

Terms & Conditions

TrueMove H Thailand Tourist SIM for 8 days stay

The Thai text shall prevail in the event this terms and conditions are translated for any purpose into any other language.

This service is for individual user who buy prepaid TrueMove H Thailand Tourist SIM for 8 days stay from TrueMove H Universal Communication Co.,Ltd. ("TrueMove H") called "Company", this service is applicable to user who use device that support 4G service in designated frequency that provided by Company. The service is available from November 21st, 2019 until further announcement.

1. TrueMove H Thailand Tourist SIM for 8 days stay bundled with;
 1. Non-stop internet according to Fair Usage Policy. User is eligible for internet package 4G|3G|EDGE|GPRS with maximum speed up to 15GB usage of 300 Mbps for 4G user and 42 Mbps for 3G user, and speed will be reduced to 384 Kbps after that.
 2. Free use of following applications:
 1. Facebook
 2. Facebook Messenger
 3. Instagram
 4. WeChat
 5. QQ
 6. Weibo
 7. Whatsapp
 8. KaKaoTalk
 9. Line
 10. Twitter
 11. Skype
 12. Pinterest
 13. Snapchat
 14. Viber

User will only be eligible once the service is activated. Free use of mentioned applications can be used by following applications, otherwise will be charged of data access. (See Service Limitations of Free use of Applications

3. Free internet access without data charging for TikTok and Douyin applications at 4Mbps internet speed for 10GB, valid for 30 days.
4. Credit worth of 100 Baht within 30 days for local call, international call, SMS and MMS.
5. Unlimited free call among TrueMove H network 24 hours a day for 8 days. The system will automatically cut the line every 60 minutes.
6. Free WiFi access to .@TRUEWIFI and .@truemoveH, Charging Rates for out of bundle services

Bundle services are limited to use in Thailand, Prepaid Roaming services are not included in TrueMove H 8 days Thailand Tourist SIM card.

Fair Usage Policy: Company reserves right to manage the network as appropriate to maintain service quality standards and help overall users for using service effectively.

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Excess fee from package price from clause, will charge according to current main package or promotion that user had apply.

2. Charging Rates for out of bundle services:

Service	Rate (7% VAT excluded)
Local Call	0.99 BAHT/Minute
Local Data	1.50 BAHT/MB
WiFi	1 BAHT/Minute
Local SMS	2 BAHT/SMS
Local MMS	5 BAHT/MMS
International SMS	5 BAHT/SMS
International MMS	9 BAHT/MMS

3. Excess fee from package price from clause, will charge according to current main package or promotion that user had apply.

4. For every top up at 10,20,50,90,150 and 300 baht, user will receive 30 days validity. Top up at 90 baht, user will receive 50 days validity. Top up at 1,000 baht user will receive 90 days validity. The maximum validity is 90 days, and maximum credit allows is 50,000 baht.

5. Terms & Conditions for Connecting WiFi by TrueMove H

1. User can use TrueMove H mobile number for username and receive password by USSD, press *871*4# (Free of charge) or other channel that defined by Real Move.

2. In case of forget password, user can contact TrueMove H 1242 or press *871*4# (Free of charge) or other channel that defined by Real Move.

3. The system will log out automatically when user is not online for 10 minutes.

4. Concurrent of connecting WiFi will allow 1 user per 1 time.

5. Connecting to WiFi by TrueMove H

5.5.1. Fill in TrueMove H number and password in login page on internet browser, and connect WiFi (SSID) ".@TRUEWIFI"

5.5.2. Auto Login by using username and password for the first time log in, user must only connect WiFi (SSID) " .@truemoveH".

6. Please refer to terms and rates of international call using 006 or 00600 dialing code from

http://truemoveh.truecorp.co.th/international_service/international_call?ln=en

7. Other privileges or rights that are not state in this term & conditions cannot redeem, change, or return in cash or other privilege, and also cannot transfer to third person/party.

8. If the user acts as the one following, company reserves right to terminate or stop providing service without prior notice.

1. Violation of prohibition in the contract: If the user violate the purpose of contract, means that user violate the prohibition in the contract.

Purpose of Contract": User must follow,

a) Using the promotion or package for own individual communication with good faith according to the regular tradition for natural person only, not using the service in purpose of commercial purpose or related to commercial purpose.

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- b) Not adjust or develop technology/network/system by using third party service or equipment for the purpose of connect providing network. Including both direct and indirect acts that may lead to immorality or corruption or injustice to the Company or any other persons. Moreover, user must not damage or disturb network that can cause inefficient network or any part that affect to company service ability.
2. Any acts that have reason to believe that the users fraud, using forgery document for application apply and using service, or a fraudulent behavior use illegally.
9. The company reserves the right to change, amend, stop or cancel without prior notice if have any conflict with terms conditions, policy, government's rule & regulations that related to this term & condition
10. Unless expressly stated otherwise Company reserves the right to change, amend, stop or cancel term & condition as appropriate, will notice at least 30 days through channels that the Company deems appropriate.
11. For more information, please contact TrueMove H Care 1242 or
http://truemoveh.truecorp.co.th/international_service/visit_thailand/en

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Service Limitations of Free use of Applications

1.  Facebook

Functions not participating in this promotion

- Check-in / Location / Games
- Live
- Free call / VDO Call
- Links to other pages / locations

2.  Facebook Messenger

Functions not participating in this promotion

- Check-in / Location / Games
- Free call/ VDO Call
- Links to other pages / locations

3.  Instagram

Functions not participating in this promotion

- Check-in / Location
- Images and video sharing on Tumblr, Flickr and Foursquare
- Links to other pages / locations

4.  WeChat

Functions not participating in this promotion

- Location / Games
- Free call/ VDO Call
- Links to other pages / locations

5.  QQ

Functions not participating in this promotion

- Free call / Video call
- Location / Shake
- Links to other pages / locations

6.  Weibo

Functions not participating in this promotion

- Free call / Video call
- Location / Shake
- Links to other pages / locations

7.  Whatsapp

Functions not participating in this promotion

- Free call/ Video call
- Location
- Links to other pages / locations

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- Notification

8.  KakaoTalk

Functions not participating in this promotion

- Free call / Video call
- Location / Shake
- Links to other pages / locations

9.  Line

Functions not participating in this promotion

- Free call / Video call
- Location
- Links to other pages / location

10.  Twitter

Functions not participating in this promotion

- Location tweet
- Share Location
- Links to other pages / locations

11.  Skype

Functions not participating in this promotion

- Free call / Video call
- Links to other pages / locations

12.  Pinterest

Functions not participating in this promotion

- Links to other pages / locations

13.  Snapchat

Functions not participating in this promotion


- Free call / Video call
- Location / Shake
- Links to other pages / locations
- Create Bitmoji

14.  Viber

Functions not participating in this promotion

- Free call / Video call
- Location / Shake
- Links to other pages / locations

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15.  TikTok and Douyin
- Create and login to account
 - Account Search from name, tag
 - Follow and unfollow account
 - Block / Report
 - Upload, share photo/ gallery, VDO
 - Copied VDO link
 - Edit and add effect
 - Like and comment
 - See, delete, share post