

**MEMORANDUM**

Ref : TW/20190508/EN/02  
 Date : 8 May 2019  
 To : TONE WOW EXCEL and TONE WOW PLUS MEMBERS  
 Subject : **Mandatory Auto TopUp for Rank Members (SC, PSC, Br, PBr and BP)**

B-G-1, Jalan 3/149E,  
 Taman Sri Endah,  
 Bangunan  
 Endah Promenade.  
 Bandar Baru  
 Sri Petaling, 57000  
 Sri Petaling,  
 Kuala Lumpur.

Tel.:  
 +603 9054 3809

Fax:  
 +603 9055 3824

Dear TONE WOW EXCEL and TONE WOW PLUS Members

Email:  
 support@tonewow.net

We have received numerous appeal every month of members failed to comply Minimum Monthly Top Up requirement and resulting their incentive payment was forfeited.

Website:  
 www.tonewow.net

In order to avoid resources and time-consuming tasks, Effective 1<sup>st</sup> June 2019, Mandatory Auto TopUp will be imposed for all ranking members of Service Centre and above for Tone WOW EXCEL and Premium Services Centre and above for Tone WOW PLUS.

The Mandatory Auto Top Up Default amount and setting is as follows:

<b>Minimum Monthly Commitment</b>	<b>Auto Top Up on 4<sup>th</sup> of Each Month</b>	<b>Auto Top Up on 18<sup>th</sup> of Each Month</b>	<b>Auto Top Up on 25<sup>th</sup> of Each Month</b>
RM 80	RM 50	RM 30	----
RM 100	RM 50	RM 50	----
RM 150	RM 50	RM 50	RM 50

The ranked members can change the quantum and the period of the Auto Top up via TWMMMS.

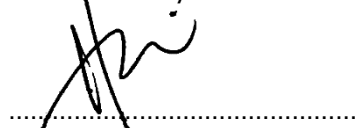
All Minimum Monthly Commitment amounts will be deducted from the previous incentive payments.

Failed Mandatory Auto Top Up due to insufficient Incentive payments, will required ranked members to top up / fulfil their Minimum Monthly Commitment via other Reload Channel.

Upon implementation of Mandatory Auto Top Up, no more incentive payment appeal will be entertained.

Your understanding on these matters are utmost important to ensure that you meet the Minimum Monthly Commitment Top Up requirement and you continue to receive your incentives.

Yours Sincerely



.....  
 Chia Han Hui  
 Head of Network and Channels

**MEMORANDUM**

B-G-1, Jalan 3/149E,  
Taman Sri Endah,  
Bangunan  
Endah Promenade.  
Bandar Baru  
Sri Petaling, 57000  
Sri Petaling,  
Kuala Lumpur.

Ref : TW/20190508/BM/02  
Tarikh : 8 Mei 2019  
Kepada : Ahli-Ahli TONE WOW EXCEL and TONE WOW PLUS

Tel.:  
+603 9054 3809

Subject : **Kewajipan Auto Top Up Untuk Members Berpangkat (SC, PSC, Br, PBr dan BP)**

Fax:  
+603 9055 3824

Ahli TONE WOW EXCEL dan TONE WOW PLUS

Email:  
support@tonewow.net

Setiap bulan, Kami menerima banyak permintaan pertimbangan pembayaran insentif bulanan daripada members disebabkan kekurangan Top Up Bulanan mereka.

Website:  
www.tonewow.net

Maka, untuk mengelak kebaziran sumber manusia and masa, mulai 1<sup>hb</sup> Jun 2019, Kewajipan Auto Top Up melalui system TWMMMS akan dilaksanakan bagi Tone WOW EXCEL members pangkat Service Centre keatas dan Tone WOW PLUS members pangkat Premium Service Centre keatas, tiada kecualian.

Pengaturan Kewajipan Auto Top Up adalah seperti berikut:

<b>Komitmen Bulanan Minimum</b>	<b>Auto Top Up pada 4<sup>hb</sup> setiap bulan</b>	<b>Auto Top Up pada 18<sup>hb</sup> setiap bulan</b>	<b>Auto Top Up pada 25<sup>hb</sup> setiap bulan</b>
RM 80	RM 50	RM 30	----
RM 100	RM 50	RM 50	----
RM 150	RM 50	RM 50	RM 50

Members yang berpangkat boleh menukar pengaturan Auto Top Up melalui TWMMMS.

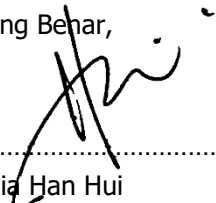
Komitmen Bulanan Minimum akan ditolak daripada bayaran insentif bulan sebelumnya.

Kegagalan pengaturan Kewajipan Auto Top Up disebabkan kekurangan bayaran insentif, members perlu Top Up menunaikan Komitmen Bulanan Minimum members melalui rangkaian tambah nilai yang berdekatan.

Selepas perlaksana Kewajipan Auto Top Up, segala pengaduan tentang bayaran insentif disebabkan kekurangan top up, tidak akan dilayani.

Pemahaman Anda tentang masalah ini sangat penting untuk memastikan bahawa Anda memenuhi persyaratan Top Up Komitmen Bulanan Minimum untuk memastikan Anda terus menerima dan menikmati insentif Anda.

Yang Benar,



.....  
Chia Han Hui  
Head of Network and Channels