

Addendum to Customer Agreement Early Termination Charges for Premium Numbers

Effective Date: 13 February 2026

This Addendum forms part of and shall be read together with the Customer Agreement (“Agreement”) entered into between the Customer and redONE Network Sdn. Bhd. (“redONE”).

1. Purpose

This Addendum sets out the revised Early Termination Charge (“ETC”) applicable to Customers assigned a Premium Number under a Postpaid or device bundle plan.

2. Applicability

This Addendum applies to Customers assigned the following Premium Number categories who remain under an active contract: Golden Numbers, VIP Numbers, and VVIP Numbers. All other number categories remain subject to existing terms and conditions.

3. Early Termination Charge

Where a Customer terminates the service prior to the expiry of the contractual commitment period and the service is assigned an applicable Premium Number, the Early Termination Charge shall be calculated as follows:

ETC = RM98 × Remaining Contract Months

3A. The Early Termination Charge shall apply where termination is initiated by the Customer or where the service is terminated due to the Customer’s breach of the Agreement during the contractual commitment period.

3B. The Early Termination Charge shall not apply after expiry of the contractual commitment period.

4. Existing and New Customers

This revised ETC applies to both existing Customers with applicable Premium Numbers who remain under contract as at the Effective Date and new Customers who subscribe on or after the Effective Date.

5. General

Except as expressly varied by this Addendum, all other terms and conditions of the Agreement remain unchanged. In the event of any inconsistency, the terms of this Addendum shall prevail. Continued use of the service after the Effective Date constitutes acceptance of this Addendum.

This Addendum shall be subject to applicable laws, regulations and industry codes of practice in Malaysia.

For avoidance of doubt, the contractual commitment period shall be as specified in the Customer’s Agreement Form (CAF) or other service documentation.