

## Frequently Asked Questions

### 1. What are Autorenewal Kyite Yar Khaw Packages?

**Autorenewal Kyite Yar Khaw** Packages are voice package to talk more family, beloved ones, and friends with affordable price, and can make MPT to any local calls when the **remaining voice minutes reaches less than 5 minutes (or) when the package expires, it will be automatically renewed**, so you can save time and enjoy continuously. Every time you buy packages, you will get a chance to play Hti Pauk and **win up to 200GB**

### 2. What are the benefits of Kyite Yar Khaw Packages?

No need to worry about talking minutes and **Auto Renewal function** is available now in **Kyite Yar Khaw** and it will automatically renew when your remaining minutes reach to 5 minutes or package expiry. The users who buy Kyite Yar Khaw Pack can make any local calls (Exclude special / premium / call center / VAS related numbers). Moreover, You can also get Hti Pauk chance for every time purchase of Kyite Yar Khaw Packs to win up to 200GB . Unused voice minutes can be carried forward if you buy Kyite Yar Khaw Pack in (7) days after expiry.

Price (Inc;tax)	MPT- Anycall (Min)	Validity (Days)	To Subscribe			To Unsubscribe		Balance Check
			Direct USSD	Common USSD	Others	Direct USSD	Common USSD	
487 Ks	38 min	7 Days	*997*3*3#	*997#	MPT4U App	*997*3*4#	*224#	
977 Ks	77 min	15 Days	*997*1*3#		(or) MPT Pay	*997*1*4#		*2122#
1957 Ks	155 min	30 Days	*997*2*3#		(or) CRM Portal	*997*2*4#		

### 3. Who can subscribe Autorenewal Kyite Yar Khaw Packs?

All MPT GSM/WCDMA prepaid and postpaid users (Swe Thahar/ Shal Pyaw/ Shwe Zagar) and Base Tariff users can subscribe to Kyite Yar Khaw Packs. CDMA, and non-active users are not eligible to subscribe.

**4. How can I buy Autorenewal Kyite Yar Khaw packs?**

You can purchase the auto renewal package via **\*997# or MPT4U App or MPT Money or CRM Portal**. In the MPT4U Application. You can purchase through the **"Auto Renewal" page** in the MPT4U application or access the **"Pack Purchase "** page and choose the package of your choice. Users need to update MPT4U Application as 1.4.10 iOS Version and 4.4.1 Android Version to buy and use Auto Renewal Pack.

**5. Are the prices tax inclusive?**

Yes, pack prices include 5% commercial tax.

**6. How can I check balance of Autorenewal Kyite Yar Khaw packs?**

You can check voice minutes & validity of Kyite Yar Khaw Packs by dialing \*224# or in MPT4U also.

**7. Can I get Hti Pauk Chance by purchasing any Autorenewal Kyite Yar Khaw Pack?**

Yes. You can get (1) Hti Pauk chance for every time purchase of Autorenewal Kyite Yar Khaw Packs and can win up to 200GB Data Prizes.

**8. What will happen to unused minutes during carryover period?**

Packs are included carry over function& can carry remaining voice minutes within carry over period (7 days after expiry).

**9. How many Autorenewal Kyite Yar Khaw Packs can I subscribe?**

Multi-subscription is allowed, and the Voice minutes balance and validity will be merged and reset to the longest pack's validity.

Multiple purchase among same Autorenewal pack allowed, quota can be merged with each other with Validity reset to longest pack validity and auto renew at the time of less than Kyite Yar Khaw (or) pack validity expiry.

Multiple purchase among regular Kyite Yar Khaw & autorenewal Kyite Yar Khaw pack allowed (in any order); Kyite Yar Khaw voice balance can be merged with validity reset to longest pack purchase validity and automatically renew when Kyite Yar Khaw remaining balance reach less than 5 minutes (or) pack validity expiry.

**10. I have active Autorenewal Pack (487 Ks Pack). Can I buy regular (997Ks pack) before 1st pack expiry?**

Yes, you can buy **regular** Kyite Yar Khaw pack & **autorenewal** Kyite Yar Khaw pack for multiple times; Voice balance will be merged, and validity will be reset to longest validity. Automatically renew when remaining balance reach less than Kyite Yar Khaw balance 5 min (or) pack validity expiry.

**11. I have active Autorenewal Pack (487 Ks Pack). Can I buy same auto renewal (487 Ks worth) pack again before 1st pack expiry?**

Yes, you can buy same autorenewal Kyite Yar Khaw for multiple times; Voice balance will be merged, and validity will be reset to longest validity. Automatically renew when remaining balance reach less than Kyite Yar Khaw balance 5 min (or) pack validity expiry.

**12. Can I buy different Autorenewal (487 Ks and 977 Ks) packs?**

No. Multiple purchases among different autorenewal packs is **Not** allowed. You need to un-subscribe from existing autorenewal Kyite Yar Khaw pack and subscribe to another autorenewal Kyite Yar Khaw pack. E.g. User has to un-subscribe from existing autorenewal Kyite Yar Khaw pack (487 Ks pack) and subscribe to another autorenewal pack (977 Ks pack).

**13. What happens on pack validity expiry without reaching 5 min threshold?**

When Autorenewal Kyite Yar Khaw pack reaches expiry period (7<sup>th</sup> day/ 15<sup>th</sup> day/ 30<sup>th</sup> day) without reaching 5 minutes threshold, it will be auto renewed.

**14. What auto-renew happen at the time of insufficient balance?**

Auto-renewal temporarily fails due to insufficient balance, system will wait until customer makes next top up/loan balance/balance transfer. Users need to maintain enough balance to be continued renewed service with proposed recharge methods until 7 days period after pack expiry.

**15. When auto-renewal function fail?**

If user does not have enough balance for (**until 7 days period**) days continuously, auto renew function automatically fail (un-subscribe & send SMS notification), and he is no longer able to use the auto-renewal. User has to subscribe the auto-renew service again to use the service.

**16. Can I still use remaining voice minute if user unsubscribe the auto renewal pack without reaching 5min threshold?**

Yes, Kyite Yar Khaw balance will remain until pack expiry period despite user un-subscribes from autorenewal Kyite Yar Khaw pack before pack expiry. But auto renew function would stop as soon as user UNSUBSCRIBE the service.

**17. I have active Auto Renew packs of Data Carry and Kyite Yar Khaw. Which pack will be renewed first if auto renew on same day?**

If customer has active Auto Renew packs of **Kyite Yar Khaw** and **Data Carry Plus** getting auto renewed on the same day, system will try to deduct and renew for both in parallel. If balance is enough for both, both packs will be renewed. If balance is only enough for one, only one package will renew, it will be randomly. E.g., If after topping up customer has balance of 1000 Kyats, and he has both 979 worth Auto Renew Data Carry and 977Ks worth Auto Renew Kyite Yar Khaw packs then may be renewed one package 979 **Auto Renew Data Carry** (or) 977Ks **Auto Renew Kyite Yar Khaw** randomly.

**18. Can I gift Autorenewal Kyite Yar Khaw to others?**

No, cannot gift to others.