SIM Card, eSIM to eSIM are required to go through SIM Activation Process.

4. The eSIM replacement request may be subjected to a non-refundable fee in any event whatsoever. Please refer to tables below for charges:

Table 1: Physical SIM Card to eSIM charges

Current	Change to	SIM Replacement Charges (RM)	Plan Advance Payment (RM)	Delivery Fees (RM)	Total Payment (RM)
Physical SIM Card	eSIM				
B10	B39	x	√	x	Plan Advance Payment only
	B59e	x	√	x	
	B39PLUS50	x	√	x	
	B149	x	√	x	
B39	B39	x	x	x	FREE
	B59e	x	√	x	Plan Advance Payment only
	B39PLUS50	x	√	x	
	B149	x	√	x	
B39PLUS20	B39	x	√	x	Plan Advance Payment only
	B59e	x	x	x	FREE
	B39PLUS50	x	√	x	Plan Advance Payment only
	B149	x	√	x	Plan Advance Payment only
B39PLUS50	B39	x	√	x	Plan Advance Payment only
	B59e	x	√	x	Plan Advance Payment only
	B39PLUS50	x	x	x	FREE
	B149	x	√	x	Plan Advance Payment only
B149	B39	x	√	x	Plan Advance Payment only
	B59e	x	√	x	
	B39PLUS50	x	√	x	
	B149	x	x	x	FREE

Table 2: eSIM to Physical SIM Card charges

Current	Change to	SIM Replacement Charges (RM)	Plan Advance Payment (RM)	Delivery Fees (RM)	Total Payment (RM)
eSIM	Physical SIM				
B39	B10	x	√	√	Plan Advance Payment + Delivery Fees
	B39	√	x	√	SIM Replacement charges + Delivery Fees
	B39PLUS20	x	√	√	Plan Advance Payment + Delivery Fees
	B39PLUS50	x	√	√	
	B149	x	√	√	
B59e	B10	x	√	√	Plan Advance Payment + Delivery Fees
	B39	x	√	√	
	B39PLUS20	√	x	√	SIM Replacement charges + Delivery Fees

	B39PLUS50	x	√	√	Plan Advance Payment + Delivery Fees
	B149	x	√	√	
B39PLUS50	B10	x	√	√	Plan Advance Payment + Delivery Fees
	B39	x	√	√	
	B39PLUS20	x	√	√	
	B39PLUS50	√	x	√	SIM Replacement charges + Delivery Fees
	B149	x	√	√	Plan Advance Payment + Delivery Fees
B149	B10	x	√	√	Plan Advance Payment + Delivery Fees
	B39	x	√	√	
	B39PLUS20	x	√	√	
	B39PLUS50	x	√	√	
	B149	√	x	√	SIM Replacement charges + Delivery Fees

Table 3: eSIM to eSIM Charges

Current eSIM	Change to eSIM	SIM Replacement Charges (RM)	Plan Advance Payment (RM)	Delivery Fees (RM)	Total Payment (RM)
B39	B39	√	x	x	SIM Replacement Charges only
	B59e	x	√	x	Plan Advance Payment only
	B39PLUS50	x	√	x	
	B149	x	√	x	
B59e	B39	x	√	x	Plan Advance Payment only
	B59e	√	x	x	SIM Replacement Charges only
	B39PLUS50	x	√	x	Plan Advance Payment only
	B149	x	√	x	
B39PLUS50	B39	x	√	x	Plan Advance Payment only
	B59e	x	√	x	
	B39PLUS50	√	x	x	SIM Replacement Charges only
	B149	x	√	x	Plan Advance Payment only
B149	B39	x	√	x	Plan Advance Payment only
	B59e	x	√	x	
	B39PLUS50	x	√	x	
	B149	√	x	x	SIM Replacement Charges only

XOX eSIM BLACK plan Upgrade

1. XOX eSIM Black subscribers may upgrade their plan to other XOX eSIM BLACK plans available.
2. Subscribers will either receive a request of eSIM BLACK plan upgrade confirmation notification or an unsuccessful notification.
3. Plan of subscriber with confirmation notification will be upgraded to the preferred BLACK plan during the next billing cycle.

For more details, please visit BLACK's Terms and Conditions page.