



NewPhone™

FIRSTTM



WELCOME TO **NewPhoneTM**

What is NewPhoneTM

NewPhoneTM is the first and only program that lets you enjoy the latest 4G LTE smartphones at affordable monthly rates - and you can change your phone anytime you like. It also comes with Device Protection, a comprehensive coverage plan that protects you from accidental damage and theft.

THE MOST TALKED ABOUT PLAN WITH NewPhoneTM ANYTIME

NewPhoneTM, ANYTIME

Change your phone anytime
to suit your style

MINIMAL MONTHLY EASY PAYMENT

Minimal monthly fee required
to enjoy NewPhoneTM
with Device Protection

NEW PHONE EVERY YEAR FOR FREE

Change your phone
every year at no cost

HASSLE FREE DEVICE PROTECTION

Protect your phone from
accidental damage and theft

NO PLAN CONTRACT NEEDED

No contract on a particular plan
or commitment when you
subscribe to NewPhoneTM

FREEDOM TO CHOOSE ANY PLAN

Choose the plan
that best suits your needs

Terms and conditions apply

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SEND YOUR PHONE BACK IN GOOD CONDITION

Return your phone after 12 months at no cost, or ANYTIME with Express NewPhoneTM Fee.

Fulfill the following conditions to enjoy switching your phone after 12 months at no cost:

Phone Appearance

- IMEI* must match the phone issued with NewPhoneTM
- No scratch/chip on screen
- No scratch/chip on body
- No crack on screen & body

Phone Functionality

- Phone is fully functioning
- All buttons are working
- Hands-free, speaker and audio are working
- Vibration mode is working
- Connectivity (mobile and WiFi) is working
- Camera and battery are working

*IMEI is the unique phone ID number

Here are your options if you are unable to meet these requirements:

- If you subscribe to NewPhoneTM Device Protection, contact our device protection partner (AmTrust Mobile Solutions Malaysia Sdn Bhd) and submit a claim for phone repair or replacement
- Pay the cancellation fee and terminate your NewPhoneTM
- Pay the monthly fee of 24 months to keep your phone



HOW TO CHANGE YOUR PHONE

If you wish to change your phone any time between 4 and 12 months, or terminate NewPhone™, these are the fees involved:

Phones	Samsung Galaxy J7	Samsung Galaxy J5	Samsung Galaxy A8	Samsung Galaxy A7	Sony Xperia XA
Express NewPhone™ Fee (less than 12 months)	RM500	RM500	RM650	RM650	RM650
Cancellation Fee (return the phone)	RM600	RM600	RM750	RM750	RM750
Cancellation Fee (keep the phone)	Balance from RRP RRP – (RRP/24 months x no. of months that you have been with NewPhone™)				

Phones	Samsung Galaxy Note5	Samsung Galaxy S6 edge	Huawei Mate 8	Samsung Galaxy S6 edge+
Express NewPhone™ Fee (less than 12 months)	RM900	RM900	RM1,000	RM1,000
Cancellation Fee (return the phone)	RM1,000	RM1,000	RM1,100	RM1,100
Cancellation Fee (keep the phone)	Balance from RRP RRP – (RRP/24 months x no. of months that you have been with NewPhone™)			

Phones	Samsung Galaxy S7 edge	Huawei P9	Huawei P9 Plus	Sony Xperia X
Express NewPhone™ Fee (less than 12 months)	RM1,000	RM1,000	RM1,300	RM1,300
Cancellation Fee (return the phone)	RM1,100	RM1,100	RM1,400	RM1,400
Cancellation Fee (keep the phone)	Balance from RRP RRP – (RRP/24 months x no. of months that you have been with NewPhone™)			

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DEVICE PROTECTION

We provide you with hassle-free Device Protection, which will protect your phone from accidental damage and theft.

NewPhone™ Device Protection is provided by our partner, AmTrust Mobile Solutions Malaysia Sdn Bhd.

For enquiries or claims please contact our partner via:

Email address : claims@amtrustmobilesolutions.com.my

Hotline : 1800-880-710

Claim Portal : cl.amtrustmobilesolutions.asia

Fax No : 03-79549141

Coverage	Details
Robbery & Snatch Theft	If NewPhone™ is robbed or snatched, a replacement phone will be arranged
House Break-in	If NewPhone™ is lost during a house break-in, a replacement phone will be arranged
Accidental & Liquid Damage	If NewPhone™ has been accidentally damaged, the phone will be repaired and returned via door to door service
Airtime Abuse	We will cover you for up to RM500 for mobile credit used within 24 hours following robbery and snatch theft
Value Added Services (VAS)	For any VAS (services other than calls, SMS and Internet) abuse within 24 hours following robbery and snatch theft incident, the reimbursement coverage will be up to RM100
Mobile Device Rental while overseas	Temporary rental of a replacement phone from a third party provider while overseas. A total period of 14 consecutive days from the date of the incident discovery is covered for up to RM500

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KEY EXCLUSIONS

General Key Exclusions

- Any claim with outstanding excess fees for Phone Repair or Phone Replacement
- Any claim where we discover deception, fraud or illegal use of the mobile device
- Any claim by users other than the insured and insured parents, legal spouse or children

Phone Replacement and repair

- Theft when phone is left unattended in a car or house
- Pickpocketing
- Phone Replacement Claims submitted without a police report or proper documentation
- Overseas theft claims submitted without police report from the country where the incident happened
- Claims where the SIM card was not barred within 24 hours of the incident, as set out in the policy terms and conditions
- Mysterious disappearance, unexplainable occurrences and/or events that can't be proven

Phone Repair

- Any incident that takes place on any type of craft in/on water that is less than 3 metres long
- Natural disasters i.e. floods, earthquakes and other convulsions of nature
- Any wear and tear to the phone, electrical breakdown or any type of damage or failure that doesn't affect how the phone works
- Any deliberate damage by you or anyone authorised by you to use the phone
- Performance failure resulting from alterations, maintenance, repairs, faulty design or servicing



HOW TO CLAIM

1 Robbery, Snatch Theft & House Break in Claims

Report via phone

Step 1 – Call 1111 to block your SIM Card

Step 2 – Call **1800-880-710** within 24 hours of the incident

Step 3 – Fax **03-79549141** or email to **claims@amtrustmobilesolutions.com.my** and attach your police report for reference

Step 4 – Your claim will be processed by MAA Takaful and you will be notified once your claim is approved

Step 5 – You are required to pay the excess fee charges once the claim is approved prior to the delivery of the phone replacement

Report via claim website

Step 1 – Call 1111 to block your SIM Card

Step 2 – Login to **cl.amtrustmobilesolutions.asia**

Step 3 – Key in your **<mobile number>** and **<identification card number>** within 24 hours of the incident to lodge the report

Step 4 – Attach your police report for their reference

Step 5 – Your claim will be processed by MAA Takaful and you will be notified once your claim is approved

Step 6 – You are required to pay your excess fee charges once the claim is approved, prior to the delivery of the phone replacement



HOW TO CLAIM

2 Accidental/Liquid Damage Claims

Report via phone

- Step 1** – Call **1800-880-710** within 24 hours of the incident and email **claims@amtrustmobilesolutions.com.my** with details of the accidental/liquid damage causes
- Step 2** – Your claim will be processed by MAA Takaful and you will be notified once your claim is approved
- Step 3** – You are required to pay the excess fee (if applicable), prior to the fixing of the phone
- Step 4** – Back up your data and remove the SIM Card before the phone is collected for repair

Report via claim website

- Step 1** – Login to **cl.amtrustmobilesolutions.asia**
- Step 2** – Key in your <mobile number> and <identification card number> within 24 hours and submit the details of the accidental/liquid damage causes
- Step 3** – Your claim will be processed by MAA Takaful and you will be notified once your claim is approved
- Step 4** – You are required to pay the excess fee (if applicable), prior to the fixing of the phone
- Step 5** – Back up your data and remove the SIM Card before the phone is collected for repair



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