



Prepaid Services Terms

1. GENERAL

- 1.1 These terms & conditions for prepaid services shall govern your subscription of ALTEL's prepaid services ("Prepaid Services") in which it shall be read together with General Terms and Conditions ("GTC"), which is posted on ALTEL's Website.
- 1.2 Unless otherwise indicated in these Prepaid Service terms, the terms and expressions used in these Prepaid Service terms shall bear the same meanings as the terms and expressions used in the GTC.

2. TERMS

2.1 Credit Value

- 2.1.1 Upon activation of the SIM Card in the Starter Pack, you may begin to use the Services up to the initial credit value in your Account for the duration of validity period of your credit value or airtime balance which is thirty (30) days (or any other period determined by ALTEL) from the activation date.
- 2.1.2 ALTEL will deduct from your Account the value of the Service used by you from time to time at the rates stipulated above and/or as may be imposed at ALTEL's discretion from time to time.
- 2.1.3 To keep your Account active and in order for you to continuously enjoy the Service, you must continue to reload by purchasing ALTEL Reload Cards. Each reload will carry a different credit value validity or expiry period.
- 2.1.4 Upon expiration of the credit validity period, you must perform a reload with the ALTEL Reload Cards within fifty (50) days from the expiry of the validity period or any other period set by ALTEL at its sole discretion ("Grace Period") in order to continue to use the Services. In the event no reload is performed until the expiry of the Grace Period, your Account shall be terminated and any remaining credit including any other service or benefit or points accumulated in the Account shall be forfeited without any further notice.
- 2.1.5 Unless specified otherwise by ALTEL, to purchase any ALTEL Prepaid plan, you must ensure that you have at least RM2.00 credit balance (in addition to the reload amount) at all times in the main account.
- 2.1.6 The validity period of the credit after reload shall be the period of time between the date of reloading and the stipulated validity period stated on the Website. The credit value in the ALTEL Reload cards which have passed the expiry date imprinted on them will not be usable and/or returnable. No refund shall be given to you in respect of the same.
- 2.1.7 Unless otherwise agreed in writing by ALTEL, the credit value and/or any balance of the credit value in your Account are not redeemable for cash.
- 2.1.8 Unless otherwise agreed in writing by ALTEL, the ALTEL Reload cards are not refundable. Any value that has been reloaded is not transferable or refundable. ALTEL will not be liable for any loss or damage due to reloading errors caused by the user of the ALTEL Reload cards.
- 2.1.9 ALTEL shall reserve all rights to forfeit any of the remaining credit value after the expiry of the respective validity period(s).
- 2.1.10 Without prejudice to other rights of ALTEL under this Clause 2, any unutilised credit value balance during the Grace Period will be carried forward only upon reactivation of your Account through your reload.
- 2.1.11 ALTEL shall not in any way be liable to reimburse you any forfeited credit value or for any damages, cost, loss or expenses suffered as a result of the suspension and/or termination of your Account and/or the Services.



2.2 Credit Value, Reload Denominations and Validity Period

- 2.2.1 Upon activation of the Service, you may receive a reload worth RM3.00 which shall be valid for a period of thirty (30) days from the Services activation date.
- 2.2.2 You shall be responsible to reload your Account periodically to ensure that your account is active.
- 2.2.3 You may reload your Account at the reload denomination value as specified on ALTEL's Website. Notwithstanding, ALTEL reserves the right to change reload denomination value from time to time with or without notice to you.
- 2.2.4 The reload denomination value against the validity period for each reload shall be as follows:
- 2.2.5 ALTEL reserves the right to change validity period of the reload denomination from time to time with or without notice to you.
- 2.2.6 ALTEL may at its sole discretion introduce from time to time the method and/or mechanism to extend the validity period of the reload by posting the same in its Website. You shall ensure your full compliance to the method and/or mechanism in order to enjoy the foregoing and ALTEL shall not be held liable for your failure to do so.

2.3 Reload Channels

- 2.3.1 You may reload your Account by purchasing ALTEL Reload Card which may come through physical scratch cards, soft PINs, reload via internet banking or other reload channel as notified to you by ALTEL from time to time. You may purchase ALTEL Reload Card from ALTEL's authorised dealers, outlets and reload locations as posted by ALTEL in its Website.
- 2.3.2 In order for you to perform the reload and to check the balance of your Account, you are required to follow the user guide may be provided by ALTEL on the Starter Pack, ALTEL Reload Card or as posted in its website; www.altel.my or any other medium of communications as ALTEL deems fits and necessary in order for you enjoy the Services.

2.4 Manual and Guidelines

You shall adhere to the manual, and/or guidelines provided by ALTEL through its Starter Pack and/or ALTEL Reload Cards, its Website or any other medium as ALTEL deems fits and necessary in order for you enjoy the Services. ALTEL holds no liability and/or responsibility should you fail to do the same.