Frequently Asked Questions (Auto renewal A Kyite Pyaw +)

1. **What are Autorenewal A Kyite Pyaw + Packages?**

    Autorenewal A Kyite Pyaw + Packages are voice packages for making MPT to MPT calls with affordable price. When the remaining voice minutes reaches less than 10 minutes (or) when the package expires, it will be automatically renewed around 11:35 PM ~ 12:00 AM. 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 Autorenewal A Kyite Pyaw + Packages?**

    No need to worry about talking minutes and it will automatically renew when your remaining minutes reach to 10 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.

Price (Inc;tax)	MPT-MPT Calls (Min)	Validity (Days)	To Subscribe			To Unsubscribe	
			Direct USSD	Common USSD	Others	Direct USSD	Common USSD
967 Ks	75 Mins	7	*600*3*3#	*106# (or)	*600*3*4# MPT4U App (or) MPT Pay (or)	*600*2*4#	*2123#

				*600#	CRM		
1917 Ks	150 Mins	30	*600*2*3#		Portal (or) DMS App		
3917 Ks	310 Mins	90	*600*1*3#			*600*1*4#	

3. Who can subscribe Autorenewal A Kyite Pyaw + Packs?

All MPT GSM/WCDMA prepaid/ postpaid (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 A Kyite Pyaw+ 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 mins (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 reaches less than 10 minutes (or) pack validity expiry.

9. **I have active Autorenewal Pack (967 Ks Pack). Can I buy regular (1957Ks 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 reaches less than **A Kyite Pyaw +** balance 10 mins (or) pack validity expiry.

10. **I have active Autorenewal Pack (967 Ks Pack). Can I buy same auto renewal (967 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 reaches less than **A Kyite Pyaw+** balance 10 mins (or) pack validity expiry.

11. **Can I buy different Autorenewal packs?**

You can buy different Autorenewal packs without un-subscription your existing pack for higher price packs but can't buy the lower price packs without un-subscription.

Auto Renew A Kyite Pyaw+ Packs	967 Ks	1917 Ks	3917 Ks
967 Ks	Y	Y	Y
1917 Ks	N	Y	Y
3917 Ks	N	N	Y

Y: can buy without un-subscription

N: can't buy the pack and need to un-subscribe the existing pack

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

When Autorenewal **A Kyite Pyaw+** pack reaches expiry period (7 days/ 30 days/ 90 days) 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 977Ks worth Auto Renew Kyite Yar Khaw and 967Ks worth Auto Renew A Kyite Pyaw+ packs then may be renewed one package 977Ks **Auto Renew Kyite Yar Khaw** (or) 967Ks **Auto Renew A Kyite Pyaw+** randomly.

17. **Previously I purchased a 7 days Regular A Kyite Pyaw+ package. And then 30 Days AutoRenewal A Kyite Pyaw+ pack again. What will happen?**

Previously purchased 7 days Regular A Kyite Pyaw+ package and the newly purchased 30-days Auto Renewal A Kyite Pyaw+ package can be merged with each other. The validity will be the 30 days Auto Renewal A Kyite Pyaw+ pack. When the package fully consume (or) expires, if the customer has enough money, will be automatically buy 30-days Auto Renewal A Kyite Pyaw+ pack.

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

No, cannot gift to others.