

BEST INTERNET BUNDLE CAMPAIGN

FREQUENTLY ASKED QUESTION (FAQ)

1. What is BEST INTERNET package?

The BEST Internet is a data-centric mobile package offering from Hello Sim by Merchantrade.

2. What are the package offerings?

BEST30, BEST10 and BEST5

3. What is BEST30?

BEST 30 is a subscription Bundle (Combo) where each time customer subscribes for RM28, they will get the following

- 6GB high speed data -2G/3G/4G + Unlimited** (YouTube, Facebook, Imo, Iflix, Hello, Instagram, WhatsApp)
- RM5 Bonus upon Best30 subscriptions (each time) – limited time offer and will be end without any notification
- Unlimited Local calls **

4. How much will the BEST 30 package cost me?

- It's RM28.00/30days

5. Do I get the BEST 30 upon recharge RM30?

- NO. You must Subscribe (purchase) the BEST 30 Package



6. What is BEST10?

BEST 10 is a subscription Bundle (Combo) where each time customer subscribes for RM9, they will get the following

- 2GB high speed data -2G/3G/4G + Unlimited ** (YouTube, Facebook, Imo, Iflix, Hello, Instagram, WhatsApp)
- Unlimited Local calls **

7. How much will the BEST 10 package cost me?

- It's RM9.00/7days

8. Do I get the BEST 10 upon recharge RM10?

- NO. You must Subscribe (purchase) the BEST 10 Package



9. What is BEST5?

BEST 5 is a subscription Bundle (Combo) where each time customer subscribes for RM4, they will get the following

- 1GB high speed data -2G/3G/4G + Unlimited ** (YouTube, Facebook, Imo, Iflix, Hello, Instagram, WhatsApp)
- Unlimited Local calls **

10. How much will the BEST 5 package cost me?

- It's RM4.00/3days

11. Do I get the BEST 5 upon recharge RM5?

- NO. You must Subscribe (purchase) the BEST 5 Package

12. What does unlimited call means?

- In this context the word '**unlimited**' **would** normally be taken to **mean** that a subscriber, having agreed to pay a set price, may make as many **calls** as he or she wishes subject to our terms and condition and fair usage policy.

FUP for Best 5 (1500 min), Best 10 (3000 mins), Best 30 (10000 min)

13. What does unlimited data means?

- In this context the word '**unlimited**' **would** normally be taken to **mean** that a subscriber, having agreed to pay a set price, may make utilize as much time online as he or she wishes subject to our terms and condition and fair usage policy.

Quota capping for all BEST Packages reduced to the following:

- BEST 5 :15 GB
- BEST 10: 35GB
- BEST 30: 100GB

14. How do I subscribe the BEST package?

- *Via SMS – Draft new SMS by type **BEST30/BEST10/BEST5** and send to **60006***
- *Via USSD - *123*2#*
- *Via Hello* Apps – launch the apps and select the BEST30, click subscribe. Click confirm when you were asked, RM28 will be deducted once you confirm the subscription*

** Hello is Merchantrade Mobile Apps which can be downloaded from Google Play Store or Apps Store*

15. What are the codes to be included in the APPS subscription?

- No code required if you subscribe using Apps. The Apps menu will guide/direct you to subscribe the package.

16. What if I reload RM30 twice on the same day and have RM60 balance in my prepaid account, can I Subscribe twice for Best30?

- No. you will be only entitled for one single subscription

17. Can I subscribe the BEST packages every day?

- YES. You may subscribe again after 24 hours.

18. What is the validity for the Best30?

- 30 days

19. What are the standard IDD call rates?

- IDD Call Rates for the main countries as below
- For other IDD call rates please visit our website

Retail Rate (Voice)	New (RM/min)
 Bangladesh	0.14
 India	0.10
 Nepal	0.70
 Sri Lanka	0.70
 Vietnam	0.40
 Pakistan	0.30
 Myanmar	0.86(MPT) / 0.98 (Others)
 Thailand	0.30
 Philippines	0.58
 Indonesia	0.24

First 3 minutes 30 second block and subsequent minutes will be 60 second block

20. What will be the charging block for the calls?

- Its 30sec block

For Example

When customer make IDD call to India the charges is RM0.10, if they talk less then 30Sec the charges will be RM0.05sen & if customer talk above 40sec then it will be round up to the next 30 sec & the charges will be RM0.10

21. Can I use the free basic internet for anything?

- NO. there is no basic internet.

22. Will I get Cash back 5% for all top up done via MM Card?

- NO. Cash back is applicable for top up done to your own. Number which is used as OTP for MM Card.

23. Can I use my hotspot for unlimited data?

- NO. Unlimited data is NOT applicable for hotspot.

24. How long the BEST promotion will be ongoing?

- This promotion is valid until further notice and is subject to change based on Merchantrade T&C.