

Dear Redone,

The below Screen shots show the same description/ information for "Calls" for Red Plan 8 and Amazing 28.

I am using Red plan 8 for since 2014. Red plan 8 charges by utilising the first RM8 and subsequent charges is charged based on my calls on each month. However, Amazing 28 had totally charged my Calls apart from RM28. This information I got to know only today (25.06.2018) when I viewed my latest bill. Previously before request to shift Plan 8 to RM 28 I had consulted more than 2 times with Redone Careline on the features of Amazing 28 in May 2018, besides I had read carefully on what has written in Redone Website on the packages. There wasn't any information state that Calls will be charges separately from RM28 (Amazing 28). Moreover none of Redone staff informed me when I made calls to Careline that Amazing 28 is ONLY for Data Plan Usage but excluding Calls. Those staffs only informed me that the only difference from is by subscribing Amazing 28 I will eligible for additional data 5GB+5GB plan but the call charges will be remain unchanged.

I am totally disappointed now on my latest findings, which any calls made in Amazing 28 is charged as additional. The information given in Redone webpage is insufficient and information given by Careline is misleading. I seek immediate reimbursement on the fee for converting my RM 8 package to Amazing 28 package for both of my subline. Secondly re-calculate the billing for mobile number 017 5051373 based on RM 8 for month of June 2018. Because there was no information given earlier that RM28 is only for data plan & calls will be charged separately. Appreciate your soonest revert to sort this out.

Amounts seek for re-imbursement : RM28 + RM10 = **RM38**.

Thank you.

Sarvindran Nair A/L Krishnan Kutty

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Email: vins1687@gmail.com

## Amazing 28 Information

redONE  
back to basics

Selfcare Login ▾ Partner Sign In ▾

Postpaid ▾ Prepaid ▾ IDD & Roaming ▾ Promotions Support ▾ 

Prepaid Reload

 Live Chat

### Amazing8

**RM8 / MONTH**

**Mobile Data**

- 1 GB (4G LTE)

**Calls**

- Unlimited\* FREE calls among redONE Postpaid users
- RM0.15/min to all other networks

**SMS / MMS**

- RM0.05/SMS to redONE users
- RM0.10/SMS to other networks
- RM0.20/MMS to all networks

+

#### Monthly Data Bundle

☐ 1GB+\*\*

- RM20/month

☐ 2GB+\*\*

- RM30/month

☐ 3GB+\*\*

- RM40/month

☐ 5GB+\*\*

- RM60/month

#### Value-Added Service Add-ons

☐ redVIDEO

- RM10/purchase

Learn more

APPLY

### Amazing28

**RM28 / MONTH**

**Mobile Data**

- 10GB\*\* of mobile data
- 5GB+ (4G LTE) & 5GB (Basic Internet)

**Calls**

- Unlimited\* FREE calls among redONE Postpaid users
- RM0.15/min to all other networks

**SMS / MMS**

- RM0.05/SMS to redONE users
- RM0.10/SMS to other networks
- RM0.20/MMS to all networks

+

#### Value-Added Service Add-ons

☒ redVIDEO

- RM10/purchase

Learn more

☒ redCALL

- RM10/month

Learn more

APPLY

### Amazing48+

**RM48 / MONTH**

**Mobile Data**

- 20GB\*\* of mobile data
- 15GB+ (4G LTE) & 5GB (Basic Internet)

**Calls**

- Unlimited\* FREE calls among redONE Postpaid users
- FREE 200 mins calls to all networks
- RM0.15/min to all other networks (after FREE mins are fully utilised)

**SMS / MMS**

- RM0.05/SMS to redONE users
- RM0.10/SMS to other networks
- RM0.20/MMS to all networks

+

#### Value-Added Service Add-ons

☐ redVIDEO

- RM10/purchase

Learn more

☐ redCALL

- RM10/month

Learn more

APPLY

## Amazing Plans

Basic at its best - Why spend more for something you don't need?

### Amazing8

**RM8 / MONTH**

**Mobile Data**

- 1GB (4G LTE)

**Calls**

- Unlimited\* FREE calls among redONE Postpaid users
- RM0.15/min to all other networks

**SMS / MMS**

- RM0.05/SMS to redONE users
- RM0.10/SMS to other networks
- RM0.20/MMS to all networks

**Monthly Data Bundle**

- ☐ 1GB\*\* - RM20/month
- ☐ 2GB\*\* - RM30/month
- ☐ 3GB\*\* - RM40/month
- ☐ 5GB\*\* - RM60/month

**Value-Added Service Add-ons**

- ☐ redVIDEO - RM10/purchase [Learn more](#)

**APPLY**

### Amazing28

**RM28 / MONTH**

**Mobile Data**

- 10GB\*\* of mobile data  
5GB (4G LTE) & 5GB (Basic Internet)

**Calls**

- Unlimited\* FREE calls among redONE Postpaid users
- RM0.15/min to all other networks

**SMS / MMS**

- RM0.05/SMS to redONE users
- RM0.10/SMS to other networks
- RM0.20/MMS to all networks

**Value-Added Service Add-ons**

- ☒ redVIDEO - RM10/purchase [Learn more](#)
- ☒ redCALL - RM10/month [Learn more](#)

**APPLY**

### Amazing48+

**RM48 / MONTH**

**Mobile Data**

- 20GB\*\* of mobile data  
15GB (4G LTE) & 5GB (Basic Internet)

**Calls**

- Unlimited\* FREE calls among redONE Postpaid users
- FREE 200 mins calls to all networks
- RM0.15/min to all other networks (after FREE mins are fully utilised)

**SMS / MMS**

- RM0.05/SMS to redONE users
- RM0.10/SMS to other networks
- RM0.20/MMS to all networks

**Value-Added Service Add-ons**

- ☐ redVIDEO - RM10/purchase [Learn more](#)
- ☐ redCALL - RM10/month [Learn more](#)

**APPLY**

All prices stated include GST

\* Subject to our Fair Use Policy.

\*\* Unlimited data usage but when the monthly 4G LTE data quota is used up, the connection will be throttled to 64kbps, depending on the user's location and prevailing network conditions.

Workflow

redONE

redONE | Back To Basics

FileEditViewFavoritesToolsHelp

redONE

back to basics

Selfcare LoginPartner Sign In

PostpaidPrepaidIDD & RoamingPromotionsSupport

Prepaid ReloadLive Chat

Amazing8

RM8 / MONTH

Mobile Data

1GB (4G LTE)

Calls

Unlimited\* FREE calls among redONE Postpaid users  
RM0.15/min to all other networks

SMS / MMS

RM0.05/SMS to redONE users  
RM0.10/SMS to other networks  
RM0.20/MMS to all networks

Monthly Data Bundle

1GB+ - RM20/month

2GB+ - RM30/month

3GB+ - RM40/month

5GB+ - RM60/month

Amazing28

RM28 / MONTH

Mobile Data

10GB\*\* of mobile data  
5GB+(4G LTE) & 5GB (Basic Internet)

Calls

Unlimited\* FREE calls among redONE Postpaid users  
RM0.15/min to all other networks

SMS / MMS

RM0.05/SMS to redONE users  
RM0.10/SMS to other networks  
RM0.20/MMS to all networks

Value-Added Service Add-ons

redVIDEO - RM10/purchase  
Learn more

redCALL - RM10/month  
Learn more

Amazing48+

RM48 / MONTH

Mobile Data

20GB\*\* of mobile data  
15GB+(4G LTE) & 5GB (Basic Internet)

Calls

Unlimited\* FREE calls among redONE Postpaid users  
FREE 200 mins calls to all networks  
RM0.15/min to all other networks (after FREE mins are f

SMS / MMS

RM0.05/SMS to redONE users  
RM0.10/SMS to other networks  
RM0.20/MMS to all networks

Value-Added Service Add-ons

redVIDEO - RM10/purchase  
Learn more

redCALL - RM10/month  
Learn more

 **RM8 / MONTH**

## Mobile Data

- 1GB (4G LTE)



## Calls

- Unlimited\* FREE calls among redONE Postpaid users
- RM0.15/min to all other networks



**SMS / MMS**

- RM0.05/SMS to redONE users
- RM0.10/SMS to other networks
- RM0.20/MMS to all networks



### Monthly Data Bundle

- ☐ 1GB+\*\* - RM20/month
- ☐ 2GB+\*\* - RM30/month
- ☐ 3GB+\*\* - RM40/month
- ☐ 5GB+\*\* - RM60/month

### Value-Added Service Add-ons

- ☐ **redVIDEO** - RM10/purchase  
[Learn more](#)

## APPLY



**RM28 / MONTH**



## Mobile Data

- 10GB\*\* of mobile data  
5GB+(4G LTE) & 5GB (Basic Internet)



## Calls

- Unlimited\* FREE calls among redONE Postpaid users
- RM0.15/min to all other networks



SMS / MMS

- RM0.05/SMS to redONE users
- RM0.10/SMS to other networks
- RM0.20/MMS to all networks



### Value-Added Service Add-ons

- ☐ **redVIDEO** - RM10/purchase  
[Learn more](#)
- ☐ **redCALL** - RM10/month  
[Learn more](#)

## APPLY



RM48 / MONTH



## Mobile Data

- 20GB\*\* of mobile data  
15GB+(4G LTE) & 5GB (Basic Internet)
- ## Calls
- Unlimited\* FREE calls among redONE Postpaid users
  - FREE 200 mins calls to all networks
  - RM0.15/min to all other networks (after FREE mins are fully utilised)



**SMS / MMS**

- RM0.05/SMS to redONE users
- RM0.10/SMS to other networks
- RM0.20/MMS to all networks



### Value-Added Service Add-ons

- ☐ **redVIDEO** - RM10/purchase  
[Learn more](#)
- ☐ **redCALL** - RM10/month  
[Learn more](#)

## APPLY

All prices stated include GST

\* Subject to our Fair Use Policy.

\*\* Unlimited data usage but when the monthly 4G LTE data quota is used up, the connection will be throttled to 64kbps, depending on the user's location and prevailing network conditions.

## Details / Contact Form

### SELECTED PLAN

RM **28** / MONTH

#### Mobile Data

- 10GB\*\* of mobile data  
5GB+(4G LTE) & 5GB (Basic Internet)

#### Calls

- Unlimited\* FREE calls among redONE Postpaid users
- RM0.15/min to all other networks

#### SMS

- RM0.05/SMS to redONE users
- RM0.10/SMS to other networks
- RM0.20/MMS to all networks

- RM10 registration fee and deposit may be applicable\*  
Subject to our Fair Use Policy. \*\* Unlimited data usage, but when monthly bundle is used up the connection will be slowed to a maximum of 64kbps, depending on user's location and current network conditions.
- Minimum contract period of only 6 months.

Please fill in your details and our agent will contact you soon.

Enter your name

Enter your email address

Enter your mobile number

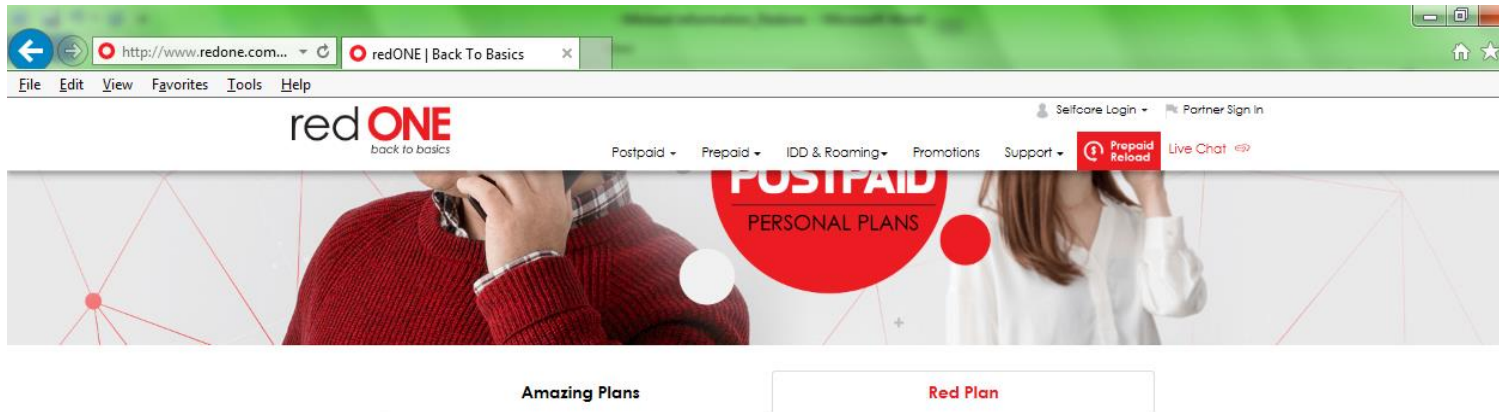
Enter your Address

Submit

OR

Locate our partners [here](#)


## Red Plan 8 Information




### Red Plan


We keep things simple with only one voice plan. Need data? Just add on a monthly data bundle that suits your need.

#### RedPlan8

**RM8 / MONTH**

**Calls**

- Unlimited\* FREE calls among redONE Postpaid users
- RM0.15/min to all other networks

**SMS / MMS**

- RM0.05/SMS to redONE users
- RM0.10/SMS to other networks
- RM0.20/MMS to all networks

+

**Monthly Data Bundle**

- Pay-Per-Use - RM0.10/MB
- 100MB - RM5/month
- 500MB - RM15/month
- 1GB - RM20/month
- 1GB+\*\* - RM30/month

## Red Plan

We keep things simple with only one voice plan. Need data? Just add on a monthly data bundle that suits your need.

**RM8 / MONTH**

- Unlimited\* FREE calls among redONE Postpaid users
- RM0.15/min to all other networks



- RMO.05/SMS to redONE users
- RMO.10/SMS to other networks
- RMO.20/IMMS to all networks



### Monthly Data Bundle

- |               |   |            |
|---------------|---|------------|
| ● Pay-Per-Use | - | RM0.10/MB  |
| ● 100MB       | - | RM5/month  |
| ● 500MB       | - | RM15/month |
| ● 1GB         | - | RM20/month |
| ● 1GB+**      | - | RM30/month |
| ● 2GB         | - | RM35/month |
| ● 2GB+**      | - | RM40/month |
| ● 3GB         | - | RM45/month |
| ● 3GB+**      | - | RM50/month |
| ● 5GB         | - | RM75/month |
| ● 5GB+**      | - | RM80/month |

### Value-Added Service Add-ons



## Red Plan

We keep things simple with only one voice plan. Need data? Just add on a monthly data bundle that suits your need.

### RedPlan8

RM8 / MONTH

#### Calls

- Unlimited\* FREE calls among redONE Postpaid users
- RM0.15/min to all other networks

#### SMS / MMS

- RM0.05/SMS to redONE users
- RM0.10/SMS to other networks
- RM0.20/MMS to all networks



#### Monthly Data Bundle

- ☐ Pay-Per-Use - RM0.10/MB
- ☐ 100MB - RM5/month
- ☐ 500MB - RM15/month
- ☐ 1GB - RM20/month
- ☐ 1GB+\*\* - RM30/month
- ☐ 2GB - RM35/month

## Details / Contact Form

### SELECTED PLAN

RM **8** / MONTH

#### Calls

- Unlimited\* FREE calls among redONE Postpaid users
- RM0.15/min to all other networks

#### SMS

- RM0.05/SMS to redONE users
- RM0.10/SMS to other networks
- RM0.20/MMS to all networks

- RM10 registration fee and deposit may be applicable\* Subject to our Fair Use Policy. \*\* Unlimited data usage, but when monthly bundle is used up the connection will be slowed to a maximum of 64kbps, depending on user's location and current network conditions.
- Minimum contract period of only 6 months.

Please fill in your details and our agent will contact you soon.

Enter your name

Enter your email address

Enter your mobile number

Enter your Address

Submit

OR

Locate our partners [here](#)

### PLANS

Postpaid

### SUPPORT

Payment Channels

### ABOUT US

Corporate Overview

### LEGAL

Terms & Conditions