

## CONGRATULATIONS ON CHOOSING CELCOM

You are now connected to millions of people across Malaysia.

What's more, you'll enjoy BIG SAVINGS, BIG DISCOUNTS and BIG REWARDS with your Celcom Exec postpaid plan.

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## GETTING STARTED

### Activating your SIM card

- Insert your Celcom Exec postpaid SIM card into your mobile phone and switch it on
- Wait for the operator logo to appear, then set your PIN number when prompted

### PIN number

- Your Personal Identification Number (PIN) is your verification of ownership
- Please note that your SIM card will be blocked after three incorrect PIN entry attempts
- You will then be required to enter the PUK to unblock your SIM card
- Should you have ten incorrect PUK attempts, your SIM card will be permanently blocked and you will need to purchase a replacement at any Celcom Branch

### PUK number

Your 8-digit Personal Unblocking Key (PUK) is located at the back of your SIM card

## VALUE-ADDED SERVICES

### Voicemail

Voicemail allows your callers to leave voice messages on your mobile when you are unable to answer a call or unreachable.

To retrieve a Voicemail from your Celcom mobile phone



To retrieve a Voicemail from other Celcom mobile phone



To retrieve a Voicemail while roaming




### Call Waiting

Call Waiting allows you to respond to a second incoming call while you are still engaged on your first call.

With Call Waiting, you can:

- Put your call-in-progress on hold while you answer the new incoming call, or;
- Opt to reject the incoming call

To activate	Type <b>*43#</b> and Press 
To deactivate	Type <b>#43#</b> and Press 
To check status	Type <b>*#43#</b> and Press 

### Call Conferencing

Call Conferencing allows you to maintain conversations with up to six (6) people simultaneously.

You need to activate Call Waiting in order to use this service.

To call conference:

1. Call any number on your contact list
2. When your contact answers, you either put this contact on hold or call your second contact straightaway
3. When your second contact answers, press "**conference**". You can find this command under your mobile phone's OPTION key
4. Start Call Conferencing

\* Standard call charges apply. Only the person who initiated the original call will be charged.

### Missed Call Notification

Missed Call Notification service is FREE when you subscribe to Voicemail which keeps track of all your missed calls and gathers the callers' number, time and date of calls. An SMS will be sent to notify you of a missed call.

### Call Line Identification Presentation (CLIP)

CLIP displays all incoming numbers on your mobile phone screen.

### Call Line Identification Restriction (CLIR)

CLIR restricts your mobile number from appearing on the receiver's mobile phone screen.

To subscribe to CLIR service, customers will be charged RM10 for installation fee and RM10 for monthly subscription.

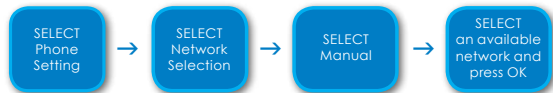
### General Packet Data Service (GPRS / EDGE)

GPRS / EDGE allows you to access the Internet or WAP, send or receive files like music and ringtones, download the coolest and latest content, games and wallpapers.

### International Roaming

International Roaming allows you to stay connected while you're abroad.

If you are unable to connect to a network while roaming abroad, please follow these steps:



To call while roaming:

Local phone number	DIAL<local area code><phone number>
Celcom number	DIAL<+><country code><mobile phone no> eg: +601X XXX XXXX
Fixed line in Malaysia	DIAL<+><country code><area code><phone number> eg: +603 XXX XXXX

### Roam Saver \*120\*

Roam Saver \*120\* gives you the lowest International Roaming rates with savings of up to 89% when you call Malaysia and other countries from abroad.

Once you have activated your International Roaming service, Roam Saver \*120\* will automatically be enabled.

### To use roam saver \*120\*

Make a call	TYPE +120 + <country code><phone number># & 📞
Retrieve a Voicemail	TYPE +121# & 📞
Call Celcom Careline	TYPE +123# & 📞

Log on to [www.celcom.com.my/celcomexec](http://www.celcom.com.my/celcomexec) for the latest Roam Saver \*120\* rates.

### 3G Video Call with Roam Saver

When you're away from home, nothing captures the moment or relieves homesickness like talking to someone special face-to-face. So if you have friends and family who travel frequently or live abroad, you need to tell them about 3G Video Call with Roam Saver. It's the ultimate way to stay in touch.

To make video call via Roam Saver:

Type **\*130\**<country code><phone number>* #** & press 

### International Direct Dial (IDD)

IDD allows you to make international calls via direct dial.

To make an IDD call:

**<00 or +><country code><area code><phone number>** e.g. to call Singapore, dial 006512345678 or +65 12345678

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## CUSTOMER SERVICE

Our award-winning Customer Service is now online. Let us make your day, 24 hours a day!

### Benefits of Online Customer Service (OCS)

- View, print, pay bills
- Update account information like address or bill language
- Change credit limit
- View PUK (Personal Unblocking Pin)
- And much more

Sign up now if you haven't!

### To sign up for Online Customer Service:

1. Log on to **[www.celcom.com.my/onlinecustomerservice](http://www.celcom.com.my/onlinecustomerservice)**
2. Fill in the required details, click on the **Terms & Conditions check box** followed by **Sign up button**
3. A temporary password, valid for only 24 hours, will be sent to your mobile phone or emailed to you. (You will receive a welcome email upon successful registration)

## PAYMENT METHODS

6 easy ways to pay your bill!



Auto Billing



Celcom Payment Kiosk



Internet/Online at [www.celcom.com.my/onlinecustomerservice](http://www.celcom.com.my/onlinecustomerservice)



Over the phone



Walk-in : Celcom Branches, POS Malaysia,  
Sabah Electric Sdn. Bhd. (SESB), TMpoint, Agro Bank, Bank Rakyat,  
Bank Simpanan Nasional



ATM

## YOUR CREDIT STATUS AND STAYING CONNECTED

Here are some useful information regarding your credit status and potential service interruption due to your credit status as well as steps you can take to enjoy uninterrupted service.

There are two types of service interruptions:

1. Call barring
  - Outgoing calls and data (SMS & MMS) messages will be barred
  - Only incoming calls and data is allowed during call barring status
  - Monthly charges will still be charged
2. Service disconnection
  - Both incoming and outgoing calls and data (SMS & MMS) messages will be restricted
  - Subsequent monthly charges will be discontinued

Circumstances that could lead to service interruption:

- When the amount due in your monthly bill is not fully remitted before the next invoice date
- When your usage charges have exceeded the credit limit assigned

2 easy ways to check your billed and unbilled usage:

- |                           |  |
|---------------------------|--|
| <b>Option 1: Via SMS</b>  | Type <b>BOD</b> in an SMS and send to <b>22200</b>               |
| <b>Option 2: Via Call</b> | Dial <b>*119#</b> and select "My Account", followed by "My Bill" |

You'll then receive an SMS with your account status and payment information.

## HOTLINES / CONTACT US

Here's what you need to do to enjoy uninterrupted service:

- Pay your monthly bills on time, before the due date, AND/OR
- Revise your credit limit and ensure that your calls are made within your set credit limit

You can request for new credit limit via the following ways:

1. Visit any Celcom Branch/Service Centre
2. Call our Careline at **1-300 111 000** or **1111** from your Celcom mobile
3. Log on to **<http://www.celcom.com.my/onlinecustomerservice>**

We will attempt to notify you when your line is barred or disconnected through any of the following ways:

- Phone call
- Short Messaging System (SMS) or Voice Messaging Service (VMS)
- E-mail
- Letter
- By our dedicated Account Manager (where applicable)

To reactivate your service,

- You are advised to pay the total outstanding amount due in order to reactivate the service
- A reconnection fee of RM10 will be charged to your account

**To enjoy uninterrupted International Roaming Services**, you are advised to settle all outstanding bills before you leave the country. This is to ensure uninterrupted service while traveling. Should you feel that your existing credit is insufficient for your roaming need, you may request to increase the credit limit.

Get the latest credit related information on your mobile phone by dialing **\*119#** and select "Services", followed by "Quick Guide" and then "Credit Info".

## Emergency hotlines

SERVICE	NUMBER TO CALL	CHARGES
Civil Defence (JPA3)	999	FREE
Fire		(Only calls within Malaysia)
Ambulance & Police		

You can contact us at:



1-300 111 000 or 1111 from Celcom Mobile



Fax: 03-3630 8889



Mail: Customer Service  
P.O. Box 11979  
50764 Kuala Lumpur



Log on to [www.celcom.com.my](http://www.celcom.com.my)



Email: [careline@celcom.com.my](mailto:careline@celcom.com.my)