Frequently Asked Questions

1.   **What are Autorenewal A Kyite Pyaw + Packages?**
     Autorenewal A Kyite Pyaw + Packages are voice package to talk more with your beloved family, and friends at cheaper price. Package can use for calling MPT to MPT numbers and when the **remaining voice minutes reaches less than 10 minutes (or) when the package expired**, **it will be automatically renewed. You can enjoy your conversation continuously without worries.** 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 A Kyite Pyaw + Packages?**
     No need to worry about talking minutes. **Auto Renewal function** is available now in **A Kyite Pyaw +** and it will automictically renew when your remaining minutes reach to 5 minutes or package expiry. The users who buy A Kyite Pyaw + Pack can make MPT-MPT calls (Exclude special / premium / call center / VAS related numbers). Moreover, You can also get Hti Pauk chance for every time purchase of **A Kyite Pyaw +** Packs to win up to 200GB . Unused voice minutes can be carried forward if you buy **A Kyite Pyaw +** Pack in (7) days after expiry.

Price (Inc;tax)	MPT-MPT Calls (Min)	Validity (Days)	To Subscribe			To Unsubscribe	
			Direct USSD	Common USSD	Others	Direct USSD	Common USSD
835 Ks	132 Min	7	*600*3*3#	*106# (or) *600#	MPT4U App (or) MPT Pay (or) CRM Portal (or) DMS App	*600*3*4#	*2123#
1475 Ks	234 Min	30	*600*2*3#			*600*2*4#	
3845 Ks	610 Min	90	*600*1*3#			*600*1*4#	

3.   **Who can subscribe Autorenewal A Kyite Pyaw + Packs?**
     All MPT GSM/WCDMA prepaid and postpaid users (Swe Thahar) 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 A Kyite Pyaw + packs?**

You can purchase the auto renewal package via ***600# or MPT4U App or MPT Money or CRM Portal (or) DMS App**. 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 A Kyite Pyaw + 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 A Kyite Pyaw + Pack?**
   Yes. You can get (1) Hti Pauk chance for every time purchase of Autorenewal **A Kyite Pyaw +** Packs and can win up to 200GB Data Prizes.

8. **How many Autorenewal A Kyite Pyaw + Packs can I subscribe?**

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

Multiple purchase among same Autorenewal pack allowed. At the time of Auto renewal because of less than 10 min (or) pack validity expiry, quota will be merged and validity will be reset to the validity of Auto Renewed pack.

Multiple purchase among regular **A Kyite Pyaw +** & autorenewal **A Kyite Pyaw +** pack allowed (in any order); **A Kyite Pyaw +** voice balance can be merged with validity reset to longest pack purchase validity and automatically renew when A Kyite Pyaw remaining balance reach less than 10 minutes (or) pack validity expiry.

9. **I have active Autorenewal Pack (835 Ks Pack). Can I buy regular (1500Ks pack) before 1st pack expiry?**

Yes, you can buy **regular A Kyite Pyaw +** pack & **autorenewal A Kyite Pyaw +** 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 **A Kyite Pyaw +** balance 5 min (or) pack validity expiry.

10. **I have active Autorenewal Pack (835 Ks Pack). Can I buy same auto renewal (835 Ks worth) pack again before 1st pack expiry?**

Yes, you can buy same autorenewal **A Kyite Pyaw +** for multiple times; Voice balance will be merged, and validity will be reset to longest validity. Automatically renew when remaining balance reach less than **A Kyite Pyaw +** balance 10 min (or) pack validity expiry.

11. **Can I buy different Autorenewal (835 Ks and 1475 Ks) packs?**

No. Multiple purchases among different autorenewal packs is **Not** allowed. You need to un-subscribe from existing autorenewal **A Kyite Pyaw +** pack and subscribe to another autorenewal **A Kyite Pyaw +** pack. E.g. User has to un-subscribe from existing autorenewal **A Kyite Pyaw +** pack (835 Ks pack) and subscribe to another autorenewal pack (1475 Ks pack).

12. **What happens on pack validity expiry without reaching 10 min threshold?**

When Autorenewal **A Kyite Pyaw +** pack reaches expiry period (7th day/ 30th day/ 90th day) without reaching 10 minutes threshold, it will be auto renewed.

13. **What will happen if then balance is not enough at the time of Auto Renewal?**
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.

14. **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.

15. **Can I still use remaining voice minute if I unsubscribe the auto renewal pack without reaching 10min threshold?**
Yes, **A Kyite Pyaw +** balance will remain until pack expiry period despite user un-subscribes from autorenewal **A Kyite Pyaw +** pack before pack expiry. But auto renew function would stop as soon as user UNSUBSCRIBE the service.

16. **I have active Auto Renew packs of A Kyite Pyaw + 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 **A Kyite Pyaw +** 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 835Ks worth Auto Renew Kyite Yar Khaw packs then may be renewed one package 979 **Auto Renew Data Carry** (or) 835Ks **Auto Renew Kyite Yar Khaw** randomly.

17. **Can I gift** Autorenewal Kyite Yar Khaw to others?
No, cannot gift to others.

18. **On November 3rd, I purchased a 7 days A Kyite Pyaw+ package. On November 4th, bought 30 Days Auto Renewal A Kyite Pyaw+ pack again. Which package will be consumed first?**
The voice minutes of the newly 30 days Auto Renewal package will be consumed first. After that, the remaining minutes of the package purchased before 4th November will be consumed.