redONE mobile

The ONE Prepaid

MORE DATA. MORE FREEDOM. MORE REWARDS.

Launch Date: 28 September 2026

5G

Eligibility and Business Rules

1. Objective
- ✔ Increase new prepaid activations
- ✔ Increase revenue
- ✔ Improve customer retention
- ✔ Encourage prepaid to postpaid migration

2. Target segment
- Valid for New and MNP Port-in customers.

3. Launch Date
- 28 September 2026

4. Communication
- Flyer
- Bunting
- Menucard

5. Sales Channels
redONE Branches, redONE Partners and prepaid dealers.

6. Registration/ Subscription Channel
- Registration: Online Self-Registration
- Mobile Internet: Prepaid App

All Prepaid registration and services are subject to applicable laws and regulations.

Prepaid New Offerings

WHAT'S Included:



- Pack Validity: 7 days
- MNP Port-in activation Bonus Credit: RM5 x 6 months
- Voice Call charging block: 60 second

The ONE Prepaid SIM Card – Key Information

- **Availability:** From **28 September 2026**, the new **The ONE Prepaid SIM Card** will be available for purchase and registration.
- **Price:** RM8 per SIM card, applicable to **new customers only**.
- **Pack Validity:** 7 days.

Activation Benefits

- **RM5 Activation Bonus Credit**: A one-time RM5 bonus credit granted upon successful registration. (For normal number)
- **RM5 × 6 Months MNP Bonus Credit:** RM5 bonus credit granted monthly for 6 months upon successful MNP port-in.
- **1GB Activation Bonus:** One-time bonus valid for 7 days, granted upon successful registration or MNP port-in.
- Activation bonuses will be credited within **10 minutes** after successful registration, followed by an Activation SMS.

Data & Services

- **High-Speed Data**: Enjoy 5G/4G high-speed data. Once the allocated high-speed quota is fully used, data speed will be reduced to 64kbps. The 10GB Basic Internet will automatically renew every 30 days, subject to sufficient credit balance. A system-generated SMS notification will be sent once **100% of the bundled high-speed data** has been consumed.
- **International Direct Dialing (IDD)** is enabled by default for all subscribers.

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New Mobile Internet Plans

Daily, Weekly, Monthly and Yearly

Effective 28 September 2026

Which plan is for you?

Find the plan that matches your needs

ONEdaily
RM3

Occasional data

ONEweekly
RM12

Weekly connectivity

ONEyearly
RM38

Long validity

BEST VALUE

ONE25
RM25

Affordable monthly

ONE35
RM35

More data

ONE45
RM45

Maximum monthly data

Why The ONE Prepaid?

More than just prepaid

HIGH-SPEED DATA

Up to 450GB for MNP customers

HOTSPOT

All high-speed data can be used

UNLIMITED CALLS

Available on selected plans

FREE PHONE*

Eligible Postpaid upgrade after 6 months

redCOIN

RM1 = 100 points

FLEXIBILITY

Daily, weekly, monthly or yearly

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New Mobile Internet Monthly Plans

PORT IN & GET UP TO 100GB EXTRA DATA!

	Normal Number			MNP Port-in Number		
Plan	**ONE25**	**ONE35**	**ONE45**	**ONE25**	**ONE35**	**ONE45**
Price	RM25	RM35	RM45	RM25	RM35	RM45
High Speed Data	150GB 5G/4G	250GB 5G/4G	350GB 5G/4G	180GB 5G/4G	300GB 5G/4G	450GB 5G/4G
Hotspot	Shared from main quota	Shared from main quota	Shared from main quota	Shared from main quota	Shared from main quota	Shared from main quota
Calls	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Basic Internet	512kbps	512kbps	512kbps	512kbps	512kbps	512kbps
Total Data	150GB	250GB	350GB	180GB	300GB	450GB
Validity	30 days	30 days	30 days	30 days	30 days	30 days
Optional Add-on	RM10 for 10GB Hotspot Enable	RM10 for 10GB Hotspot Enable	RM10 for 10GB Hotspot Enable	RM10 for 10GB Hotspot Enable	RM10 for 10GB Hotspot Enable	RM10 for 10GB Hotspot Enable

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New Mobile Internet Plans

	DAILY / WEEKLY		YEARLY
Plan	**ONEdaily**	**ONEweekly**	**ONEyearly**
Price	RM3	RM12	RM38
High Speed Data	3GB 5G/4G	15GB 5G/4G	-
Hotspot	Deduct from internet quota	Deduct from internet quota	-
Calls	Pay Per Use	Unlimited	-
Basic Internet	512kbps	512kbps	
Total Data	3GB	15GB	-
Validity	24 hours from time of purchase	7 days	365 days
Optional Add-on	RM10 for 10GB Hotspot Enable	RM10 for 10GB Hotspot Enable	-

Your data goes further

Hotspot without the hassle

ALL HIGH-SPEED DATA

CAN BE USED FOR HOTSPOT

Smartphone

Share your high-speed data

Laptop

Share your high-speed data

Tablet

Share your high-speed data

Gaming

Share your high-speed data

Connected devices

Share your high-speed data

ONE DATA. MULTIPLE DEVICES.

Get rewarded with redCOIN

Turn eligible spending into rewards

RM1 = **100**

redCOIN POINTS

THE MORE YOU USE ELIGIBLE SERVICES, THE MORE YOU CAN EARN.

KEEP USING. KEEP EARNING.

redCOIN earning and redemption are subject to applicable terms.

Your ONE Prepaid journey

Start Prepaid. Enjoy more. Upgrade when you're ready.

1	→	2	→	3	→	4	→	5	→	6
JOIN		**CONNECT**		**EARN**		**STAY**		**UPGRADE**		**ENJOY**
Choose your plan		Enjoy high-speed data		Get redCOIN		6 months + RM150 reload		Move to Postpaid		FREE PHONE*

6 MONTHS + RM150 TOTAL RELOAD

→ ELIGIBLE POSTPAID → FREE PHONE*

Data Utilization Priority

Priority	The ONE Prepaid	
	Data Type	Data Usage
1st	Activation Bonus	1GB (7days)
2nd	Mobile Internet	1) ONEdaily 2) ONEweekly 3) Monthly MI
3rd	5G/4G booster	1) 10GB
4th	Purchased Data Top-Up	1) 1GB = RM3 (24 hrs) 2) 2GB = RM10 (7 days) 3) 5GB = RM20 (30 days) 4) 10GB = RM30 (30 days)
5th	Basic Internet	512kbps

1. Hotspot usage will be deducted from the bundled 5G/4G main data.

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Change Plan

Prepaid to Prepaid

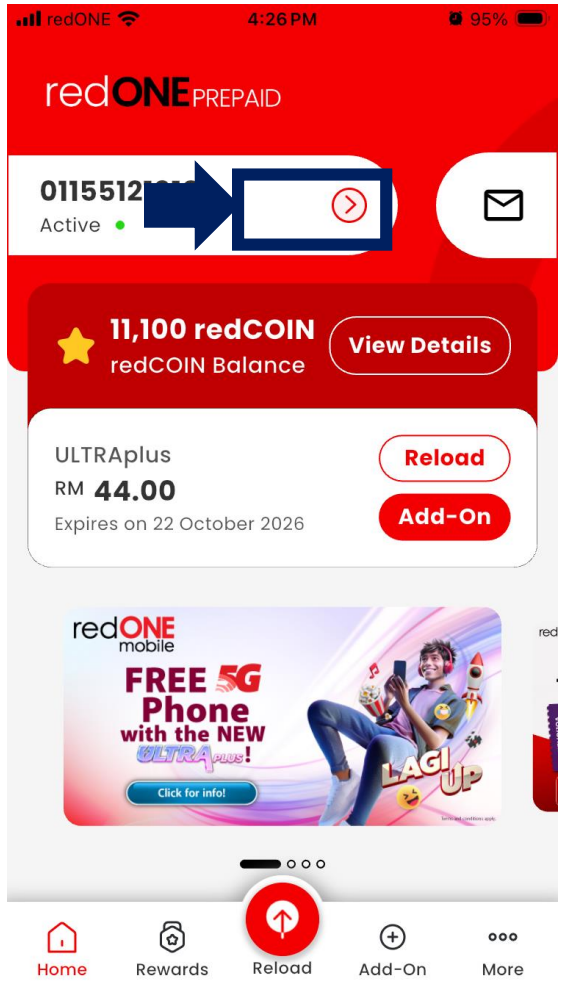
Change Tariff Plan

1. Upgrade plan to The ONE Prepaid can be requested beginning 28 September 2026.
2. The change plan admin fee is waived.
3. Customer can request to upgrade the plan via Prepaid App.

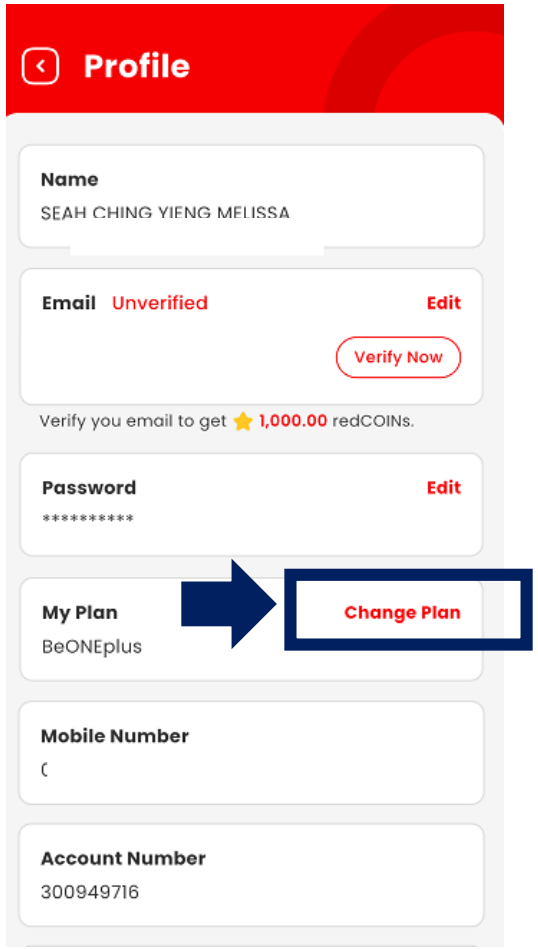
Important Note:

- **Existing Trade Packs:** All packs currently available in trade will continue to be registered under the existing ULTRAplus and ULTRAplus variation plans.
- **Upgrade to The ONE Prepaid**: To enjoy the enhanced benefits of The ONE Prepaid, customers must upgrade to the new The ONE Prepaid plan.
- **Forfeiture Upon Upgrade**: Upgrading will replace the existing plan. Any unused data quota and active add-on services will be forfeited upon upgrade.
- **Balance & Validity**: Only the customer's remaining credit balance and account validity will be transferred to the new The ONE Prepaid account.

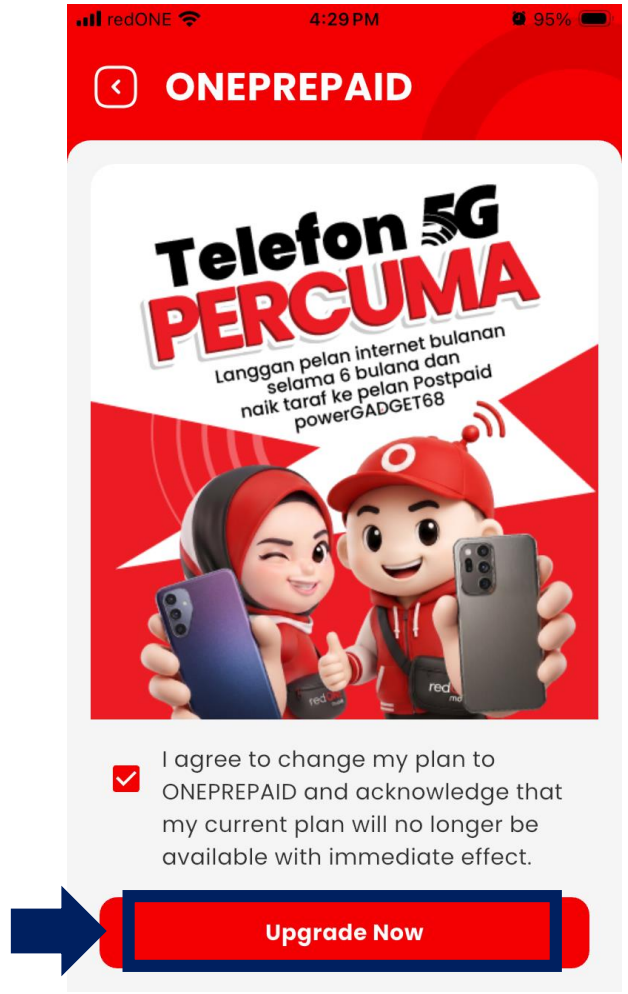
How to Change Tariff Plan – Prepaid App



Select “Profile”

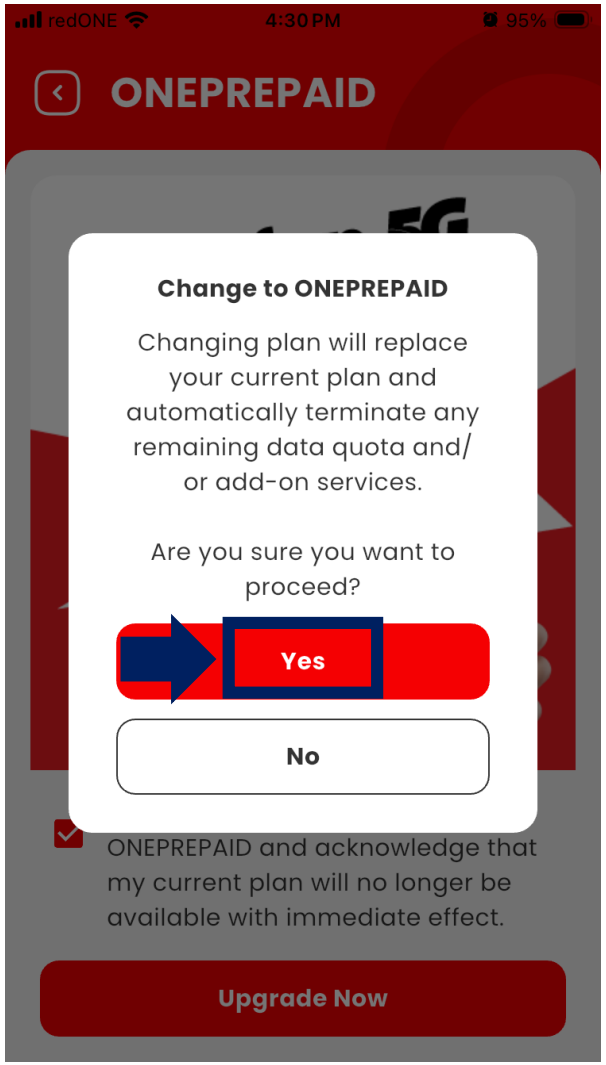


Select “Change Plan”

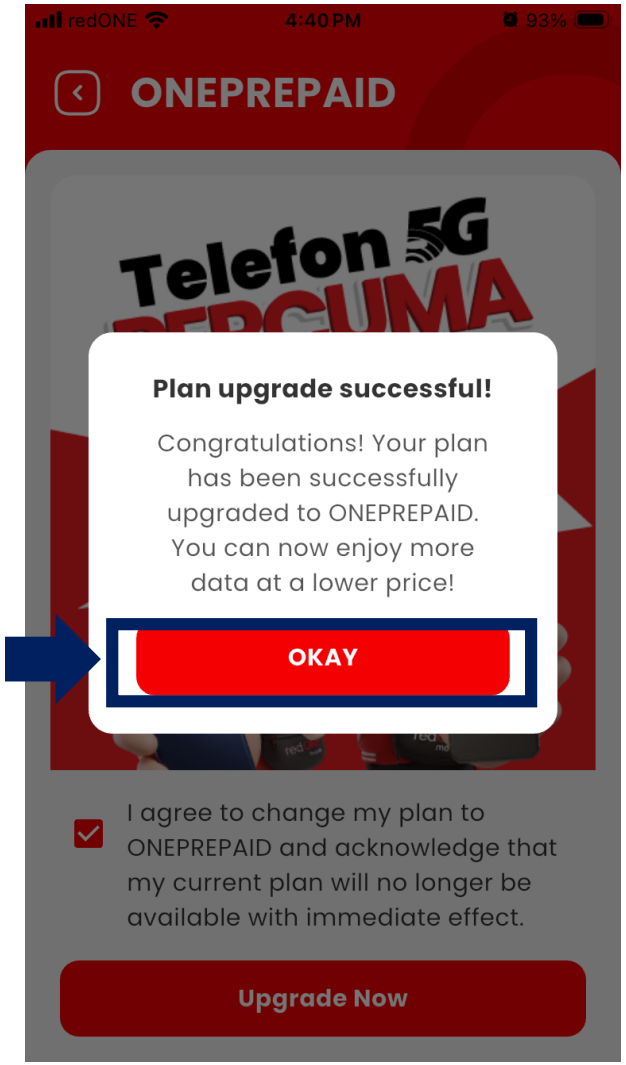


Select “Upgrade Now”

How to Change Tariff Plan – Prepaid App



Select “Yes”



Select “OKAY”

Confirmation SMS
RM0 redONE: Wef date YYYY-MM-DD, changed package from “original plan” to ONEPREPAID

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Change Plan

Prepaid to Postpaid

redONE PREPAID

Stay 6 months. Unlock your next step.

Upgrade from Prepaid to Postpaid

6 MONTHS

Minimum total reload
RM150 over the last 6 months

+

ELIGIBLE POSTPAID UPGRADE

Upgrade to an eligible redONE Postpaid plan

↓

FREE PHONE*

Your Prepaid journey can lead to a Free Phone when eligibility requirements are met.

redONE POSTPAID

Beyond Prepaid Plan Highlights

Higher Upfront Plan

Plan Details	powerGADGET68 P2P	powerGADGET68 P2P HA
Monthly Access	RM68	RM68
Advance Payment	waived	RM300
Registration Fee	RM50	RM50
High Speed Data (5G/4G)	300GB+	300GB+
Hotspot (5G/4G)	Shared from monthly quota	Shared from monthly quota
Bundled Add-on - redCALL	Unlimited calls to all networks	Unlimited calls to all networks
Contract Period	24 months / 24 months (Premium Numbers)	24 months / 24 months (Premium Numbers)
Credit Limit	RM100	RM100
Early Termination Penalty:		
Normal Number (Advance Payment) Category 0 (RM0)	RM700	RM700
Premium Number Advance Payment Category 1 & 2 (RM300, RM800)	RM68 x balance contract month	RM68 x balance contract month
Premium Number Advance Payment Category 3, 4 & 5 (RM1,500, RM3,000, RM5,000)	RM98 x balance contract month	RM98 x balance contract month

redONE POSTPAID

Who is Eligible?

Eligibility Applies

Customers **MUST meet ALL eligibility requirements**:
✓ Existing **redONE Prepaid ULTRAplus, BeONEplus, The ONE Prepaid customer**
✓ Aged 18 and above
✓ Minimum **6 months tenure**
✓ Minimum **total reload of RM150 over the past 6 months**
✓ Malaysian citizen
✓ Registration via **redONE Branches / redONE Partners**
✓ Registration must comply with redONE registration policy

NOT ELIGIBLE
✗ Customers from other telcos / OLO donors
✗ Corporate registrations
✗ M2M registrations
✗ Foreigners

Important: Please check customer eligibility BEFORE proceeding with registration.

5G

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Point of Sales Materials

Point of Sales Materials (POSM)



A5 Flyer - Front



A5 Flyer - Back



Bunting

redONE PREPAID

Point of Sales Materials (POSM)



Menucard

redONE PREPAID



Frequently Asked Questions

Monthly Mobile Internet

Questions	Answers
What is the new ONE25, ONE35 and ONE45 Mobile Internet plans (MI)?	The new ONE25, ONE35 and ONE45 Mobile Internet plan is a monthly recurring MI.
Is ONE25, ONE35 and ONE45 Mobile Internet plans a permanent MI offered by redONE ?	Yes it is available for subscription starting from 28 September 2026
Where can I subscribe to newONE25, ONE35 and ONE45 Mobile Internet plan?	**New Customers** New customers may subscribe to the **ONE25, ONE35 and ONE45 Monthly Recurring Mobile Internet Plan** when registering a new **The ONE Prepaid** line or porting in to redONE. **Existing Customers** Existing **The ONE Prepaid** customers may subscribe to the **ONE25, ONE35 and ONE45 Monthly Recurring Mobile Internet Plan** via the **redONE Prepaid App**.
Who can subscribe to the ONE25, ONE35 and ONE45 Mobile Internet plans?	ONE25, ONE35 and ONE45 Mobile Internet plan monthly recurring is available to all redONE The ONE Prepaid plan customers.
What will happen when I fully utilised my Internet quota?	If you have fully utilised your Internet plan, you can continue using your basic Internet at 512kbps. Alternatively, you may purchase available boosters or repurchase a mobile internet plan to enjoy regular Internet speeds.
Can I use hotspot with my ONE mobile internet plan?	Yes, you can.

Frequently Asked Questions – General

Questions	Answers
Do all Internet plans come with validity extensions?	Yes. All The ONE Prepaid plan or ONE passes come with validity extensions which will not stack with existing validity and will add on to the latest date. (e.g.) When you reload RM30 on 5th October 2026, the validity will extend for 30 days to 23:59, 4th November 2026. If you purchase the ONE35 plan on 10th November 2026, the validity will be further extended until 9th December 2026.
What happens if I purchase another mobile internet plan while having an existing mobile internet plan?	The existing mobile internet plan will be expired and the balance quota will be forfeited. Customer is advised to purchase another mobile internet plan after the bundled quota have been fully utilized or the validity have expired.
What are "boosters" and how do I subscribe to them?	Boosters are additional Internet that you can add on when a mobile internet plan is active. You can purchase the boosters via the "Add-Ons" section via your Prepaid App.
Are the unlimited calls truly unlimited?	Unlimited calls apply to standard domestic voice calls only and exclude: • Video calls • Calls to special numbers Calls are also subject to a Fair Usage Policy (FUP) cap of 2,000 minutes.

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Starter Pack

Questions	Answers
How much I need to pay The ONE Prepaid starter pack and what is preloaded into the SIM?	The ONE Prepaid starter pack is priced at RM8 and preloaded with RM5 credit. Upon activation, the plan gives you 1GB activation bonus valid for 7 days
When can I buy the new redONE The ONE Prepaid pack available in the market?	The ONE Prepaid pack will be available from 28 September 2026.
Where can I get the redONE The ONE Prepaid Prepaid pack?	You can purchase from any redONE Partner and Prepaid Dealer.
When will I get the 1GB Activation Bonus?	You will receive the 1GB activation bonus after you are notified by an Activation SMS that your registration is successful.
I am an existing ULTRAplus customer. Will my plan be changed to the new The ONE Prepaid plan?	No. The ONE Prepaid pack is exclusive for new registrations only. However, you can request to upgrade your plan the new The ONE Prepaid plan.
Can I port-in my line to the new The ONE Prepaid plan?	Yes. You can port in to the new The ONE Prepaid plan provided you do not have any outstanding balance or under contract with your current mobile service provider.
What are the local call and SMS rates?	Local calls are charged at 15 sen / 60 seconds, and SMS is charged at 15 sen each.

THE ONE PREPAID

CONNECT • SHARE • EARN • UPGRADE

Choose your plan.
Use your high-speed data your way.
Earn redCOIN.
Stay 6 months and explore your Postpaid upgrade.

GET THE ONE PREPAID TODAY.

Launching 28 September 2026

redONE PREPAID

Business Rules

redONE PREPAID

Eligibility & Business Rules

ONEdaily	ONEweekly
The ONEdaily add-on is a one-time purchase valid for 24 hours from the time of activation.	The ONEweekly add-on is a one-time purchase, valid for 7 days from activation.
It includes 3GB of high-speed 5G/4G data, which can be shared via hotspot.	It includes 15GB of high-speed 5G/4G data, which can be shared via hotspot.
A fee of RM3 will be deducted from the main credit balance for each ONEdaily add-on purchase.	A fee of RM12 will be deducted from the main credit balance for each ONEweekly add-on purchase.
The purchase fee and 3GB data quota are not prorated.	The purchase fee and 15GB data quota are not prorated.
The ONEdaily quota expires 24 hours after activation, and any unused data will not be carried forward.	Any unused data from the ONEweekly add-on will not be carried forward after the 7-day validity period.
Calls are charged at RM0.15 per minute to all networks and are applicable only for domestic use within Malaysia.	Unlimited voice calls are available to all networks and are applicable for domestic use within Malaysia only. Video calls and calls to special numbers are excluded.
Customers can purchase ONEdaily and ONEweekly add-on at any time.	
This add-on is exclusively available for subscribers of the redONE The ONE Prepaid plan.	
The add-on can be purchased via the Prepaid App.	

Monthly Mobile Internet (MI) – Terms & Conditions

Monthly Mobile Internet (MI) Plan

1. **Auto-Renewal:** The MI is an auto-recurring add-on that renews every 30 days, subject to sufficient credit balance. The applicable subscription fee will be deducted from the customer's main credit balance upon subscription or renewal.
2. **MI Benefits:** The MI provides the applicable high-speed data quota, hotspot usage and other benefits stated for the subscribed MI. The applicable fee, quota, validity and benefits may vary by MI and will be communicated at the point of subscription.
3. **Non-Stackable:** Customers may only have **one active MI plan at a time.** Customers may replace an existing MI plan by subscribing to another eligible MI plan.
4. **Validity & Quota:** MI fees and quotas are **not prorated.** Unused data, call or other quotas will expire at the end of the applicable validity period and will not be carried forward.
5. **Insufficient Balance:** If there is insufficient credit balance upon renewal, the MI will not renew and its benefits will not be activated, unless otherwise stated by redONE.
6. **Unlimited Calls:** Where applicable, unlimited domestic voice calls are available to all networks in Malaysia, subject to a **2,000-minute FUP**. Video calls, special, premium-rate, short-code and other excluded numbers are not included.
7. **Eligibility:** The MI is available only to eligible redONE Prepaid customers/plans and may be subscribed through available redONE self-service channels, including the redONE Prepaid App.
8. **5G Access:** 5G access is automatically enabled upon successful MI activation.
9. **Data Sharing:** High-speed data from ONE Mobile Internet plans may be shared with other users or devices, except modems.

Monthly Mobile Internet (MI) – Terms & Conditions

10. **Account Validity:** The ONE MI plan extends the customer's account validity for the duration of the MI plan validity.

10GB 5G/4G Booster

1. **Eligibility:** The 10GB 5G/4G Booster is available with all **ONE Mobile Internet plans except ONEyearly.**
2. **Usage:** The Booster provides **10GB 5G/4G hotspot-enabled data** for all data services, excluding data roaming.
3. **Validity:** The Booster validity starts from activation and matches the validity of the active ONE MI plan.
4. **Early Termination:** If the customer unsubscribes from the ONE MI plan before expiry, the Booster will be automatically terminated and any unused Booster quota will be forfeited.
5. **No Account Extension:** The Booster does not extend account validity. Any unused Booster quota will be forfeited upon expiry of the MI plan.
6. **Other Conditions:** Customers with an active MI plan may purchase Data Top-Up, subject to the applicable terms and conditions.

General Conditions

redONE reserves the right to amend, suspend or discontinue the MI, including its fee, quota, benefits, validity and eligibility, with applicable notice where required.

The MI is subject to redONE's prevailing Terms & Conditions, Fair Usage Policy and other applicable policies. In the event of any inconsistency, the applicable redONE Terms & Conditions shall prevail.

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5G/4G Booster

1. The ONE Prepaid booster is a 10GB 5G/4G hotspotable Internet.

2. The validity of The ONE Prepaid booster will start from the activation date and the validity will match the ONE MI plan.

3. The validity of The ONE Prepaid booster matches the validity of the ONE MI plan.

4. If the customer unsubscribes from The ONE MI plan before its validity period ends, the ONE booster will be automatically terminated, and any unused data quota will be forfeited.

5. The ONE booster does not extend the account validity. Any unused data quota will be forfeited upon expire of the MI plan.

6. The booster is available for purchase with all ONE Mobile internet Plans except for ONEyearly.

Business Rules – ONEyearly

1. The ONEyearly plan is a one-time yearly pass that doesn't include data or calls.
This plan extends your SIM account validity for 365 days, starting from the date of purchase. Please note that it cannot be stacked with any existing validity period.

2. Upon successful purchase, RM38 will be deducted from your main credit. This is a one-time purchase, meaning stacking multiple passes is not allowed. However, you can repurchase it once your current validity expires.

3. The ONEyearly plan is exclusively available for redONE The ONE Prepaid users. You can easily subscribe through the Prepaid App for a quick and hassle-free experience!

redONE mobile

Thank You

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