



XOX WIFI and XOX WiFi+ TERMS & CONDITIONS

GENERAL

1. These terms and conditions ("Terms") govern your ("Subscriber," "you," or "your") use of XOX's Black Plan, specifically XOX WIFI and XOX WIFI+ (which includes but not limited to XOX WIFI Plus Lite, XOX WIFI Premium Lite, XOX WIFI Plus Freedom, XOX WIFI Premium Freedom, XOX WiFi+ Lite and XOX WiFi+ Premium) ("Plan" or if collectively, "Plans"), and the associated internet access and data services ("Service").
2. By subscribing to, activating, or using any XOX WIFI or XOX WiFi+ Plan or Service, you acknowledge that you have read, unconditionally accepted, and be bound by these Terms and Conditions as may be amended from time to time. You further acknowledge and accept sole responsibility for ensuring that any and all persons you allow to use of the Plan and/or Service complies with these Terms.
3. Your use of the Plan and the Service is subject to, and you agree to comply with, the Mobile Data Usage Policy, the XOX Fair Usage Policy, and any other applicable terms, conditions, policies, and guidelines, all available at XOX's official website at <https://onlinestore.xox.com.my/>. These additional policies form an integral part of these Terms.
4. XOX reserves the right to revise, modify or amend these Terms, Plan, Service and our pricing at any time. Where reasonably practicable, XOX will provide you with reasonable prior notice of such changes. Upon the effective date of any revisions, all previous versions of XOX subscriber guides, leaflets, and related materials shall be superseded. You accept sole responsibility for regularly reviewing information concerning the Plans and Services on the XOX website, including any changes to these Terms. Your continued use of the Plan and/or Service after the effective date of any revisions constitutes your unconditional acceptance of such changes, and you shall be legally bound by them. If you do not agree to any revisions, your sole remedy is to terminate and/or discontinue using the Plan and/or Service

SUBSCRIPTION TO THE PLAN, MINIMUM COMMITMENT PERIOD AND DEVICE

5. Each subscription to the Plan includes a physical 3-in-1 SIM card (Standard, Micro, and Nano sizes) provided by XOX for use with compatible devices. The SIM card remains the property of XOX and must be used in accordance with these Terms and all applicable policies. Replacement of lost, damaged, or stolen SIM card may incur additional charges.
6. The subscription to the Plan is subject to a minimum contractual period of twenty-four (24) months ("Commitment Period"), commencing from the date of SIM Card activation.
7. Each new subscription to the Plans includes a specific mobile broadband device ("Device") as specified at the time of registration. The Device, subject to stock availability, is provided to the Subscriber as part of this Commitment Period.
8. Ownership of the Device shall transfer to the Subscriber upon successful activation and commencement of the Services. The Device is covered by the manufacturer's warranty, details of which are provided with the Device packaging. XOX shall not be responsible for any defects, malfunctions, or issues pertaining to the Device after its delivery, other than as required by applicable consumer protection laws. Any Device-

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related queries or claims should be directed to the manufacturer. Notwithstanding the manufacturer's warranty, if the Device is found to be faulty or defective within seven (7) calendar days from the date of delivery or collection, XOX may, at its discretion, facilitate a direct exchange for a new device. This is subject to stock availability and XOX's internal assessment of the fault. For detailed terms and conditions regarding Device exchanges, including eligibility criteria and procedures, please refer to our comprehensive XOX WiFi+ Plan Device Exchange Policy, available [XOX WiFi+ Plans Exchange Policy](#).

9. The Device and the Plan are tied to the Subscriber's account and are non-transferable.
10. The Device provided as part of the Plan is not exchangeable for cash or other items and is non-returnable upon contract acceptance. Device exchanges are strictly permitted only in cases of faulty or defective Devices and must be in accordance with the specific terms and conditions outlined in the XOX WiFi+ Plan Device Exchange Policy (as referenced in Clause 53), subject to verification by XOX.

ELIGIBILITY

11. When you apply for the Service, you authorise XOX to verify your information. This verification process allows us to determine, at our discretion, if the Service can be available to you. In the event the Services cannot be supplied, your application details (including your personal details) will be kept in our records. Please refer to our [Privacy Statement](#) on XOX Official Website for more information. This verification process allows us to determine.
12. To be eligible for XOX WIFI Plans, the Subscriber must be a Malaysian citizen or a foreigner with a valid passport or visa, and at least eighteen (18) years of age. By applying, you confirm you have read, understood and accepted these Terms. For Subscribers who are below the legal age of eighteen (18) years, parental consent is required before subscribing to any of the XOX WIFI Plans.
13. Non-Malaysians must possess a valid passport with a remaining validity period of no less than six (6) months at the time of registration and hold a Malaysian bank account.
14. XOX WIFI and XOX WiFi+ are currently exclusively available for new registration numbers only. Mobile Number Portability ("MNP") and Change of Business Plan ("COBP") for existing registered numbers are unavailable until further notice.

REGISTRATION AND ADVANCE PAYMENT

15. At the point of registration, you agree to pay XOX an Advance Payment equivalent to the cost of the Plan subscribed. You acknowledge and agree that XOX will not pay interest on this Advance Payment, and it will be offset against your first month's usage charges.
16. Non-Malaysian subscribers are required to pay a **deposit** equivalent to two (2) months of the monthly commitment for the subscribed Plan(s).
17. Each Subscriber is limited to registering a maximum of five (5) SIMs under single user National Registration Identity Card (NRIC)/Passport. Malaysian citizen must register using a valid NRIC only.
18. You may subscribe to the Plan through the following authorized platforms:
 - a. XOX and ONEXOX Authorized Dealers
 - b. XOX Online Portal, <https://onlinestore.xox.com.my/xoxwifi>

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Outlet availability may be subject to change and some outlets may be permanently closed without prior notice.

THE PLANS

19. The Plans offered by XOX are as follows:

- (i) The SIM Card must be activated within thirty (30) days from the date of shipment (XOX 5G Online Store). Failure to activate within this period will result in the immediate expiration and termination of the SIM Card, the subscribed Services, and the Subscriber's account.
- (ii) The Plans are designed for use within XOX's domestic networks only. Use outside of these networks may incur additional charges or be unavailable.
- (iii) XOX WIFI Plans are allocated with Mobile Internet Quota only. No talk time in Minutes or SMS will be allocated or provided.
- (iv) XOX WiFi+ Plans offer Pay-Per-Use options for voice calls (measured in minutes) and SMS, in addition to the Mobile Internet Quota. Applicable charges for Pay-Per-Use services will be detailed on the Company's website and may be updated from time to time.
- (v) XOX WIFI and XOX WiFi+ plans are available for subscription at selected XOX Authorized Physical Outlets, ONEXOX Authorized Dealers and XOX 5G Online Store.
- (vi) Subscribers are expressly prohibited from selling, transferring, or otherwise "selling back" any unused or remaining data quota to XOX or any third party for cash or credit. No refunds or compensation will be provided for any unutilized data at any point, including upon plan termination or expiration of a billing cycle.
- (v) The features and specifications are below:

Plan Name	NEW Plan		Existing Plan			
	XOX 5G WiFi+ Premium	XOX 5G WiFi+ Lite	XOX WIFI Plus Lite	XOX WIFI PLUS Freedom	XOX WIFI Premium Freedom	WIFI Premium
Type	SIM + 5G Router	SIM + 4G Router or MiFi	SIM Only	SIM + 4G Router	SIM + 4G Router	SIM Only
Price	RM89/month	RM50/month	RM55/month	RM55/month + RM110 4G MiFi (RRP: RM189)	RM55/month + RM130 4G Router (RRP: RM220)	RM85/month
Data Quota	Unlimited*	Unlimited*	400GB	400GB	400GB	Unlimited*
Hotspot	Unlimited					
Contract	24 months	24 months	-	-	-	-
Device Router	5G Router	4G Router or MiFi	-	4G MiFi	4G Router	-

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All data quotas including "Unlimited" data subject to XOX's Fair Usage Policy ("FUP") provided under these Plans is for your personal use within the Service. The FUP is being implemented to ensure optimal network performance and fair usage for all subscribers. The FUP limits for the respective Plans are as stated below. XOX reserves the right to manage network resources and may, at its sole discretion, reduce the Subscriber's speed or suspend service if usage exceeds the FUP limit or is deemed excessive or contrary to the FUP. For the avoidance of doubt, exceeding the FUP limit does not constitute a breach of contract by the Subscriber but may result in service limitations as described.

Plan	WIFI Plus Lite	WIFI Premium Freedom	WiFi+_Lite	WiFi+_Premium
FUP	400GB	800GB	1,000GB	1,000GB

20. XOX WIFI and XOX WiFi+ are not eligible for any Season Pass and Happy Hour promotions or any other promotional offers by XOX, unless explicitly stated otherwise in the terms of a specific promotion.
21. XOX does not offer any data, talk time, or SMS sharing feature for XOX WIFI and XOX WiFi+ Plans. Subscribers are expressly prohibited from sharing and receiving data, talk time, or SMS to and from any other XOX Subscribers or third parties.

INTERNET ADD-ON

22. There is no Pay-per-use rate for data once Subscribers have utilized all the Plan's allocated data. To continue using data, Subscribers may purchase Data Add-On provided that they have sufficient pre-payment or credit in their account.
23. The Subscriber may purchase Data Add-On for XOX WIFI subscribers as stated below:
- a. XOX WIFI

Data Add-On	Price
30GB	RM25
100GB	RM75

- b. XOX WiFi+

Data Add-On	Price
5GB	RM15
10GB	RM25

24. Data Add-Ons for **XOX WIFI** can be purchased via the XOX Online Portal at <https://onlinestore.xox.com.my/xoxwifi>. For **XOX WiFi+** subscribers, Data Add-Ons can be purchased through the same channels and methods applicable to ONEXOX Black plans.
25. Any unutilized data from a purchased Data Add-On quota will be forfeited upon the renewal of your monthly billing cycle. This unused data will not be carried forward.
26. XOX reserves the right to alter, modify, change, suspend and/or cease this Data Add-On service and to amend and modify these Terms and Conditions, including prices and denominations in which the Data Add-On may be purchased. Such changes may be made without prior notice for any legitimate

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commercial, technical, or operational reason.

SERVICE AVAILABILITY AND QUALITY

27. Service availability, speed, and quality may vary depending on location, network congestion, Subscriber equipment, and other factors beyond XOX's reasonable control. XOX does not guarantee uninterrupted, error-free, or secure service. XOX will use commercially reasonable efforts to provide reliable service but will not be liable for any service interruptions, delays, or performance issues.

XOX WIFI & XOX WiFi+ PLAN UPGRADE

28. Upgrade options between XOX WIFI and other plans offered by XOX are not available at this time. Should an upgrade path become available in the future, the Subscriber acknowledges and agrees that upon any plan upgrade, all unused existing credit, data, talk time, SMS, loyalty points (e.g., ADX points), and/or other value-added services associated with the previous plan shall be immediately forfeited and will not be carried over to the new plan.

PAYMENT TERMS & BILLING CYCLE

Billing Cycle Operation

29. XOX WIFI and XOX WiFi+ services operate on a fixed thirty (30)-day billing cycle. Your allocated data quota will be automatically refreshed at the commencement of each new thirty (30)-day billing cycle, provided your account is active and in good standing. Any unused data quota from the current billing cycle will not be carried forward or accumulated into the subsequent billing cycle. The full data quota, as specified in your selected Plan (refer to the Plan's specific terms), will be fully refreshed at the beginning of each new billing cycle.

Payment Obligation

30. The Subscriber is solely responsible for ensuring that all payments due to XOX are settled on or before the Due Date as specified in the respective bill or account statement. No further notice or reminder of payment obligation will be issued by XOX before the Due Date.

31. The Subscriber agree to promptly pay all usage charges for Services registered under their account, regardless of whether they have been used, partly used, or misused by any third party or unauthorized person. The Subscriber also acknowledge and agree that if any charges remain unpaid under your account, XOX has the right to charge such outstanding amounts to your registered credit card for any XOX Products or Services. Maintaining an active account by making timely payments is crucial to prevent your account from being barred or suspended.

32. All bills are subject to applicable taxes, including but not limited to the six percent (6%) service tax under the Service Tax Act 2018 (SST), or any other taxes, duties, or levies imposed by the government of Malaysia from time to time. These will be calculated and added to your monthly bill at the end of each billing cycle.

33. In the event of sums due and unpaid, XOX reserves the right to take any or all of the following actions without prior notice:

- (i) Withhold or forfeit any balance amounts, rewards, or bonus points from your account.
- ii) Bar, suspend, restrict, or disconnect the Services.
- (iii) Impose a reconnection fee for the restoration of the Services.
- (iv) Terminate the Services and account.
- (v) Pursue any other remedies available at law or in equity.

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34. For any billing disputes or clarifications, the Subscriber must contact the XOX Call Centre within thirty (30) days from the bill date. Failure to dispute within this period will be deemed as acceptance of the bill's accuracy. Pending resolution of a dispute, you remain obligated to pay all undisputed amounts by the Due Date.
35. Failure to settle the outstanding amount by the Due Date may result in the imposition of a late payment charge, as determined by XOX from time to time and published on its official website. XOX also reserves the right to suspend or terminate the Services due to persistent non-payment.
36. XOX reserves the right to introduce or modify other modes of billing, payment methods, or payment frequencies from time to time. Subscriber will be provided with prior notice of any such changes through XOX's official communication channels.

COMMITMENT PERIOD AND EARLY TERMINATION

37. During the Commitment Period, the Subscriber is not allowed to:
- Terminate their XOX MOBILE account or port out to another Mobile Service Provider.
 - Suspend their XOX MOBILE account.
 - Stop payment of monthly bills resulting in the termination of their XOX account.
 - Change or transfer ownership of the Plan and Service(s) to another person.
38. In the event the Subscriber terminates the Services before the expiry of the Commitment Period, or if the Services are terminated by XOX due to the Subscriber's breach of these Terms, the Subscriber shall be liable to pay an early termination fee.
39. This termination fee (including all outstanding amounts due up to the date of termination) shall be calculated as the remaining months of the Commitment Period multiplied by the subsidised value of the Device, or as otherwise specified in the Subscriber's service agreement at the time of registration.
40. The Subscriber is responsible for any loss, theft, or damage to the Device at all times and shall continue to pay all Charges relevant to the Plan for the Commitment Period, notwithstanding that the Device is lost or damaged.

TERMINATION AND REFUND

41. The Subscriber may terminate the subscription to the Plan or Services by contacting XOX's careline or by completing the termination form and forwarding the same to XOX within seven (7) working days before the Subscriber's next billing cycle. Termination form may be sent to XOX via email to enquiries@xox.com.my. Please be aware that if your Plan includes a Device bundled with a Commitment Period, early termination fees may apply.
42. Upon any termination of the Service for any reason, XOX reserves the right to forfeit all unused subscription benefits, which includes but not limited to unused credit, data, talk time, SMS and/or loyalty points if any. This forfeiture represents a reasonable and proportionate charge associated with administrative expenses, setup and maintenance resource. No refunds or pro-rated credits will be issued for any unused portions of your subscription at the time of termination.

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43. The Subscriber acknowledge that any overpaid balance in the billing system can be utilized to settle outstanding charges on your bill. If an overpayment remains after settling all outstanding amounts, the Subscriber must contact XOX Customer Service to request for a refund. Requests for refunds of overpayments are subject to verification and XOX's refund processing procedures.
44. If applicable) If a Deposit was collected, Subscriber may request for a refund of Deposit one (1) day after the termination of the subscription and within THIRTY (30) days thereafter. To facilitate the refund, the Subscriber must provide his/her bank account details. XOX is not liable for any charges imposed by banks that are not registered in Malaysia for processing such refunds. There is no cash refund for Deposit.
45. XOX reserves the right to utilize the Deposit to offset any amount due from the Subscriber to XOX including but not limited to any outstanding charges under any of the Subscriber's accounts. Subject to the above, any remaining balance of the Deposit will be returned to you within fourteen (14) working days from the date of the refund request.
46. In the event the Subscriber's subscription is terminated due to overdue unpaid charges, XOX shall not be liable for any payment or refund of unused subscription, credit and/or monies upon termination of the Agreement. In this event and with no prior notice, the Subscriber will lose all rights and/or entitlement previously accumulated including but not limited to unused credit, monies, data, talk time, SMS, loyalty points, e-Wallet credit under the Subscriber's subscription.
47. Termination of the Service, whether by you or by XOX shall be without prejudice to any existing rights, claims, or obligations that XOX may have against the Subscriber, or that the Subscriber may have against XOX, prior to the date of termination. You shall continue to fulfil your obligations, including full payment of all outstanding charges, up to the date of termination.

SUSPENSION AND TERMINATION OF SERVICES

48. XOX reserves the right to suspend, disconnect, or terminate the Services and/or the Subscriber's account immediately, without prior notice or liability, if:
- (i) The Subscriber breaches any of these Terms.
 - (ii) The Subscriber provides false, incomplete, or misleading information
 - (iii) The Subscriber uses the Services for any unlawful, fraudulent, abusive, or unauthorized purposes.
 - (iv) Required by law or regulatory authority.
 - (v) The Subscriber's usage adversely affects the network or other subscribers.
 - (vi) The Subscriber fails to make timely payments (if applicable for any add-on services), that is, within thirty (30) days from statement due date.

DEVICE WARRANTY

49. The primary warranty for the Device by the manufacturer. XOX does not independently offer additional warranties unless expressly stated at the time of the sale.
50. Notwithstanding the manufacturer's warranty, if the Device is found to be faulty or defective within seven (7) calendar days from the date of delivery or collection, XOX may, at its discretion, facilitate a direct exchange for a new device. This is subject to stock availability and XOX's internal assessment of the fault. For detailed terms and conditions regarding Device exchanges, including eligibility criteria and

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procedures, please refer to our comprehensive XOX WiFi+ Plan Device Exchange Policy, available [XOX WiFi+ Plans Exchange Policy](#).

51. Notwithstanding the manufacturer's warranty, all Devices come with statutory guarantees under the Consumer Protection Act 1999 (CPA) of Malaysia.

PLAN AND DEVICE EXCHANGE POLICY

52. All XOX WiFi and XOX WiFi+ plans (including XOX WIFI Plus Lite, XOX WIFI Premium Lite, XOX WIFI Plus Freedom, XOX WIFI Premium Freedom, XOX WiFi+ Lite, and XOX WiFi+ Premium) are not exchangeable for cash, credit or any form of monetary value.

53. The Device provided is generally non-returnable upon contract acceptance and successful delivery or collection of the Device. Notwithstanding the foregoing, if the Device is found to be faulty or defective within seven (7) calendar days from the date of delivery or collection, an exchange may be permitted, subject to specific conditions. For detailed terms and conditions regarding Device exchanges, including eligibility criteria and procedures, please refer to our comprehensive **XOX WiFi+ Plan Device Exchange Policy**, available [\[XOX WiFi+ Plans Exchange Policy\]](#)

LIMITATION OF LIABILITY

54. To the maximum extent permitted by law, XOX shall not be liable for any direct, indirect, incidental, special, consequential, or exemplary damages, including but not limited to, damages for loss of profits, goodwill, use, data, or other intangible losses (even if XOX has been advised of the possibility of such damages), resulting from (i) use or inability to use the Services; (ii) any cost resulting from any goods, data, information, or services purchased or obtained or messages received or transactions entered into through or from the Services; (iii) Unauthorized access to or alteration of the Subscriber's transmissions or data; (iv) conduct of any third party on the Services; (v) conduct of any third party on the Services; or (vi) Any other matter relating to the Services .

INDEMNIFICATION

55. The Subscriber agrees to indemnify, defend, and hold harmless XOX, its affiliates, officers, directors, employees, agents, and licensors from and against any and all claims, liabilities, damages, losses, costs, expenses, or fees (including reasonable attorneys' fees) that such parties may incur as a result of or arising from the Subscriber's (or anyone using the Subscriber's account) violation of these Terms or any unlawful, unauthorized, or improper use of the Services.

PRIVACY POLICY

56. The collection, use, and disclosure of the Subscriber's personal data are governed by XOX's Privacy Policy, which is available on XOX official website. By using the Services, the Subscriber agrees to the terms of the Privacy Policy.

OTHER TERMS & CONDITIONS

57. The above Terms and Conditions will be governed by the laws of Malaysia and the parties agree to submit to the exclusive jurisdiction of Malaysian courts.

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58. XOX is entitled to make any alternation or changes to the Services in whole or any part thereof, or withdraw or suspend, disconnect, or terminate the Service and will not be liable to the Subscriber or any third party for any loss.
59. XOX may at our discretion with prior notice vary the amount of deposit, fees and any Charges for the Services or part thereof and to change the Billing Cycle.
60. XOX reserves the right to change, amend, modify, suspend, continue, terminate, and add all or any Terms and Conditions at any time without prior notice. The Terms and Conditions stated herein shall continue to apply subject to any changes, amendments, modifications, suspensions, continuations, variations, modifications, terminations and/or additions contained in this document and shall be read and construed to be enforceable as if such changes, amendments, modifications, suspensions, continuations, variations, modifications, terminations and/or additions were inserted in the document. Continued use of the Service following any amendment or changes to the terms constitutes an acceptance to those changes.

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