

**U MOBILE POSTPAID PLAN  
GOBIZ STARTER  
THE ADDENDUM (16 AUGUST 2019)**

**GoBiz Starter Term and Conditions**

**Table A – Hero Postpaid Plan**

Postpaid Plans	Hero U28		Hero P38		Hero P48		Hero P68		Hero P79	
Monthly Fee	RM28		RM38		RM48		RM68		RM79	
Networks	U Mobile to U Mobile (On-Net)	U Mobile to Other Networks (Off-Net)	U Mobile to U Mobile (On-Net)	U Mobile to Other Networks (Off-Net)	U Mobile to U Mobile (On-Net)	U Mobile to Other Networks (Off-Net)	U Mobile to U Mobile (On-Net)	U Mobile to Other Networks (Off-Net)	U Mobile to U Mobile (On-Net)	U Mobile to Other Networks (Off-Net)
High-Speed Internet	3GB		4GB		5GB		15GB		20GB	
Voice	50 mins/month		Unlimited (All-Networks)		Unlimited (All-Networks)		Unlimited (All-Networks)		Unlimited (All-Networks)	
SMS	100	200	N/A		N/A		N/A		N/A	
<b>Subsequent Pay-As-You-Use Charges After Bundle is Consumed</b>										
Charging Block					30sec/block					
Voice Call	9sen / 30sec	10sen / 30sec	N/A		N/A		N/A		N/A	
Voice Mail (lcall)					18sen					
Video Call (lmin)	18sen	30sen	18sen	30sen	18sen	30sen	18sen	30sen	18sen	30sen
SMS	5sen	12sen	3sen	8sen	3sen	8sen	10sen	10sen	10sen	10sen
MMS	20sen	30sen	20sen	30sen	20sen	30sen	20sen	30sen	20sen	30sen
Internet									No extra charges after exceeding data limit	
<b>Value Added Services</b>										
<b>GoBiz Starter</b> (GoBiz Payment Services)	<b>RM18 / month</b>									

**Table B – Unlimited Hero Postpaid Plan**

Postpaid Plan	GX50		Unlimited Hero P99		Unlimited Hero P139	
Monthly Fees	RM50		RM99		RM139	
<b>What's in My Bundle?</b>						
Networks	U Mobile to U Mobile (On-Net)	U Mobile to Other Networks (Off-Net)	U Mobile to U Mobile (On-Net)	U Mobile to Other Networks (Off-Net)	U Mobile to U Mobile (On-Net)	U Mobile to Other Networks (Off-Net)
Internet	Unlimited		Unlimited High Speed		Unlimited High Speed	
Mobile Hotspot / Data Sharing	5GB		30GB		50GB	
Voice	Unlimited (All-Networks)		Unlimited to All Networks		Unlimited to All Networks	
<b>Member Share 20</b>						
Monthly Fees (up to 3 SIM Cards)	N/A		Share From Principal's 30GB Hotspot Quota		Share From Principal's 50GB Hotspot Quota	
High-Speed Internet	N/A					
<b>Pay-As You-Use Charges</b>						
Voice Mail (lcall)					18sen	
Video Call (lmin)	18sen	30sen	18sen	30sen	18sen	30sen
SMS	10sen	10sen	5sen	12sen	5sen	12sen
MMS	20sen	30sen	20sen	30sen	20sen	30sen
<b>Value Added Services</b>						
<b>GoBiz Starter</b> (GoBiz Payment Services)	<b>RM18 / month</b>		<b>RM18 / month</b>			
<b>Booster Add-Ons</b>						
Booster Type	Price	Quota	Validity			
Turbo Booster	RM5	N/A	24 Hours	N/A		
Hotspot Booster	RM3	3GB	3 days			

**General**

**1. Eligibility**

- a. Gobiz Starter plan ("Plan") is only applicable to existing U Mobile subscribers who:
  - (i) apply for U Mobile's payment processing services made available at [www.gobiz.com.my](http://www.gobiz.com.my) ("Merchant Application");
  - (ii) fulfill all the requirement 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 from 28 August 2019 until further notice.

**2. Bundle Plan**

- a. The Plan is a bundled plan that comes with the following Service:
  - (i) GoBiz merchant payment processing service ("Merchant Payment Processing Service"); and
  - (ii) the Hero Postpaid plans as listed in **Tables A or B** above ("Hero Postpaid Plan") that you select.
- b. You must download GoBiz mobile application from PlayStore (for Android users) or AppStore (for Apple users) ("GoBiz App") to use Merchant Payment Processing Service which can only be used upon U Mobile's approval of your MID.
- c. The Plan is supplied according to:

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- (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](http://www.u.com.my) and [www.gobiz.com.my](http://www.gobiz.com.my), respectively.
- 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.
- c. Under the Plan, you will receive:
    - (i) 1 MID which enables you to utilise the Merchant Payment Processing Service;
    - (ii) 1 U Mobile SIM card; and
    - (iii) 1 U Mobile MSISDN; and
    - (iv) subscription to Hero Postpaid Plan as selected by you.
  - d. We may from time to time change the device requirement for this Plan at our absolute discretion.
- 3. Voice**
- a. The voice minutes bundled under this Plan applies 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-dialing, 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. Data Usage**
- a. The Plan comes with unlimited data for the Merchant Payment Processing Service, which can only be used, via smartphones.
  - b. If you use the SIM card provided under the Plan with any device other than a smartphone such as mi-fi, data dongle, payment terminal or any other devices, the data usage for the Merchant Payment Processing Service will be deducted from the data quota of the Hero Postpaid Plan. If there is no data quota or the data quota from the Hero Postpaid Plan is fully utilised, the data speed will be throttled to 64kbps.
  - c. U Mobile may, from time to time change the device requirement for the Plan based on its discretion
  - d. You are given separate data quota for:
    - (i) other internet usage based on Hero Postpaid Plan that you are subscribed to;
    - (ii) mobile hotspot usage which is drawn from your mobile hotspot quota (if your Hero Postpaid Plan comes with mobile hotspot). After the data from the mobile hotspot quota is fully utilised, the data speed will be managed.
  - e. 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 GX50 Plan. 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.
  - f. Subscription to Turbo Booster removes the speed control of 5Mbps (applicable for GX50 Plan only). The subscription does not add any additional data quota to your Plan subscription.
  - g. You can only subscribe to Turbo Booster with your Plan. 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.
  - h. Peer-to-peer (P2P) usage for the Plan is up to 64kbps.

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- i. When there is a network failure, your normal (non-mobile 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.
- j. Data is only applicable for domestic usage and will not be available when you are roaming overseas.
5. **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 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 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. Upon activation of the Plan:
- (i) your subscription of any voice Postpaid Add-on Pack on your previous U Mobile rate plan will be terminated. You will be charged the full monthly charges of the Postpaid Add-on Pack and any unused quota on the earlier voice Postpaid Add-on Pack will be forfeited without any refund.
- (ii) if you have previously subscribed to any SMS Postpaid Add-on Pack, you will be re-subscribed to the same SMS Postpaid Add-on Pack. The re-subscribed SMS Postpaid Add-on Pack will have a refreshed quota and will be valid until the last day of your bill cycle and any unused quota from the earlier SMS Postpaid Add-on Pack will be forfeited without any refund. You will be charged with the full charges for the SMS Postpaid Add-on Pack for:
- (1) the previous subscription on your previous U Mobile rate plan; and
- (2) the renewed subscription on the Plan.
- e. 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.
6. **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 Hero Postpaid Plan subscription is suspended due to your breach any of the Terms including non-payment of the monthly bill or conduct of any 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 the monies received via the transactions performed using the Merchant Payment Processing Service from the date of suspension until your remittance of all outstanding payment due under the Hero Postpaid Plan.
7. **Termination**
- a. **Merchant Payment Processing Service**
- (i) You may terminate the Merchant Payment Processing at any time in accordance with provisions of the Merchant Agreement.
- (i) Upon termination of the Merchant Payment Processing Service:
- (A) you are no longer allowed to use or access the Merchant Payment Processing Service; but
- (B) **U Mobile may, at its sole discretion terminate your Hero Postpaid Plan in accordance with the Terms.**
- b. **Hero Postpaid Plan**
- If your Hero Postpaid Plan is terminated for any reason whether by you or U Mobile:
- (i) your Plan subscription will be automatically terminated; and
- (ii) the Merchant Payment Service will also be automatically terminated and you are no longer allowed to use or access the Merchant Payment Processing Service.

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**Mobile Voice Services**

<b>Type of Service</b>	<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: