

Terms & Conditions

TrueMove H CAMBODIA 5G SIM

1. This service is for individual user who buy prepaid 'CAMBODIA 5G SIM' from TrueMove H Universal Communication Co.,Ltd. ("TrueMove H") called "Company". The service is available from 5 February 2021 until 31 December, 2021 or until further announcement. Those who are interested in prepaid 'CAMBODIA 5G SIM' card shall buy for 49 THB which comes bundled with;
 - 1.1. Bonus Calling Credit worth of 15 THB for local call.
 - 1.2. Call among TrueMove H network is 1 baht per hour (61 minutes onwards, 1 baht per minute).
 - 1.3. Internet 2GB for 30 days. According to Fair Usage Policy. User is eligible for internet package 5G|4G|3G|EDGE|GPRS with maximum speed up to 2GB usage of , 10 Gbps for 5G user, 300 Mbps for 4G user and 42 Mbps for 3G user.
 - 1.4. Free use of Facebook, LINE, Viber, TrueID for the first 30 days. Free use of mentioned applications can be used by following applications, otherwise will be charged for data access. (See Service Limitations of Free use of Applications
 - 1.5. Free use of YouTube for 7 days (1 hour per day) with resolution 720p
*This benefit is effective for the SIM activation start from 15 May 2021.
 - 1.6. Free WiFi access to .@truemoveH, for 30 days. Charging Rates for out of bundle services
 - 1.7. Customers will be eligible for another 30 days of Facebook, LINE, Viber, TrueID after top up accumulated 50 Baht, once every 30 days. *This benefit is effective for the SIM activation start from 24 March 2021.
 - 1.8. When Customer top up 100 baht for 1 round (1 round-30 days), will be eligible for 3 months of Facebook Application limited to newsfeed, wall, Like, Comment, Inbox, not include download/upload video, VoIP (voice calling), Video VoIP (video calling), URL/website/application access out of Facebook, and other services such as VoIP calling through the application ,website and other URL that is not included in Facebook Application
 - 1.9. Data Leakage: This SIM will protect users from data leakage due to background applications that are running automatically and ensure users that credits (money) will not be deducted. However, due to this protection, customers will not be able to use pay per use data and thus will have to purchase (any) topping packages to be able to use the internet. Users will be able to use Free Facebook, LINE, Viber and TrueID benefits as long as the validity lasts.
2. Free Facebook, LINE, and TrueID can be used by following conditions, otherwise will be charged for data access.
 - 2.1. Free Facebook is limited to news feed, wall, Like, Comments, Inbox, not include download/upload video, VoIP (voice calling), Video VoIP (video calling), URL/website/application access out of Facebook, and other services such as VoIP calling through the application

- 2.2. Free LINE is limited to chat service which includes chat, sending and receiving sticker and picture, not include call, voice message, video download/upload, sticker download, VoIP (voice calling), Video VoIP (video calling), URL/website/application access that is attached in chat, and other services or other applications provided from LINE, such as LINE Camera, LINE POP etc.
- 2.3. Free TrueID is limited to use TV streaming, Movie, Song, Story Content, from Exclusive, Movie ,TV, Soccer, Music, Sport, Travel, Food, Game, Men, Women and Entertainment which is not included in Privileges menu, Cloud and Payment. TrueID can be used within the application via phone and tablet. In case the user uses other websites or links or sharing pages that appear on the application page. TrueID, the subscriber has to pay additional service fees.
- 2.4. Free YouTube is limited to use YouTube application with the display resolution 720p for 1 hour per day for 7 days.

Bundle services are limited to use in Thailand, Prepaid Roaming services are not included in Myanmar 5G SIM

Fair Usage Policy: Company reserves the right to manage the network as appropriate to maintain service quality standards and help overall users for using service effectively.

Excess fee from package price from clause, will charge according to the current main package or promotion that user had applied.

3. Charging Rates:

Service	Rate (7% VAT not included)
Local Call to all network	1 Baht/Minute
Local Call to TrueMove H	1 Baht/Hour (1 Baht/Minute from 61 st minute onwards)
International call to Cambodia via 00600	3 Baht/Minute for calling every network
International call to Cambodia via 006	9 Baht/Minute for calling every network
Data	0 Baht /MB (no PPU data usage, PPU Speed at 0Kbps)
WiFi	1 Baht /Minute
Local SMS	3 Baht /SMS
International SMS	9 Baht /SMS
Local MMS	5 Baht /MMS
International MMS	15 Baht/MMS

4. The company reserves the right to change or amend this service without prior notice.
5. Please study information before using our services at www.truemove-h.com or call TrueMove H Care 1242 or contact our sale representatives at True Shop.