

MEMORANDUM

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Ref : TONE/20201201/01/EN
 Date : 1 December 2020
 To : TONE WOW EXCEL and TONE WOW PLUS Members
 Subject : **REMINDER: REGISTRATION OF NEW MEMBER**

Dear TONE WOW Members

Terms and Conditions for registration of TONEWOW Members are published in TONEWOW Website (<https://www.tonewow.net/en/TnCPendaftaran>) and well as in TONEWOW Applications (TWMMS and myWOW).

1. You must sight and verify the identity of the customer by using any of the following identification documents from the customer for registration purpose:

Malaysians / Permanent Residence	Foreigners
Original NRIC (MyKad)	Valid Passport
Valid Permanent Residence (MyPR)	Valid Temporary Identity Card (MyKAS)
Valid Malaysian Armed Forces (MyTentera)	-----

2. You must not proceed with the registration of a customer if the original and valid identification document of such customer is not made available. You shall not accept on TONE's behalf any third party or photocopied identification documents without sighting the ORIGINAL identification documents.
3. You must conduct the registration in the presence of the customer (ie. The customer must be physically present at the time of registration). You shall not register the customer if you are aware or has suspicion that the customer is not the same person on the identification document.
4. You shall not register any customers who are below the age of 12. Such registration shall always be rejected.
5. For registration via MyKad reader or Optical Characteristics Recognition (OCR), you must ensure that all relevant information is filled in Tone's system appropriately and correctly. The relevant information includes:

Mandatory Customer Information To Be Captured During Registration	
Malaysian / Permanent Residence	Foreigners
Full Name (<i>as per ID</i>)	Full Name (<i>as per Passport</i>)
Identification Number (<i>as per ID</i>)	Passport Number
Permanent Address (<i>as per ID</i>)	Passport Issuing Country
-	Address Provided as per ; o Student ID with University address (Students) o Hotel Reservation / Booking (Tourist)

- a. You must not use any false information to register new sim cards.
- b. You shall ensure that each of the relevant sim cards sold is duly registered prior to its usage to comply with TONE's requirements and policies.
- c. You must not register more than 5 sim cards per customer.
- d. You must not store members ID in your devices after sim registration
- e. You must not send out any pre-registered sim to any non – TONE members.

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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.

Important Note: TONE at all times shall be entitled to, in its sole and absolute discretion, suspend and/or terminate your appointment with immediate effect if you fail to comply with any provisions contained in the MCMC Prepaid Registration Guidelines which can be referred to the link below :

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https://www.skmm.gov.my/skmmgovmy/media/General/pdf/Prepaid-Registration-Guidelines-MCMCG0117_1.pdf

We trust that you will abide by the Registration Terms and Conditions in your membership recruitment activities.

#TruePassiveIncome

#EarnFromHome

Yours Sincerely



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Chia Han Hui
Head of Network and Channels