

ONEXOX FAQ

1. What is ONEXOX?
Powered by XOX MOBILE, ONEXOX is a prepaid mobile plan that offers blazing fast 4G LTE with Superb Savings.
2. Where can I get ONEXOX starter pack?
You can purchase ONEXOX Starter Pack from any appointed authorized distributors and XOX Online Store (<http://onlinestore.xox.com.my/>). The Starter Pack recommended retail price is RM10 and comes with preloaded RM5 credit, 4G LTE and 1800 Free SMS upon SIM activation.
3. Can I subscribe ONEXOX and maintain my existing number?
Yes. You can maintain your existing number through XOX mobile MNP (Mobile Number Portability) and avoid the inconvenience of having to notify friends and associates that you have changed your number.
4. What are the benefits of the ONEXOX Prepaid Plan?
With ONEXOX Prepaid Plan, you will enjoy
 - a. 2-in-1 DAMA flexible plan for more savings!
 - b. Preloaded RM5
 - c. 5 sen short call to all network
 - d. 2 sen SMS rate to all network
 - e. 10 Friends + Family
 - f. 6% Cash Rebate via User-Get-User programme.
 - g. Longest validity (up to 2 years)
5. What is the rate for ONEXOX Prepaid Plan?
Effective 11th April 2016, the ONEXOX Prepaid Plan will be 2-in-1 DAMA flexible plan. Visit www.xox.com.my to learn more about the rate.
6. Who can enjoy this ONEXOX Prepaid Plan?
For existing ONEXOX subscribers, subscribers who activated ONEXOX prepaid plan, and subscribers who activated #prepaidplus pack from 11th April, 2016 onwards.
7. Can current #prepaidplus subscriber enjoy this offer?
Yes. #prepaidplus subscriber can enjoy this offer by contacting our customer service at 12273 and request for a plan switch.
8. If I were to port over my mobile number, can I enjoy this ONEXOX benefits?
Yes. Subscribers from other local operators from either postpaid or prepaid can port in to ONEXOX to enjoy the benefits from 11th April, 2016 onwards.
9. Can I port my mobile number over via XOX Online Store?
This service is temporarily unavailable until further notice.

10. Why should there be Dedicated Account (DA) and Main Account (MA)?
With the 2-in-1 DAMA flexible plan, subscribers have the freedom to enjoy special rates in both DA & MA accounts based on your top-up values. Surf www.xox.com.my to learn more about the 2-in-1 DAMA flexible plan.
11. If I were to perform top-up, the airtime will be credited into which account?
The Airtime credited will be based on the top-up value/amounts that has been purchased. Surf www.xox.com.my to learn more about 2-in-1 DAMA flexible plan, and save more on the credited airtime by purchasing the top-up wisely.
12. In which account is the available credit of RM5 located for this SIM Pack and how long is the active period if I do not top-up after the activation date?
Every new starter pack comes with RM5 credit in Main Account (MA). The SIM card will be active for 30 days without any top-up after the activation date.
13. Which account's credit balance will be utilized in advance?
The credit balance in Dedicated Account (DA) will be utilized first for all calls and SMS.
14. Can I transfer my credit balance between DA and MA?
Yes. You can transfer your credit balance from DA to MA. However, you're not allowed to transfer the airtime credit from MA to DA.
- To transfer credit balance from DA to MA, please send **TRNS DA AMOUNT** to 22111.
15. Where can I get ONEXOX Prepaid Plan top-up?
You can top-up your ONEXOX Prepaid Plan at all 7-Eleven, petrol stations and at selected outlets via the e-Pay terminals. Please don't forget to mention "XOX" when you're purchasing the top-up.
16. What can Self-Care do?
The XOX mobile Self-Care is an online portal which allows you to:
- View your subscription profile which consists credit balance from DA & MA accounts, subscriptions validity, and free SMS's balance.
 - Overview of your monthly detailed billing.
 - To purchase top-up
 - Internet subscription management: To subscriber internet plan, upgrade your subscription, check remaining quota and increase the quota.
 - Sub-line management: Can add up to 10 sub-lines, manage their profile, subscribe internet plan, and upgrade sub-line's internet subscription.
 - Check loyalty points.

17. Can ONEXOX subscriber subscribe to any mobile internet plan?
Yes. ONEXOX subscriber can subscribe to daily, weekly, and monthly mobile internet plan provided by XOX Mobile. Please refer to the Mobile Internet Plan table and command codes at <http://www.xox.com.my/plans/mobile-internet/>.
18. Does ONEXOX mobile internet (data) support for all types of devices and smartphones?
ONEXOX data plan supports almost all types of devices and smartphones. Please make sure you have the correct settings. However, the plan does not support data services for Blackberry Internet Service (BIS).
19. Is ONEXOX data plan unlimited?
No. ONEXOX offer high speed data plan up to 7.2mbps download data based on the quota limit/day subscribed. With this, ONEXOX subscribers are free from interrupted internet browsing speed.
20. How do I use the free SMS?
Free SMS can be used for numbers on the same network (XOX Mobile & ONEXOX). Please refer to the terms and conditions [HERE](#).
21. What is the limit member for Friends+Family (F+F) that can be registered and to which network?
You can register up to 10 numbers F+F. First 10 registrations are free. F+F rate is open to all local networks including Telekom Malaysia fixed lines (except premium numbers 1-300 and phone numbers abroad). You can also replace the registered numbers and replace with another number. However, each replacement will be charged RM1 from MA account. Please make sure you have sufficient balance before proceeding.
- How to apply F+F: SMS to 22111- F+F <space> ADD <space> <phone number>
 - How to check the F+F list: SMS to 22111 – F+F <space> LIST
 - How to cancel a number in the F+F list: SMS to 22111 – F+F <space> DEL <space> <phone number>
22. Is the DA F+F rate applied to MA once credit balance in DA has finished up?
Yes. You will still enjoy DA F+F rate with credit balance in MA.
23. How can I have free SMS from “Loyalty Point”?
You will be rewarded with loyalty points for every Top-up made to your account based on the top-up value. For eg, every ringgit of top-up equivalent to 1 point; every 10 points that you’ve collected can be redeemed for one free SMS.
24. How to redeem SMS free?
You can redeem FREE SMS through below platforms:
- SMS portal:
SMS to 22111 – LYT <space> RED <space> SMS <space> <number of SMS to be redeemed>

Example: RED LYT SMS 12

b. Via Online: Self-Care

25. What is the SMS command code if I were to check balance, check data balance, subscribe data, etc?

You can refer to the SMS command code at [USER GUIDE](#).

26. How can ONEXOX subscriber access to USSD?

ONEXOX subscriber can dial *150# to access to USSD.

27. What is the credit validity?

ONEXOX credit validity is up to 2 years and 4 months (28-month). To enjoy the longest validity, simply top-up RM10 within 24 hours of your activation date to stay active up to 2 years & 4 months! (Promo period until 31st May only)

28. Can ONEXOX subscribers be entitled for MNP Free Data campaign?

MNP Free Data campaign is only available to existing #prepaidplus subscriber. Please stay tuned for upcoming MNP promotion!

29. Are ONEXOX subscribers entitled for birthday bonus?

Temporarily, birthday bonus is only available to existing #prepaidplus subscriber.

30. Can ONEXOX subscriber receive gaming result?

Yes. ONEXOX subscriber can contact our customer service at 12273 and request to receive gaming result.