

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

Rujukan : TONE/20230308/01/BM
Tarikh : 08 Mac 2023
Kepada : Ahli TONE WOW
Subjek : **PENGGANTIAN SIM DI KIOSK / DEALER DIGI**

Tel.:
+603 9054 3809

Fax:
+603 9055 3824

Email:
hq.care@tonegroup.net

Website:
www.tonegroup.net

Ahli TONE WOW yang dihormati,

Kami perihatin akan kepentingan peranti anda. Sebarang gangguan kepada perkhidmatan akan menyebabkan banyak kesulitan, terutamanya apabila penggantian Kad SIM diperlukan.

Mulai sekarang, Ahli TONEWOW boleh melakukan penggantian Kad SIM di KIOSK atau Dealer DIGI di seluruh negara.

Caj minimum akan dikenakan oleh Dealer / Kiosk DIGI. Sistem TONEWOW akan mengesan SIM baru secara automatik, semua baki kredit dan Keahlian TONEWOW kekal tidak berubah.

Kami yakin dengan kemudahan ini, Ahli TONEWOW dapat memulihkan perkhidmatan mudah alih mereka dalam masa yang sesingkat mungkin, sekali gus membolehkan Ahli TONE WOW memberi tumpuan dalam pengambilan mereka dan menikmati insentif yang lebih tinggi.

Untuk penjelasan dan maklumat lanjut, sila hubungi talian hotline TONE WOW 011 5900 0969 atau 011 59009969 atau whatsapp ke 010 512 9768 atau e-mel ke support@tonewow.net.

#PREPAID YANG MEMBAYAR

Yang benar



Chia Han Hui
Head of Network and Channels

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Sri Petaling, 57000.
Sri Petaling,
Kuala Lumpur.

MEMORANDUM

Ref : TW/20230308/EN
Date : 08 MARCH 2023
To : TONE WOW MEMBERS
Subject : SIM REPLACEMENT AT DIGI KIOSK / DEALERS

Tel.:
+603 9054 3809

Fax:
+603 9055 3824

Email:
hq.care@tonegroup.net

Website:
www.tonegroup.net

Dear TONE WOW Members,

We understand the importance of your mobile devices. Any disruption to mobile services caused much inconveniences, especially where SIM Card replacement is required.

With immediate effect, TONEWOW Members can perform SIM Card replacement at DIGI KIOSK or DIGI Dealers nationwide.

Minimum charges will be imposed by DIGI Dealer / Kiosk. TONEWOW system will auto detect the new sim, all left over credit and TONEWOW Membership remain un-changed.

We are confident that with this arrangement, TONEWOW Members will be able to restore their mobile services in shortest time possible, thus enable TONE WOW Members to focus in their recruitment and enjoy higher incentive.

For further clarification and contact TONE WOW hotline @ 011 5900 0969 or 011 5900 9969 or whatsapp to 010 512 9768 or email to support@tonewow.net.

#PREPAID THAT PAYS

Yours Sincerely



Chia Han Hui
Head of Network and Channels