

## Terms & Conditions

### TrueMove H Myanmar 5G SIM

1. This service is for individual user who buy prepaid 'MYANMAR 5G SIM' from TrueMove H Universal Communication Co.,Ltd. called "Company". The service is available from 15 May 2021 until 31 December, 2021 or until further announcement. Those who are interested in prepaid 'MYANMAR 5G SIM' card shall buy for 49 baht which comes bundled with;
  - 1.1. Bonus Calling Credit worth of 15 THB for local call.
  - 1.2. Call among TrueMove H network is 1 baht per hour (61 minutes onwards, 1 baht per minute).
  - 1.3. Internet 2GB for 30 days. According to Fair Usage Policy. User is eligible for internet package 5G|4G|3G|EDGE|GPRS with maximum speed up to 2GB usage of , 10 Gbps for 5G user, 300 Mbps for 4G user and 42 Mbps for 3G user.
  - 1.4. Free use of Facebook, LINE, Viber, TrueID for the first 30 days. Free use of mentioned applications can be used by following applications, otherwise will be charged for data access. (See Service Limitations of Free use of Applications
  - 1.5. Free use of YouTube for 7 days (1 hour per day) with resolution 720p  
\*This benefit is effective for the SIM activation start from 15 May 2021.
  - 1.6. Free WiFi access to .@truemoveH, for 30 days. Charging Rates for out of bundle services
  - 1.7. Customers will be eligible for another 30 days of Facebook, LINE, Viber, TrueID after top up accumulated 50 Baht, once every 30 days. \*This benefit is effective for the SIM activation start from 24 March 2021.
  - 1.8. When Customer top up 100 baht for 1 round (1 round-30 days), will be eligible for 3 months of Facebook Application limited to newsfeed, wall, Like, Comment, Inbox, not include download/upload video, VoIP (voice calling), Video VoIP (video calling), URL/website/application access out of Facebook, and other services such as VoIP calling through the application ,website and other URL that is not included in Facebook Application
  - 1.9. Data Leakage: This SIM will protect users from data leakage due to background applications that are running automatically and ensure users that credits (money) will not be deducted. However, due to this protection, customers will not be able to use pay per use data and thus will have to purchase (any) topping packages to be able to use the internet. Users will be able to use Free Facebook, LINE, Viber and TrueID benefits as long as the validity lasts.

Free Facebook, LINE, Viber, TrueID and YouTube can be used by following conditions, otherwise will be charged for data access.

1. Free Facebook is limited to news feed, wall, Like, Comments, Inbox, not include download/upload video, VoIP (voice calling), Video VoIP (video calling), URL/website/application access out of Facebook, and other services such as VoIP calling through the application
2. Free LINE is limited to chat service which includes chat, sending and receiving sticker and picture, not include call, voice message, video download/upload, sticker download, VoIP (voice calling), Video VoIP (video calling), URL/website/application access that is attached in chat, and other services or other applications provided from LINE, such as LINE Camera, LINE POP etc.

3. Free Viber is limited to chat service which includes chat, sending and receiving sticker and picture, not include call, Viber Out, video download/upload, sticker download, VoIP (voice calling), Video VoIP (video calling), URL/website/application access that is attached in chat and other services or other applications provided from Viber such as Animated Message, Wink and etc.
4. Free TrueID is limited to use TV streaming, Movie, Song, Story Content, from Exclusive, Movie ,TV, Soccer, Music, Sport, Travel, Food, Game, Men, Women and Entertainment which is not included in Privileges menu, Cloud and Payment. TrueID can be used within the application via phone and tablet. In case the user uses other websites or links or sharing pages that appear on the application page. TrueID, the subscriber has to pay additional service fees.
5. Free YouTube is limited to use YouTube application with the display resolution 720p for 1 hour per day for 7 days.

Bundle services are limited to use in Thailand, Prepaid Roaming services are not included in Myanmar 5G SIM

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

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

## 2. Charging Rates for out of bundle services:

<b>Service</b>	<b>Rate</b> (7% VAT not included)
Local Call to all network	1 Baht/Minute
Local Call to TrueMove H	1 Baht/Hour (1 Baht/Minute from 61 <sup>st</sup> minute onwards)
International call to Myanmar via 00600	3 Baht/Minute for calling MPT 4 Baht/Minute for calling other network
International call to Myanmar via 006	9 Baht/Minute for calling every network
Data	0 Baht /MB (no PPU data usage, PPU Speed at 0Kbps)
WiFi	1 Baht /Minute
Local SMS	3 Baht /SMS
International SMS	9 Baht /SMS
Local MMS	5 Baht /MMS
International MMS	15 Baht/MMS

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

3. 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](http://truemoveh.truecorp.co.th/international_service/international_call?ln=en)
4. For every top up at 10,20,50,90,150 and 300 baht, users will receive 30 days validity. Top up at 90 baht, users will receive 50 days validity. Top up at 1,000 baht users will receive 90 days validity. The maximum validity is 365 days, and maximum credit allowed is 50,000 baht.
5. Terms & Conditions for Connecting WiFi by TrueMove H

- 5.1. 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 company
  - 5.2. In case of forget password, user can contact TrueMove H 1242 or press \*871\*4# (Free of charge) or other channel that defined by company
  - 5.3. The system will log out automatically when the user is not online for 10 minutes.
  - 5.4. Concurrent of connecting WiFi will allow 1 user per 1 time.
6. 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.
  7. If the user acts as the one following, the company reserves the right to terminate or stop providing service without prior notice.
  8. Violation of prohibition in the contract: If the user violates the purpose of contract, means that user violates 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 a natural person only, not using the service in purpose of commercial purpose or related to commercial purpose.

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 affects company service ability.

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, the Company reserves the right to change, amend, stop or cancel terms & conditions 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](http://truemoveh.truecorp.co.th/international_service/visit_thailand/en)