

Terms and Conditions for the M2M APN Fixed IP Unlimited Media

1. This promotional offer is available for subscribers of TrueMove H mobile communication services provided by True Move H Universal Communication Co., Ltd. (“the Company”) under a postpaid corporate account from January 18, 2024, to December 31, 2024.
2. Promotional Offer Details:
 - 2.1 **Promotional Offer: M2M APN Fixed IP Unlimited Media 4Mbps**
Entitlements under the standard package:
The minimum monthly flat-rate fee per billing cycle includes the following services:
 - (1) Unlimited 5G and 4G services at a maximum speed of 4 Megabit per second (Mbps)
 - (2) Fixed Public IP service with 1 IP Address throughout the service contract period
 - 2.2 **Promotional Offer: M2M APN Fixed IP Unlimited Media 30Mbps**
Entitlements under the standard package:
The minimum monthly flat-rate fee per billing cycle includes the following services:
 - (1) Unlimited 5G and 4G services at a maximum speed of 30 Megabits per second (Mbps)
 - (2) Fixed Public IP service with 1 IP Address throughout the service contract period
- Fair Usage Policy:** The Company has the right to manage and administer the network as appropriate to maintain the standard quality of service and to help all users collectively use the service effectively, such as limiting, reducing speed, or taking any actions in transmitting various types of data, using BitTorrent, sharing internet through a hotspot, downloading and/or uploading large files, or any usage involving continuous high-volume data transmission or that affects the service or causes unfairness, causing or potentially causing damage to other users and/or to the network or the overall service of the Company.
3. All the above service rates do not include value-added tax (VAT).
4. The above promotional offer suspends voice calls and short message service (SMS). If users wish to enable these services, they can notify the business service center, and additional charges will apply as follows:
 - 4.1 Call to all networks at 1.25 Baht per minute, with fractions of a minute rounded up to one minute.
 - 4.2 SMS service between mobile phones registered domestically at 2 Baht per message.
5. Users have the right to request a temporary suspension of the M2M SIM service free of charge up to 2 times per year, with a combined maximum suspension period of 60 days, subject to the details and conditions specified in the product specification document.
6. The Company reserves the right to limit unlimited 5G/4G usage according to the promotional offer subscribed by the user in conjunction with the mobile number. If the Company detects or is notified that the user is distributing mobile internet signals to mobile phones and/or other devices for shared usage, and/or engaging in similar or related activities in any case.
7. The Company reserves the right to manage the network appropriately to maintain service quality standards and to ensure efficient usage for all users by limiting user data usage and mobile internet speed as appropriate in the next billing cycle. If the Company finds or suspects that the user is downloading and/or uploading large files or engaging in any usage involving continuous high-volume data transmission in a manner not typical for general users, or if the user’s behavior affects service fairness, causing or potentially causing harm or impact to other users and/or the network or the Company’s overall service, the speed reduction may be lower than specified in the package.
8. The Company reserves the right to limit usage in the form of BitTorrent, internet sharing via Hotspot, peer-to-peer file transfer (Peer to Peer) such as CCTV applications, certain multiplayer games, or data transmission in volumes abnormally high beyond typical usage, or any usage that may impact overall service usage.
9. Users can access 5G services only with 5G-compatible devices and within the service coverage area.
10. Users can check the 5G service coverage area at <http://truemoveh.truecorp.co.th/truemoveh5g>.
11. Users can check the WiFi by TrueMove H service coverage area at www.truewifi.net.
12. Conditions for Using Fixed IP Address throughout the Service Contract Period:
 - 12.1. Users must use the Fixed IP Address provided for the intended purpose and only with the equipment registered with the Company.
 - 12.2. The equipment used must have security features and be capable of preventing attacks, such as DDoS protection, ACL, URL filtering, etc. Users are responsible for maintaining the equipment to meet these specifications.
 - 12.3. If the equipment used does not meet the specifications in clause 12.2, users acknowledge and accept the potential cybersecurity risks.
 - 12.4. If issues arise from using the Fixed IP Address due to the user's actions, such as IP Black List problems, including issues causing damage to the Company or others, users must promptly investigate and resolve the issue within 3 days from the date the issue is discovered or notified by the Company.
 - 12.5. If improper usage is detected or issues arise causing harm to others, and the user fails to resolve or cannot resolve the issue as specified, the Company reserves the right to temporarily suspend the M2M Fixed IP SIM service to prevent further damage. Users must continue to pay the minimum monthly service charge during the suspension, and any resulting damage is the user’s responsibility.
 - 12.6. If the user fails to resolve or cannot resolve the issue within 1 month from the date the issue is discovered or notified by the Company, the Company reserves the right to terminate the M2M Fixed IP SIM service contract without prior notice.

13. Any rights specified in this promotional offer cannot be exchanged, refunded, or converted into cash or other items, nor can they be carried over to the next month or transferred to any other person or entity.
14. Users cannot use services other than those specified in the promotional offer.
15. If users engage in any of the following actions, the Company reserves the right to terminate the service contract immediately.
 - 15.1 Violation of contract prohibitions: If users breach the contract's purpose, it is considered a violation of contract prohibitions. "Contract Purpose": Users must
 - (a) Use the services under this promotional offer solely for personal communication with good faith in accordance with the customary usage of ordinary individuals, not for any benefit or other purposes that may be deemed beneficial, and not for commercial use or resale.
 - (b) Not use, modify, or engage in any actions involving technology or systems or anything else to connect or relate to the use of the services, including actions that may be expected or believed to cause immorality or damage or unfairness to the Company or any other person, directly or indirectly, or not cause disturbance or inconvenience or harm to the network or cause network performance issues or any part of the network to malfunction.
 - 15.2 Engage in actions with reasonable grounds to believe that the user is fraudulent or has falsified documents in applying for or receiving service offers or has fraudulent behavior in using the services or using the services illegally.
16. The Company reserves the right to amend, change, suspend, or cancel without prior notice if there are regulations, orders, or policies from relevant government agencies requiring amendments, changes, suspensions, or cancellations of these service conditions or if such orders increase the Company's operational burden.

Unless otherwise explicitly stated, the Company reserves the right to amend, change, suspend, or cancel these terms as appropriate, with at least 30 days' prior notice through channels deemed appropriate by the Company.

17. Terms and Conditions of Service Use:

Users acknowledge and agree to comply with the terms and conditions of service use as displayed at <https://truebusiness.truecorp.co.th/standardterms?ln=th>, which are considered part of this quotation and the service application/contract within the True Group and other documents related to the service application.

18. This promotional offer is valid for 12 months from the date of service registration under this promotional offer. If users cancel the service and/or the service is suspended for any reason not caused by the Company's error, users agree to pay the M2M Dashboard service fee through the True Business iService system in full for the amount of the service discount received. Users must comply with the conditions set by the Company and should seek additional information before choosing the service from sales staff or inquire for more details at the Business Customer Service Center. Call 1239, press 1.
19. For users who complete the contract, they will receive access to the M2M Dashboard through the True Business iService system at an annual service fee of 1,800 Baht per number to monitor the M2M SIM usage status throughout the service contract period without charge. In case of service cancellation before the contract is completed, users must pay the full amount of the aforementioned service fee.
20. Customers will receive 1 Public Fixed IP, which cannot be increased or changed.