

**U MOBILE POSTPAID PLAN
GOBIZ PRO
THE ADDENDUM (15 MARCH 2021)**

GoBiz Pro

Table A: GoBiz Pro

Postpaid Plan	1 st SIM Card		2 nd SIM Card
Monthly Fees	RM88		RM0
What is in my Bundle?			
Internet	UNLIMITED		UNLIMITED for Merchant Payment Processing Service usage
Mobile Hotspot	5GB		N/A
Voice	UNLIMITED To All Networks		N/A
SMS	N/A		N/A
Pay-As-You-Use Charges			
Networks	U Mobile to U Mobile (On-Net)	U Mobile to Other Networks (Off-Net)	
Voice Mail (/call)	18sen	18sen	N/A
Video Call (/min)	18sen	30sen	N/A
SMS	3sen	8sen	N/A
MMS	20sen	30sen	N/A
Special Promotion			
FREE* Wireless Android Payment Terminal (" Physical Payment Terminal ")			
Booster Add-Ons			
Booster Type	Price	Quota	Validity
Turbo Booster	RM5	N/A	24 hours
Hotspot Booster	RM3	3GB	3 days

Note * Free terminal rental for 24 Months.

1. Eligibility

a. This GoBiz Pro Plan ("**Plan**") is applicable to any business entity who:

- (i) applies for U Mobile's payment processing services made available at www.gobiz.com.my ("**Merchant Application**");
- (ii) fulfill all the requirements and provide all the supporting documents required as part of the Merchant Application;
- (iii) received notification from U Mobile that the Merchant Application has been approved; and
- (iv) has been assigned a valid merchant ID by U Mobile ("**MID**").

b. This Plan is available at select U Mobile dealers as listed at www.gobiz.com.my.

c. This Plan is available from 18 March 2021 until further notice.

2. Bundled Plan

a. This Plan is a bundled plan which comprises of:

- (i) GoBiz merchant payment processing service ("**Merchant Payment Processing Service**"); and

(ii) U Mobile Postpaid plan: GoBiz Pro come with dual SIM card ("**Postpaid Plan**").

b. You will be provided with 1 MID for the Physical Payment Terminal and 1 MID for a mobile virtual terminal ("**MVT**").

c. You must download the GoBiz mobile application from Playstore (for Android users) or AppStore (for Apple users) to use the Merchant Payment Processing Service via the MVT ("**GoBiz App**") upon U Mobile's approval of your MID.

d. The Plan is supplied according to:

(i) Terms of Service in our Postpaid Sign-Up Form which includes our Fair Usage Policy and Privacy Notice;

(ii) these additional terms and conditions and any add-on services such as voice or SMS Postpaid Add-On Packs which are governed by separate terms and conditions,

(iii) the Merchant Agreement which includes the Merchant Application Form, Merchant General Terms and Conditions, Merchant Guide and Letter of Acceptance; and

(iii) GoBiz App and Web Terms of Use;

(collective, the "**Terms**") all of which are made available on www.u.com.my and www.gobiz.com.my, respectively.

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In the event of any inconsistencies between these terms listed in the documents above, the terms in the first document shall take precedence in descending order.

- d. Under the Plan, you will receive:
- (i) 2 MIDs that enables you to utilise the Merchant Payment Processing Service using the MVT via near field communication (NFC) ready smartphone and the Physical Payment Terminal;
 - (ii) as part of your Postpaid Plan subscription, 2 U Mobile SIM cards namely:
 - (A) the 1st SIM card which can only be used via smartphones and no other devices such as MiFi and USB dongle; and
 - (B) the 2nd SIM card which can only be used for the Physical Payment Terminal for the Merchant Payment Processing Service.
 - (iii) 2 U Mobile MSISDN; and
 - (iv) 1 consolidated monthly bill for both SIM cards.

3. Voice (applicable to the 1st SIM Card only)

- a. The voice minutes bundled under this Plan apply to domestic mobile, domestic fixed on-net and off-net usage ONLY.
- b. Video calls, MMS, International Direct Dial (IDD), International Roaming, Voicemail (1311) or calls to special numbers/premium numbers (e.g.: 1300 / 1500 / 1508 / 1600 / 1700 / 1900 / 103, 800 & 15999), 02-prefix numbers for border calls to Singapore and 080-prefix numbers for border calls to Brunei charges will be based on pay-as-you-use charges.
- c. You must only use the voice service strictly as part of normal everyday mobile voice usage and not for commercial use. In amplification of the Fair Usage Policy, the Plan shall not be:
- (i) re-sold, rented or utilised in any other way.;
 - (ii) used for multiple simultaneous calling, conference calling, re-supply, call centre usage, telemarketing, application-to-person communication, continuous calling for extended period of time, auto-dialling, machine-to-machine communication.;
 - (iii) used for wholesale or for SIM boxing or aggregate minutes on our network.;
 - (iv) used in connection with a device, software or application which re-routes calls;
 - (v) used to set up switch devices which could keep a line open potentially for hours and limiting the ability for other customers to access our network; or
 - (vi) used for any other activity that U Mobile considers to be non-standard usage.
- d. In addition to our other rights and remedies, we may suspend or terminate your Plan if you breach any of the Terms.

4. 2nd SIM Card

- a. You can only use your 2nd SIM card for the Physical Payment Terminal only.
- b. The 2nd SIM card only supports unlimited data usage for Merchant Payment Processing Service. All other services for your 2nd SIM card will be blocked.
- c. You will not be able to use the 2nd SIM card for voice, SMS or other services.

5. Data

- a. For non-mobile hotspot usage, you can use the Plan's 1st SIM card via smartphones only and no other devices including MiFi and USB dongle. U Mobile may, from time to time change the device requirement for the Plan based on our discretion.
- b. For the Plan, the internet speed is up to 5 Mbps. The Plan includes unlimited video and music streaming with standard definition streaming.
- c. You are given a separate data quota for mobile hotspot usage which is drawn from your mobile hotspot quota. After the data from the mobile hotspot quota is fully utilised, the data speed will be managed.
- d. Subscription to Hotspot Booster provides additional mobile hotspot quota on top of the monthly quota allocation. You can only subscribe to Hotspot Booster with the Plan (1st SIM Card). If you have subscribed to Hotspot Booster, when you change your rate plan, any unused quota and validity from your Hotspot Booster subscription will be forfeited without refund and will not be carried forward to your new rate plan.
- e. Subscription to Turbo Booster removes the speed control of 5 Mbps. The subscription does not add any additional data quota to your Plan subscription.
- f. You can only subscribe to Turbo Booster with your Plan (1st SIM card). If you have subscribed to Turbo Booster, when you change your rate plan, any unused validity from your Turbo Booster subscription will be forfeited without refund.
- g. Peer-to-peer (P2P) usage for the Plan is up to 64kbps.
- h. When there is a network failure, your normal (non-hotspot) data usage may inadvertently be deducted from your mobile hotspot quota. You acknowledge the possibility of this happening and agree not to hold us liable.

6. Monthly Fee/Advance Access Fee

- a. You must pay the Monthly Fee in full even if you do not use the Plan to the full value of the service for the month and no part of the Monthly Fee will be carried over to the following months. Any usage exceeding the Monthly Fee will be billed to you on a monthly basis. **Monthly Fee** may be used interchangeably with **Access Fee** or **Monthly Access Fee** in www.u.com.my or in your bill.
- b. Charges for all other services not listed in **Table A** above, such as IDD and International Roaming will not be deducted from the Monthly Fee and will be charged separately in addition to the Monthly Fee.
- c. The Advance Access Fee (which is the amount equal to the Monthly Fee) is charged in advance to your account and will be shown in your first month's bill. If

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you do not pay any of your bills by the due date, this Advance Access Fee may be used to set off any outstanding charges. Upon such set off, you are required to pay an additional amount to make up any shortfall in the Advance Access Fee so that the full amount of the Advance Access Fee is maintained at all times. Any remaining balance of the Advance Access Fee will be refunded to you without interest if the Plan is terminated after all outstanding charges have been settled.

- d. All prices stated in these Terms are exclusive of all current and future taxes and other similar charges such as service tax, goods and services tax, sales tax and value added tax that may be imposed by any authority which we will recover from you.

7. Special Promotion: Wireless Android Physical Payment Terminal

- a. You will be entitled to receive 1 unit of the Physical Payment Terminal.
- b. The Physical Payment Terminal is provided subject to relevant manufacturer's warranty. To the extent permitted by law, we exclude all liability whether in contract or tort (including liability for negligence) for any loss or damage (including without limitation, direct, indirect, special, or consequential loss or damage) or otherwise arising from the Physical Payment Terminal whether this is caused by a negligent act or omission.
- c. Risk in the Physical Payment Terminal you receive under the Plan passes to you upon your collection of the Physical Payment Terminal.
- d. The Physical Payment Terminal is provided on a promotional basis. U Mobile at its sole and absolute discretion reserves the right to withdraw the Physical Payment Terminal provided under this paragraph 7 at any time with or without notice to you.

8. Minimum Commitment Period

- a. The minimum commitment period for the Plan is 24 months from the date of the Activation of the Plan ("**Commitment Period**").

9. Suspension

- a. U Mobile at its sole and absolute discretion reserves the right at any time without being liable to you to suspend or terminate the Plan if you breach any of the Terms.
- b. If your Plan subscription is suspended due to non-payment of monthly bill or any actual or suspected fraudulent activities:
- (i) you will not be charged the Monthly Fee; and
- (ii) you can still use your MID for Merchant Payment Processing Service via the GoBiz App. However, U Mobile will hold all monies received from transactions performed via the Merchant Payment Processing Service from the date of suspension until your remittance of all outstanding payment due under your Plan bill.

10. Termination

a. Merchant Payment Processing Service:

If we terminate the Merchant Payment Processing Service for any reason or if you request us to terminate the Merchant Payment Processing Service your Plan will also be automatically terminated.

b. SIM Card

- (i) You are not allowed to terminate the Postpaid Plan or any of the SIM cards provided to you under the Plan at any time.
- (ii) If we terminate the Postpaid Plan for any reason or if you request us to terminate the Postpaid Plan or the Service provided under any of the SIM cards:
- (A) your subscription to the Plan will be automatically terminated; and
- (B) the Merchant Payment Processing Service will also be automatically terminated, and you are no longer allowed to use or have access to the Merchant Payment Processing Service.

c. Early Termination

- (i) If you terminate the Plan prior to the expiry of the Commitment Period, you must remit an early termination fee that shall be calculated based on the monthly fee of the remaining Commitment Period as follows ("**Early Termination Fee**"):

By way of example, if the Plan is terminated in month 8 of the Commitment Period, the Early Termination Fee is as follows:

$\begin{aligned} &(\text{Commitment Period} - \text{Month of Termination}) \times \\ &\text{Monthly Fee} \\ &= (24 - 8) \times \text{RM88} \\ &= \text{RM1,408} \end{aligned}$
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- (ii) If you request to terminate either the 1st SIM Card or the 2nd SIM Card after the expiry of the Commitment Period, both SIM Cards will be terminated in accordance with paragraph 10(b) above and no Early Termination Fee will be imposed.

d. Withholding of Payment under the Merchant Payment Processing Service

If your Plan is terminated due to non-payment of monthly bill or any other reasons whatsoever U Mobile reserves the right to withhold all monies received from transactions performed via the Merchant Payment Processing Service from the date of suspension until your remittance of all outstanding payment due under your Plan bill.

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Mobile Voice Services

Type of Service	<input type="checkbox"/> New <input type="checkbox"/> Additional <input type="checkbox"/> Upgrade/Downgrade	<input type="checkbox"/> Renewal <input type="checkbox"/> Port-In/MNP
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No	Rate Plan	Monthly Commitment (RM)	No. of lines	Contract Period (months)	Device Bundle Model	Device Price per line (RM)	Upfront Payment per line (RM)
1							
2							
3							
4							
5							
6							
7							
8							
			Based on Delivery Order				

DECLARATION

I declare and confirm that I have read and agreed to be bound by the terms and conditions of this Addendum including any amendments made or to be made to them and where applicable, any additional terms and conditions in U Mobile Sdn Bhd's product information brochure, promotion and website.

Customer's Signature

Name:
NRIC No.:
Date:
Company Stamp:

In the presence of

Name:
NRIC No.:
Date:
Account Manager & Stamp: