

XOX eSIM

1. What is XOX eSIM?

- XOX eSIM is an embedded SIM within a device, where information is updated wirelessly enabling you to subscribe to our services via online without the need of a physical SIM card!

2. Which Designated Smart Devices support XOX eSIM?

Currently, XOX eSIM are supported by the following devices:

*(*Compatible models will be updated from time to time)*

- iPhone XR
- iPhone XS
- iPhone XS Max
- iPhone 11
- iPhone 11 Pro
- iPhone 11 Pro Max
- iPad Pro (2018)
- iPad Air 2019 (3rd Generation)
- iPad 2019 (7th Generation)
- iPad Mini 5 (5th Generation)
- Google Pixel 3 XL
- Google Pixel 3
- Google Pixel 3a XL
- Google Pixel 3a
- Google Pixel 4
- Google Pixel 4 XL
- Samsung Galaxy Fold

XOX eSIM plans

1. What are the plans available to activate XOX eSIM?

- You may now subscribe to both ONEXOX prepaid and BLACK plans in eSIM. Available BLACK plans in eSIM are as follows:

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

2. Is there any special plan for XOX eSIM?

Yes! B59e is an exclusive plan for our new eSIM users. Subscribers of B59e will receive 15GB data, unlimited calls, 100SMS every plan cycle!



3. How do I subscribe to XOX eSIM plan?

Steps to Subscribe to XOX eSIM:

1. Scan QR code or go to <http://esim.xox.com.my/>
2. Select the device that you would like to use eSIM
3. Select BLACK or Prepaid plan
4. Select "Sign Up Now" (for new number) or "Switch Now" (for MNP)
5. Fill up information
6. Proceed to Payment

After successful payment, you will receive an e-mail for eSIM activation.

4. How do I activate my XOX eSIM plan?

Steps to Activate XOX eSIM:

a. For IOS Users

1. Check your e-mail for QR code.
2. Go to "Settings"
3. Go to "Mobile Data"
4. Select "Add Data Plan"
5. Scan the QR code, the eSIM profile will be installed and provisioned.

b. For Android users

1. Check your e-mail for QR code.
2. Go to "Settings"
3. Go to "Network & internet"
4. Go to "Mobile network"
5. Select "Advanced"
6. Select "Carrier"
7. Select "Add carrier"
8. Scan the QR code, the eSIM profile will be installed and provisioned.

In the case that QR Code does not work, please enter the given SMDP+ and activation code that is given to you via the same email.

XOX eSIM MNP

1. Can I request for MNP to XOX eSIM and maintain my current number?

YES, you can! Just go to our webpage: <http://esim.xox.com.my/>

2. What are the requirements to request for MNP to XOX eSIM?

Here are a few things you need to know before your request for MNP to XOX eSIM:

1. Keep your line active

- Ensure your current line has been active for at least 30 days.

2. Principal Line

- As long as you are the principal line holder, then we are good to go!

3. Settled payment

- Do remember to clear your outstanding bills!

4. Cleared contract

- Make sure you have no on-going contract with your current telco before switching!

3. What are the steps for MNP to XOX eSIM?

Steps for MNP to XOX eSIM:

1. Register your current mobile number and make payment.
2. Reply SMS from current operator to switch over.
3. Receive e-mail for MNP process:
 - a. **Successful** : Proceed to **Step 4**
 - b. **Failed** : Proceed to **“Failed MNP Process”**
4. Receive e-mail with QR code.
5. Scan the QR code.
6. Enjoy the line!

Failed MNP process:

1. Receive Failed MNP e-mail with resubmission link inside.
2. Subscribers to make sure all requirements for MNP are fulfilled before resubmission.
3. Click resubmission link in the e-mail OR go to <http://xox.com.my/onlinestore/mnp/mnpresubmission.php> to resubmit for MNP.
4. Reply SMS from current operator to switch over.
5. Receive e-mail for successful MNP process and QR code.
6. Scan the QR code.
7. Enjoy the line!

XOX eSIM Replacement

1. What is an eSIM replacement?

eSIM replacement is essentially replacing your existing physical SIM or eSIM with a new eSIM.

2. Who needs an eSIM replacement?

- a. Current ONEXOX prepaid subscribers to change plan (COBP) to BLACK with XOX eSIM
- b. Current BLACK subscribers to upgrade to XOX eSIM
- c. Current eSIM subscribers to switch their eSIM profile to a new phone device

3. Where to switch to ONEXOX prepaid eSIM for existing subscribers?

Unfortunately, we do not have the option for current ONEXOX prepaid subscribers to switch to ONEXOX prepaid eSIM. Alternatively, you may sign up a new ONEXOX prepaid eSIM line or upgrade to eSIM BLACK to enjoy our eSIM services!

4. Where to COBP to BLACK with XOX eSIM?

Login to Self Care account for the upgrade : <https://selfcare.xox.com.my/SelfCare/Login>

5. What are the replacement charges from physical SIM Card to XOX eSIM?

It is FREE to change from physical SIM to XOX eSIM for current BLACK subscribers!

However, for existing XOX eSIM subscribers that are requesting for a new eSIM replacement or physical SIM card replacement, standard SIM replacement fees of RM10 will be imposed.

Example 1: Physical SIM to XOX eSIM

	Current	Change to
Type of SIM replacement	Physical SIM Card	eSIM
Plan	B39PLUS20	B59e
SIM Replacement charges	N/A ¹	
Delivery Fees	N/A	
Total Payment	RM 0	

¹ For XOX Physical SIM subscribers, RM 10 is waived.

Example 2: XOX eSIM to XOX eSIM

	Current	Change to
Type of SIM replacement	eSIM	eSIM
Plan	B59e	B59e
SIM Replacement charges	RM 10	
Delivery Fees	N/A	
Total Payment	RM 10	

	Current	Change to
Type of SIM replacement	eSIM	eSIM
Plan	ONEXOX Prepaid	ONEXOX Prepaid
SIM Replacement charges	RM 10	
Delivery Fees	N/A	
Total Payment	RM 10	

Example 3: XOX eSIM to Physical SIM card

	Current	Change to
Type of SIM replacement	eSIM	Physical SIM card
Plan	B59e	B39PLUS20
SIM Replacement charges	RM 10	
Delivery Fees	RM 5	
Total Payment	RM 15	

	Current	Change to
Type of SIM replacement	eSIM	Physical SIM card
Plan	ONEXOX Prepaid	ONEXOX Prepaid
SIM Replacement charges	RM 10	
Delivery Fees	RM 5	
Total Payment	RM 15	

6. Can I switch from ONEXOX Prepaid to BLACK with XOX eSIM?

Yes! ONEXOX Prepaid subscriber can COBP to BLACK with XOX eSIM and we will waive the SIM replacement charges! You only need to pay for the selected plan Advance Payment.

Example: ONEXOX Prepaid COBP to BLACK with XOX eSIM

	Current	Change to
Type of SIM replacement	Physical SIM Card	eSIM
Plan	N/A	B59e
SIM Replacement charges	Waived	
Plan Advance payment	RM 59	
Delivery Fees	N/A	
Total Payment	RM 59	

7. I am existing BLACK subscriber; can I switch to XOX eSIM and upgrade my BLACK plan?

Yes! All existing BLACK subscribers can UPGRADE from their physical SIM Card plans to other available XOX eSIM BLACK plans!

We will waive the SIM replacement charges and you only need to pay for the selected plan Advance Payment.

Example: Physical SIM card to XOX eSIM and upgrade BLACK plan

	Current	Change to
Type of SIM replacement	Physical SIM Card	eSIM
Plan	B10	B59e
SIM Replacement charges	Waived	
Plan Advance payment	RM 59	
Delivery Fees	N/A	
Total Payment	RM 59	

8. What are the steps to COBP to BLACK with XOX eSIM?

Switch to XOX eSIM in **6 easy steps**:

1. Login to Self Care account.
2. Select *Change Plan/Request New SIM Card*
3. Select *Yes, I want to request New XOX eSIM.*
4. Select Your Device Model.
5. Select Your eSIM BLACK plan.
6. Proceed to Payment.

After successful payment, you will receive an e-mail for eSIM activation process. Subscriber then can proceed to **SIM Activation Process**.

SIM Activation Process:

1. Login to Self Care account
2. Select *Change Plan/Request New SIM Card.*
3. Select *SIM Activation.*
4. Key in ICCID number.
5. Done!

After successful SIM Activation, subscriber can proceed to scan QR code from the previous e-mail that has been sent.

Note:

1. 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.

Others

1. What should I do if the activation of my eSIM profile failed?

You can try again by scanning the QR code on the XOX eSIM activation e-mail received. In the case that QR Code does not work, you may enter the given SMDP+ and activation code given. If the problem persists, please call our customer service.

Customer Service contact:

Non XOX user : 1300 888 010

XOX user : 12273

2. Can I delete the eSIM profile on my device?

You should not delete the eSIM profile on your device, as your device can store up to 10 eSIM profiles. Should you accidental delete the profile, you will have to do a SIM replacement on Self Care.

3. I accidentally reset my eSIM profile on my device. How do I restore my eSIM profile?

You will have to apply for another eSIM QR code from XOX Self Care. Standard SIM replacement procedure applies.

4. What if I do not have a Self Care account for SIM replacement and unable to register one after deleting my profile?

If you have yet to create a Self Care account, you may contact us at 12273 (XOX line) or 1300 888 010 (Non-XOX line) for further assistance.

5. I have successfully activated the eSIM on my device but still unable to connect to mobile network, what should I do?

Please make sure to upgrade your iOS (Apple users) operating system to 12.1.1 or later versions and restart your mobile device and try the connection again. If the problem persists, please call our customer service.

(If you activated a new eSIM plan, please make sure your previous eSIM has been removed from your iPhone: Go to "Settings" > "Mobile Data" > "Manage XOX Account" > "Remove Plan")

6. Can I add my eSIM profile to another eSIM device?

YES! However, the eSIM services only support ONE (1) eSIM device at any given time. You need to delete the eSIM profile on your previous device. Then, perform a SIM replacement on your Self Care for a new eSIM. Scan the QR code using your new eSIM device to activate the service.

7. What should I do if I lost my eSIM device?

Don't worry! Your profile is safe with us. Please contact our customer service to retrieve your eSIM profile.

Customer Service contact: 1300 888 010

8. Are there any SST charges for the BLACK eSIM plans?

Yes, all BLACK eSIM plans and additional usages are subjected to 6% SST at the end of billing cycle.

9. Will I get SST freebies?

Unfortunately, No. SST freebies are currently not available for BLACK eSIM plans.

10. What if my questions are not listed here?

For other product related enquiries, please refer to XOX website and ONEXOX Prepaid FAQ. You may also contact us at 12273 (XOX line) or 1300 888 010 (Non-XOX line).



XOX eSIM FAQ

Note:

1. For detailed charges and XOX eSIM information, please refer to eSIM Terms and Conditions:
<http://esim.xox.com.my/tnc/eSim%20TnC.pdf?a>
2. BLACK Terms and Conditions still apply:
<https://xox.com.my/support/terms-and-conditions/onexox-black-tc/>
3. ONEXOX prepaid Terms and Condition still apply:
<https://xox.com.my/xox-mobile-prepaid-tc-general/>