

NOMORO CONSUMER TERMS & CONDITIONS

Last Updated: 21 January 2026

INTRODUCTION

General Provisions

Thank you for choosing **NOMORO**. Please read these Consumer Terms & Conditions ("Terms") carefully before using our services. These Terms govern your use of:

1. The NOMORO application (the "App") and the official NOMORO website (the "Website");
2. eSIM data packages ("Data Packages");
3. Additional features provided by third parties, if any.

Collectively, the above are referred to as the "**Services**".

These Terms apply to individual users for personal and non-commercial use.

NOMORO's Status as a Reseller

NOMORO is **not a mobile network operator**. NOMORO acts as an **eSIM reseller**, providing access to Data Packages supplied by partner network operators and/or global aggregators. Purchases of Data Packages are made through the NOMORO App and processed via **third-party payment gateways**.

Amendments to the Terms

NOMORO reserves the right to update these Terms from time to time to comply with the laws and regulations of the Republic of Indonesia, regulatory policies, feature development, security requirements, or other operational reasons. Material changes will be notified through the App or by email. Continued use of the Services constitutes acceptance of the updated Terms.

USER ELIGIBILITY

By using the Services, you represent and warrant that you:

- Are at least 18 (eighteen) years old;
- Have the legal capacity to enter into a binding agreement under Indonesian law; and
- Provide valid and legally binding consent.

USER ACCOUNT

To use the Services, you must create an account using accurate, complete, and up-to-date information. Your account is personal and non-transferable. You are fully responsible for all activities conducted through your account.

eSIM SERVICES & DATA PACKAGES

General Provisions

- All Data Packages are **prepaid**.
- The validity period and data quota of each Data Package are displayed prior to purchase.
- Expired Data Packages or Data Packages with exhausted quotas **are non-refundable**, except as otherwise provided under the Refund Policy.

eSIM Activation

- The eSIM will be available for download once payment is successfully completed.
- Activation requires a compatible and unlocked device.
- An internet connection is required for the initial eSIM installation.

Network Quality

Network quality, speed, and coverage depend heavily on the partner operators in each respective country. NOMORO does not guarantee any specific level of network performance.

PAYMENT

Payment Methods

Payments are processed via third-party payment gateways available in the App. NOMORO does not store users' payment card details.

Taxes & Additional Fees

All prices displayed in the NOMORO App **exclude applicable taxes**, unless expressly stated otherwise in accordance with Indonesian tax regulations.

Users acknowledge and agree that **additional administrative fees** may apply, including but not limited to payment gateway service fees and platform fees associated with payment methods such as QRIS, Virtual Accounts (VA), debit/credit cards, or other payment methods made available in the NOMORO App.

The amount of administrative fees may vary depending on the selected payment method and will be disclosed to users before the transaction is completed.

REFUND POLICY

Refunds may be granted only under the following limited circumstances:

1. The eSIM has not been installed and the Data Package has not been activated;
2. Verified technical issues originating from partner systems that render the Data Package unusable;
3. Refund requests are submitted within a maximum of 30 (thirty) days from the purchase date.

Refunds will not be provided if:

- The Data Package has been used;
- The user account has been deleted by the user;
- There is misuse of the Services or a violation of these Terms.

All refund decisions are subject to the discretion of NOMORO and/or the network provider partners.

FAIR USE & PROHIBITED ACTIVITIES

Users are prohibited from:

- Using the Services for illegal, fraudulent, or commercial purposes;
- Reselling Data Packages;
- Interfering with or damaging network operations;
- Excessive use of unlimited Data Packages in a manner resembling fixed broadband usage.

NOMORO reserves the right to restrict, throttle, or terminate the Services in the event of any violation.

SUSPENSION & TERMINATION

NOMORO may suspend or terminate the Services without prior notice if:

- There is a breach of these Terms;
- Required by law or regulatory authorities; or
- There are indications of fraud or misuse.

PERSONAL DATA PROTECTION

The processing of personal data is carried out in accordance with **Law No. 27 of 2022 on Personal Data Protection (PDP Law)** and the NOMORO Privacy Policy.

LIMITATION OF LIABILITY

To the fullest extent permitted under Indonesian law, NOMORO shall not be liable for:

- Network disruptions caused by partner operators;
- Data loss;
- Indirect or consequential damages.

NOMORO's total liability shall be limited to the amount paid by the user for the relevant Data Package.

GOVERNING LAW & DISPUTE RESOLUTION

These Terms are governed by and construed in accordance with the **laws of the Republic of Indonesia**.

Any dispute shall first be resolved amicably through mutual discussion. If no resolution is reached, the dispute shall be submitted to the **District Court (Pengadilan Negeri)**.

CONTACT

For assistance and inquiries:

Email: sss@solusisistemsoftware

App: Help Menu (within the App)
