

ONEXOX

Out There We Are One

USER GUIDE



WELCOME

GETTING STARTED

STEP 1

Make the first call to 13322 or chargeable call to any number to activate your service.

STEP 2

Select your preferred Language:

For English : Key in LANG<space> ENG and SMS to 22111
For Mandarin : Key in LANG<space> CHI and SMS to 22111
For Bahasa Melayu: Key in LANG<space> MLY and SMS to 22111

MANAGING YOUR ACCOUNT

1. Check your balance via these options:

- USSD : Dial *150# and press ↵
- SMS : Key in BAL and send to 22111
- App : Download MyXOX app from Play Store or App Store

2. Buy a top-up card from any authorized dealers in the form of:

- Top-up Card / Voucher at any XOX MOBILE or ONEXOX authorized dealers.
- Electronic Code / Top-up Slip at all authorized merchants like e-pay, 7-Eleven, MOL, etc.
- via MyXOX App / Self-Care Portal

3. To use a top-up voucher / code:

- USSD : Dial *132*1*16-digit Pin Code># and press ↵, or through *150#
- SMS : REC<space>PR<space><Your 16-digit Pin Code> and send to 22111
- Via myXOX app

XOX MOBILE BLAZING FAST 4G+ MOBILE INTERNET

1. To subscribe to XOX MOBILE's latest mobile internet plan:

- USSD : Dial *150# and press ↵
- Via myXOX app

2. Data Management

- USSD : Dial *150# and press ↵
- SMS : Send DATA BAL to 22111
- Via myXOX app

FRIENDS & FAMILY

You can add up to 10 friends & family to enjoy special call rates.

- Type *150# and press ↵
- Via myXOX app

APN SETTING

- Step 1 : Go to Phone Settings > Mobile Network > Access Point Name (APN)
- Step 2 : Add a new APN
- Step 3 : Change the Name & APN to XOX and save.
- Step 4 : Select the XOX APN you created.
- Step 5 : Restart your mobile phone

IDD

This service allows you to make international calls using your mobile phone.

To make IDD calls:

Dial 00<Country Code><Area Code><Mobile Number> and press ↵

INTERNATIONAL ROAMING

As XOX comes with International Roaming Service* by default, you can start staying in touch with the in a snap.

- You may switch on/off by using MyXOX app under my account > VAS management.

*Rates are subject to change without prior notice. For further information please contact our Careline. For our careline contact, refer to the bottom of the page.

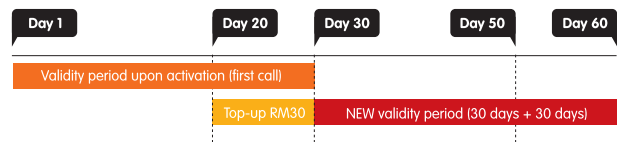
INTERNATIONAL ROAMING - SHORT CODE ROAMING FOR DIRECT DIAL*

By USSD : Dial *136*<Country Code><Mobile Number># and press ↵

By Call : Dial +<Country Code><Mobile Number> and press ↵

VALIDITY

Whenever you top-up your XOX MOBILE account, your account validity period will be automatically accumulated, and it can go up to 368 days! On top of that, your new validity period will only take effect from the date your previous validity period expires!



RM1 - Valid for 1 Day

User-Get-User (UGU)

Introduce your friends and family to XOX MOBILE to receive FREE credit or even CASH reward!

- Step 1 : Bring your friends and family with necessary document (photocopy IC) to XOX MOBILE or ONEXOX authorised dealers.
- Step 2 : Your friends and family register with dealers.
- Step 3 : Receive 6% of free credit or cash reward every time your friends and family top-up!

*Reward more than RM50 can be cashed out to your bank account between 16th and 20th of the month.

*To update your bank detail, kindly log on to onesys.onexox.my > Account Manager > View Profile > Fill in "Maklumat Perbankan" > Click "kemaskini"

LOYALTY POINTS

10 points = 1 FREE SMS. To redeem free 1 SMS with your Loyalty Points by SMS:

Key in LYT<space>RED<space>SMS<space><SMS Amount> send to 28899

*Top-up more and get more loyalty points as you can reward yourself with free vouchers or mobile gadgets by log on to XOX E Mall (email.xox.com.my)!

SIM CARD PUK & PIN

- Your SIM card comes with an 8-digit Personal Unblocking Key (PUK). This PUK number is located at the back of the SIM Card.
- Every SIM has an option for the user to set a Personal Identification Number (PIN). Please refer to your mobile phone manual.

Note: Your SIM card will be blocked after three (3) incorrect PIN entry attempts. You will then be required to enter the PUK to unblock your SIM card. Should you have ten unsuccessful attempts entering the correct PUK, your SIM card will be permanently blocked and you will need to purchase a new SIM card.

CARELINE:

MALAYSIA: 1300 888 010

OVERSEA: +603-7882 4952

XOX MOBILE USERS: 12273

EMAIL: enquiries@xox.com.my

*Terms & conditions apply. All prices and info are correct at the time of printing. For more information please contact our careline or log on to www.xox.com.my