

Call Me Tones | Frequently Asked Questions

1. What is Call Me Tones (CMT)?

Call Me Tones (CMT) is a service that personalises the audio that callers hear before a call is answered, replacing the traditional 'toot-toot' dial tone. CMT service is exclusive to Xpax and FiRST by Celcom customers.

2. How do I subscribe to CMT service?

Step 1 > Dial *323#

Step 2 > Search for your favourite songs

Step 3 > Subscribe to your favourite song

Step 4> A SMS confirmation will be sent upon subscription

3. How much will I be charged for the subscription?

The normal subscription fee is RM1.50 per week. However, different charges may apply to selected songs on promotional basis.

4. I am a prepaid user and my balance is not sufficient, will I still be able to subscribe to the CMT service?

No. You must have sufficient credit in your account to subscribe to this service.

5. Can I transfer the CMT on my current phone to a new mobile phone?

Yes. The CMT is linked to your phone number, not your mobile phone.

6. Is there a limit to the number of CMTs I can subscribe to?

Yes. You can only subscribe to 10 songs per account.

7. Can I send a CMT as a gift to my friends?

The CMT service allows you to purchase CMTs and send it to your friends as gifts. Just dial *323# and select Manage My CMT, then Gift for a quick and personalized present for your close ones.

8. How can I unsubscribe from the service?

You can cancel your subscription by dialing*323# by selecting the option to unsubscribe in the subscription menu or by contacting Celcom customer service 1-300-990-990

9. Can I still use my CMT if I unsubscribe from the service?

No, once you unsubscribe from the service, all your purchases will be removed from the system.

10. How do I manage my CMT?

CMT settings can be managed by dialing *323# and selecting 'My Account'

Goods and Services Tax (GST)

11. Will I be charged GST when I purchase any VAS & Contents?

For Prepaid users, you will not be charged GST for the VAS/ Content that you purchased, as GST has been paid upon reload.

For Postpaid users, you will be charged 6% GST for the price of VAS/ Content purchased, and you will be able to see the total GST paid for the month in your monthly statement.

For direct payment (e.g. via credit card) 6% GST will be displayed upon payment.

12. Do Celcom customers need to pay more for their services following the implementation of GST?

Generally, prices of our existing products and services remain unchanged. Applicable 6% GST will be charged on the total amount. The GST collected from customers will be remitted to the Customs department. Refer to our product websites via www.celcom.com.my for a detailed price breakdown of our products and services.