

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 being answered replacing the traditional “toot-toot”. CMT is a service exclusively for 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: Select “Subscribe”

Step 4: An SMS confirmation will be sent upon subscription

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

The subscription fee is at 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 insufficient, will I still be able to subscribe to the CMT service?

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

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

Yes. CMT service is attached to your phone number and not your mobile phone.

6. Is there a limit to the number of CMT I can have on my account?

Yes, there is a limit of 10 songs you can have on your account at one time.

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

Yes, the CMT service allows you to purchase CMT and send it to your friends as a gift. Dial *323# and select “**Manage My CMT**”, then choose “**Send to a friend (Gift)**” for a quick and personalised present for your closed ones.

8. How do I unsubscribe from the service?

You can unsubscribe by dialling*323# and select “**Manage My CMT**” in your subscription menu. Or call Celcom customer service to unsubscribe.

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 deleted from your number.

10. How do I manage my CMT?

CMT settings can be managed by dialling *323# and selecting “**Manage My CMT**”.

About Subscribe & Win Contest

11. How do I win?

You can subscribe to any of the listed CMT songs and keep the song(s) throughout the campaign period.

12. What are the prizes and how do I know I am a winner?

You will stand a chance to win 1GB Internet. Winners will be notified via SMS.

13. How do I increase my chances of winning?

You can increase your chances of winning by subscribing to CMT and keep the song(s) until the end of the campaign period.

14. Can I win more than once?

No, you can only win one time.

15. When will the winners be announced?

The winners will be announced on a weekly basis throughout the campaign period.

16. How can I utilise the free 1GB? Is it only for Facebook/YouTube etc.?

The free 1GB Internet can be used for all Internet access including Facebook and YouTube.

17. What is the duration of this contest/campaign?

The campaign starts from 26 January until 28 February 2017.

18. How do I know if I am a winner and obtain the prize?

You will receive an SMS from Celcom and the free 1GB Internet will be automatically credited to your account. It is only valid for 3 days.

Goods and Services Tax (GST)

19. Will I be charged with GST when I purchase VAS & Content?

For prepaid users, you will not be charged GST for the VAS or content as GST has been paid upon reload.

For postpaid users, you will be charged 6% GST for the price of VAS or content purchased. 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.

20. Do I need to pay more for additional services following the GST implementation?

Generally, prices of our existing products and services remain unchanged and applicable to 6% GST that will be charged on the total amount. The GST collected from you 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.