

MEMORANDUM

Ref: : TONE/2024/08/EN
Date : 24th April 2024
To : TONE EXCEL and TONE PLUS Members
Title : **ENHANCEMENT OF LINDUNG LITE SIM PRELOAD**

Esteemed Members,

We have identified certain challenges with the current preload offering on LINDUNG LITE SIM's, as some members have experienced difficulties receiving the preload upon SIM activation.

To address these concerns and ensure greater customer satisfaction, we are pleased to announce the following enhancement: -

SIM Type	Preload Offering	
	Prior to 1 st May 2024	On or After 1 st May 2024 (NEW)
LINDUNG LITE	<ul style="list-style-type: none">• 3GB• 30 Off-net Minutes• Unlimited On-Net	<ul style="list-style-type: none">• 20GB (TWC10 x 2)

- I. Upon SIM activation, members will receive an initial 10GB of Data (TWC10).
- II. An additional 10GB Data (TWC10) will be granted on Day 32 following SIM activation, provided the mobile number is in an ACTIVE status.
- III. The 10GB Data (TWC10) is valid for 32 days and is stackable.
- IV. This enhanced preload offering will be applicable only to new LINDUNG LITE registrations commencing **1st May 2024**.
- V. LINDUNG LITE SIM's registered prior to 1st May 2024 remain **unaffected**.

We believe these enhancements will definitely address the abovementioned issue and provide our Members with a more reliable and efficient experience.

Your Sincerely

The Management

TONE WOW SDN BHD