

861591-U

**Tone Excel**

TONE EXCEL INTERNATIONAL SDN BHD  
(Formerly known as Tone Excel Sdn Bhd)

821189-A

**TONE PLUS**

TONE PLUS SDN BHD

1225327-U

**TONE WOW**

TONE WOW SDN BHD

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

**MEMORANDUM**

Ref : TW/N&C/20200831/EN  
Date : 31 AUGUST 2020  
To : TONE WOW EXCEL and TONE WOW PLUS MEMBERS  
Subject : **Member SIM Profile Information Verification**

Tel.: +603 9054 3809

Fax: +603 9055 3824

Email: [hq.care@tonegroup.net](mailto:hq.care@tonegroup.net)

Website: [www.tonegroup.net](http://www.tonegroup.net)

Dear TONE WOW Members

The Malaysian Communications and Multimedia Commission (MCMC) has ongoing exercise to ensure data used and submitted to telecommunication company for registration of prepaid account and stored in telecommunication company’s database is same as data contain in the ID document used for registration such as NRIC or Passport. Compliance is Mandatory

We request all TONE WOW members to ensure that their registration data, particularly **Name and NRIC/Passport number**, is correct and is the same in their ID document (NRIC/Passport) via TEMMS/TPMMS.

**Effectively, 1<sup>st</sup> September 2020 till 14<sup>th</sup> September 2020**, all request for Name and NRIC / Passport number correction, the administration fees of RM20 will be waived, member is required to:

- a) email ID document (IC / Passport) to [support@tonewow.net](mailto:support@tonewow.net);
- b) Per correction of NRIC / Passport, all active TDS and Booster plan will be forfeited due to Digi system limitation and You are required to resubscribe at your own cost.

Failure to do so and/or **after 14<sup>th</sup> September 2020**:

- c) All Name / ID numbers corrections will be imposed with **RM30 per correction; and**
- d) Your TONE WOW Membership and Digi prepaid account maybe **suspended and/or terminated by Digi and all active subscription (TDS 10/30 50/120) and Booster will be forfeited without prior warning.**

Your attention and immediate action on this are very much appreciated

Yours Sincerely

Chia Han Hui

Head of Network and Channels