

## MPT Terms and Conditions – MPT eSIM Service

This page explains the terms by which you agree to abide by when participating in the MPT eSIM (“**eSIM**”). The eSIM can be accessed through services provided by Myanmar Posts and Telecommunications (“**MPT**”, “**we**”, “**us**”, “**our**”).

By participating in the eSIM, you signify that you have read, understood, and agree to be bound by these Terms and Conditions and any other applicable rules, policies and terms associated therewith (collectively, the “**Terms**”).

The Terms are subject to change at any time. Your continued participation in the Service after any such change constitutes your acceptance of the revised Terms.

1. MPT eSIM is available to all MPT customers (Prepaid, Post-paid) and customer types (including B2B customers).
2. MPT CDMA users are not eligible to participate in the eSIM.
3. MPT eSIM is available at selected MPT Shops, approved dealers and Business channels.
4. To utilize the MPT eSIM, a compatible device is required, this means that the device will need to be eSIM-enabled.
  - a. MPT eSIM will work on smartphones that are/were sourced bought from device shops within the OEM (Original Equipment Manufacturer) approved region.
  - b. Taking into account that devices are constantly in evolution, it is necessary for customers to check on the smartphone (eSIM) abilities prior to switching to an eSIM or purchasing of an eSIM-enabled device.
5. The MPT eSIM will be available via a QR code (which requires customers to scan in the Add eSIM menu in the device SIM manager settings).
6. Customers are required to specifically request for an eSIM instead of a plastic/physical SIM card during the sim purchase/activation process.
7. MPT eSIM is available for SIM Swap.
  - SIM Swap refers to:  
SIM card type from a plastic (physical) SIM to an eSIM.

### 8. **eSIM Activation**

MPT eSIM is available at selected MPT Shops, approved dealers and Business channels.

- a. You are able to activate the eSIM at the same channel which the sim was purchased from MPT stores.
- b. After purchasing the Prepaid / Postpaid plastic (physical) SIM, customers will receive the eSIM QR code. The eSIM QR code is used for a SIM swap.

- c. Customers will be liable for every Prepaid eSIM QR code as per request. If the eSIM QR code is lost, the eSIM will not be able to be issued, thus a new one will need to be purchased.

## **9. eSIM SIM Swap**

- i. Existing MPT customers:  
When opting for an eSIM (as a result of a SIM swap), the eSIM terms and conditions do not replace any other terms and conditions, agreements or contracts that exist between the customer and MPT.
- ii. For MPT Business customers:
  - 1. Sim swap and activations can be done at MPT own shops and brand shops.
- iii. When swapping to an eSIM, customers need to take into account the following points:
  - 1. The cell phone number that is being swapped will need to be active on the network at the time.
  - 2. The store /contact center agent will follow a validation process prior to initiating the SIM swap request (as part of the current process).

## **10. Promotion period:**

During promotion period (30 April 2024 to 31 October 2024) MPT users can swap eSIM by FOC (free of charge) for 1<sup>st</sup> time and will charge 1,500 Ks from 2<sup>nd</sup> time onward. That can apply for all MPT users (B2C, B2B, Prepaid, Postpaid).

The customer needs to top-up 3,000 Ks bill for FOC swap and 3,000 Ks bill is still in the customer's account.

eSIM swap charge 1,500 Ks will be applied after the promotion period.

## **11. Promotion period expired and eSIM swap charges :**

Start from 1<sup>st</sup> November 2024, eSIM FOC swap period is finished and will be charged 1500 Ks. Lost and damage eSIM then renew eSIM will be charged the same price 1500 Ks too.

Customers don't need to top up 3,000 Ks bill start from charge period.