

# FIRST™ Blue

Frequently Asked Questions



Items	Descriptions																																
Introduction	<p><b>1. What is FIRST™ Blue plan?</b> FIRST™ Blue is an exclusive entry-level plan that gives you great Internet experience with Internet, Calls &amp; SMS offerings.</p> <p><b>2. What are the benefits of FIRST™ Blue?</b> On top of <b>2GB Internet and 50 mins + 50 SMS</b>, you will also enjoy:</p> <ul style="list-style-type: none"> <li>○ 2GB FREE Weekend Internet (500MB every Saturday &amp; Sunday)</li> <li>○ Carry Forward Internet (up to 1GB)</li> <li>○ FREE Yonder Music (6 months)</li> <li>○ Unlimited complimentary WiFiPlus</li> </ul>																																
Subscription	<p><b>3. Who can subscribe to this plan?</b></p> <ul style="list-style-type: none"> <li>• New and existing Celcom customers</li> <li>• MNP customers</li> <li>• Change of Bill Plan (COBP)</li> <li>• Prepaid to Postpaid</li> </ul> <p><b>4. Where will the plan available for registration?</b></p> <table border="1"> <thead> <tr> <th>No</th> <th>Channel</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Celcom Centre</td> </tr> <tr> <td>2</td> <td>Blue Cube outlets</td> </tr> <tr> <td>3</td> <td>Blue Cube Online</td> </tr> <tr> <td>4</td> <td>Celcom Xclusive outlets</td> </tr> </tbody> </table>	No	Channel	1	Celcom Centre	2	Blue Cube outlets	3	Blue Cube Online	4	Celcom Xclusive outlets																						
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Plan Offerings (For new FIRST™ Blue customers who signed up from 28 October 2016 onwards)	<p><b>5. What are the offerings?</b></p> <table border="1"> <thead> <tr> <th>Details</th> <th>FIRST™ Blue</th> </tr> </thead> <tbody> <tr> <td>Monthly Commitment</td> <td>RM45</td> </tr> <tr> <td><b>Total Internet/ month</b></td> <td><b>4GB</b></td> </tr> <tr> <td>Weekday Internet</td> <td>2GB</td> </tr> <tr> <td>FREE Weekend Internet</td> <td>2GB (500MB every weekend)</td> </tr> <tr> <td>Complimentary WiFiPlus</td> <td>Unlimited</td> </tr> <tr> <td>Calls</td> <td>50 minutes (to all networks)</td> </tr> <tr> <td>SMS</td> <td>50 SMS (to all networks)</td> </tr> <tr> <td>Subsequent Calls</td> <td>20sen per Mins to all networks</td> </tr> <tr> <td>Subsequent SMS</td> <td>20sen per SMS to all networks</td> </tr> <tr> <td>Video Calls / MMS</td> <td>20sen per Mins / MMS to all networks</td> </tr> <tr> <td>Add On</td> <td> <ul style="list-style-type: none"> <li>▪ Add On 1GB + FREE Yonder Music @ RM20</li> <li>▪ Add On 2GB Internet @ RM18</li> </ul> </td> </tr> <tr> <td>FREE Yonder Music</td> <td>6 months</td> </tr> <tr> <td>Wondershare 1-Week RM138™</td> <td>N/A</td> </tr> <tr> <td>Wondershare 1-Day RM38™</td> <td>Yes</td> </tr> <tr> <td>Credit Limit</td> <td>RM250</td> </tr> </tbody> </table>	Details	FIRST™ Blue	Monthly Commitment	RM45	<b>Total Internet/ month</b>	<b>4GB</b>	Weekday Internet	2GB	FREE Weekend Internet	2GB (500MB every weekend)	Complimentary WiFiPlus	Unlimited	Calls	50 minutes (to all networks)	SMS	50 SMS (to all networks)	Subsequent Calls	20sen per Mins to all networks	Subsequent SMS	20sen per SMS to all networks	Video Calls / MMS	20sen per Mins / MMS to all networks	Add On	<ul style="list-style-type: none"> <li>▪ Add On 1GB + FREE Yonder Music @ RM20</li> <li>▪ Add On 2GB Internet @ RM18</li> </ul>	FREE Yonder Music	6 months	Wondershare 1-Week RM138™	N/A	Wondershare 1-Day RM38™	Yes	Credit Limit	RM250
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Extended Payment	35 days
Deposit	NIL (RM500 for foreigner)
Carry Forward Internet	1GB

**Important Notes:**

- ✓ Prices displayed do not include 6% GST as 6% GST will be charged in the bill.
- ✓ VAS purchases e.g. Add On, Content (Games / Apps), Internet roaming usage, etc. are not included in usage commitment policy.

**6. What happens if I do not fully utilise my Internet allocation?**

Your Internet allocation will be carried forward to the next billing cycle, up to 1GB Internet (provided you stay on the same plan).

**7. Will I be getting any SMS notification on usage utilisation?**

Yes, the system will send an SMS notification upon reaching the threshold below:

Usage	Reminder SMS	
Internet	70%	100%

**8. What happens if I fully utilise the Internet allocation within billing cycle?**

You can still enjoy the Internet access at 64kpbs.

**9. Can I register for FIRST™ 1+5 Family Plan with FIRST™ Blue?**

Yes, you can.

**FREE Weekend Internet**

**10. What is FREE Weekend Internet?**

Every weekend (Saturday 12:00am to Sunday 11:59pm), you will enjoy complimentary 500MB Internet (total of 2GB a month) that will be refreshed every weekend.

**11. What happens if I do not fully utilise the FREE Weekend Internet?**

Any unused Weekend Internet quotas will be forfeited at the end of the weekend period.

**12. What happens if I fully utilise the FREE Weekend Internet?**

- At 70% utilisation, you will receive an SMS notification of usage level and be reminded that your base Internet allocation will kick in upon 100% utilisation.
- Upon 100% utilisation of the FREE Weekend Internet, you will receive an SMS notification to notify that your FREE Weekend Internet quota has been fully utilised and any further Internet usage will be deducted from your base Internet allocation.

**13. How can I check my Internet balance?**

You can check your Internet balance by sending **BAL STATUS** to **28882**.

**14. How will my Internet usage be deducted on weekdays?**

Your Internet usage will be deducted from the Weekday Internet quota.

**15. How will my Internet usage be deducted on weekends?**

In order of priority, your Internet usage will be deducted as below:

Level	Bucket
First	FREE Weekend Internet
Second	Weekday Internet

# FIRST™ Blue

Frequently Asked Questions



## Add On

### 16. What is Add On 1GB + Yonder Music?

Add On Internet is an Add On feature if you ever need extra Internet quota.

### 17. What Add On features are available?

You are able to subscribe to:

- Add On 1GB + Yonder Music
- Add On 2GB Internet (Available until 31 December 2016).

### 18. Where can I purchase these Add On features?

You can purchase via these channels below:

- SMS (28882)
- USSD (\*118#)

### 19. How can I purchase these Add On features?

Below are the steps to perform a one-time purchase or auto-recurring subscription via SMS:

Add On	One-time	Auto-recurring
Add On 1GB Internet + Yonder Music	MAXUPEXTRA1GB to 28882	MAXUPEXTRA1GBAUTO to 28882
Add On 2GB Internet	ADDON2GB to 28882	N/A

### 20. What are the keywords to stop an auto-recurring subscription?

Add On	Stop Subscription
Add On 1GB Internet+ Yonder Music	MAXUPEXTRA1GBAUTOSTOP to 28882

### 21. Which plans are eligible to subscribe to Add On?

Below are the eligible plans:

Add On	Eligible plans
Add On 1GB Internet + Yonder Music	<ul style="list-style-type: none"> <li>• FIRST™ Blue</li> <li>• FIRST™ Blue Internet</li> <li>• FIRST™ Blue Business</li> <li>• FIRST™ Blue Internet Business</li> <li>• FIRST™ Gold</li> <li>• FIRST™ Gold Internet</li> <li>• FIRST™ Gold Business</li> <li>• FIRST™ Gold Internet Business</li> <li>• FIRST™ Gold Plus</li> <li>• FIRST™ Gold Plus Business</li> <li>• FIRST™ Platinum</li> <li>• FIRST™ Platinum Business</li> <li>• FIRST™ 1+5 Family Plan (all supplementary lines)</li> <li>• FIRST™ Basic 38</li> <li>• FIRST™ 85</li> <li>• FIRST™ 85 Business</li> <li>• FIRST™ 85 Internet plan</li> <li>• Legacy plans</li> </ul>
Add On 2GB Internet	<ul style="list-style-type: none"> <li>• FIRST™ Blue</li> <li>• FIRST™ Blue Internet</li> <li>• FIRST™ Blue Business</li> <li>• FIRST™ Blue Internet Business</li> <li>• FIRST™ Gold</li> <li>• FIRST™ Gold Internet</li> <li>• FIRST™ Gold Business</li> </ul>

# FIRST™ Blue

Frequently Asked Questions



- FIRST™ Gold Internet Business
- FIRST™ Gold Plus
- FIRST™ Gold Plus Business
- FIRST™ Platinum
- FIRST™ Platinum Business
- FIRST™ 1+5 Family Plan (all supplementary lines)

**22. Can I use the plan's Internet allocation while roaming?**

No. Internet allocation is applicable for domestic use only (within Malaysia). Internet usage while roaming is chargeable on top of your monthly commitment at roaming charges.

**23. Am I required to pay the roaming deposit if I request for roaming activation during registration?**

- No. You no longer need to pay deposit for roaming activation.
- International Roaming (IR) is available upon request.

**24. Can I purchase existing Max Up 100MB/500MB/1GB/5GB in the market?**

No. For a FIRST™ Blue subscriber, you are only eligible for the Add On Internet listed above.

**25. What happens if I do not fully utilise Add On Internet?**

Any unused Add On Internet quota will be forfeited. For more info on Carry Forward Internet, please refer below.

**Carry Forward Internet**

**26. Is this plan eligible for the Carry Forward Internet feature?**

Yes. FIRST™ Blue plan allows you to Carry Forward up to 1GB to the next month.

**27. What happens if I have more than 1GB of my Internet quota?**

Any unused quota more than 1GB will be forfeited.

**WiFiPlus**

**28. How can I activate the FREE unlimited WiFiPlus?**

You will receive an SMS containing your WiFiPlus ID & Password within 48 hours upon successful registration to FIRST™ Blue.

**29. What happens if I did not receive the SMS notification for WiFiPlus ID and password? What do I need to do?**

Please send SMS 'WIFI STATUS' to **22188** and if the reply states that you do not have an active WiFiPlus account, please call Celcom Careline at 1111 for further assistance.

**Yonder Music**

**30. What is Yonder Music?**

Yonder Music is a mobile-only digital music service that provides its users with free access to millions of songs they can download and play, all commercial-free. As part of the FIRST™ Blue experience, you get to enjoy this service complimentary for 6 months.

**31. How do I download Yonder Music?**

You will receive an SMS within 48 hours of activation to download the app via Google Play Store or the Apple App Store.

**32. When I use Yonder Music, will it be consuming my plan's Internet quota?**

No, it will not be consuming your plan's Internet quota.

**33. What happens to my Yonder Music subscription after 6 months?**

You will not be able to enjoy Yonder Music however you can subscribe to Add On at RM20 for 1GB Internet and FREE Yonder Music valid for the bill cycle.

# FIRST™ Blue

Frequently Asked Questions



## FIRST™ 1+5 Family Plan

### 34. What is FIRST™ 1+5 Family Plan?

FIRST™ 1+5 Family Plan is a supplementary plan where you may enjoy complimentary Calls, SMS and MMS between principal and the supplementary lines.

### 35. Can I register for supplementary line(s)?

Yes. You can register supplementary line(s) under FIRST™ 1+5 Family Plan.

### 36. How many supplementary lines can be registered under one principal line?

You may register up to 5 numbers as supplementary lines under FIRST™ 1+5 Family Plan.

### 37. Can I register as a supplementary line under FIRST™ 1+5 Family Plan?

Registration as a supplementary line under FIRST™ 1+5 Family Plan is open to all individuals with

- FIRST™ Blue principal line holder
- Mobile Number Portability (MNP) customers

### 38. Where can I register FIRST™ 1+5 Family Plan?

You can register FIRST™ 1+5 Family Plan at:

- Celcom Centre
- Blue Cube outlets
- Celcom Xclusive nationwide

### 39. Can I, as a foreigner, register for FIRST™ 1+5 Family Plan?

Yes, however you must pay a deposit of RM500 on top of the required advance payment upon registration.

### 40. How much do I need to pay upon registration for FIRST™ 1+5 Family Plan?

Details of payment is as below:

	Upon Registration	1 <sup>st</sup> Bill and Onward
Advance Payment	RM30	NA
Stamp Duty	NA	RM10
Monthly commitment fee	NA	RM30
Commitment fee (pro rate)	NA	Up to RM30

\* Additional Pay Per Use (PPU) charges may apply for 1<sup>st</sup> bill and onwards.

### 41. What are the tariff rates for FIRST™ 1+5 Family Plan?

Details		FIRST™ 1+5 Family Plan
FREE Weekend Internet		1GB
Weekday Internet		1GB
Total Internet monthly		<b>2GB</b>
Carry Forward Internet		Up to 500MB
Complimentary WiFiPlus		Unlimited
Calls	Same Network	50 mins
	Other Networks	
SMS	Same Network	50 SMS
	Other Networks	
FREE Calls & SMS within family		2000 mins & 2000 SMS
FREE Unlimited Social Apps: WhatsApp & WeChat		N/A
Monthly Commitment		RM30

### 42. What will happen if I do not utilise my FIRST™ 1+5 Family Plan allocation of Calls & SMS?

Any unutilised Calls & SMS allocation within the billing cycle will be forfeited.

**FIRST™ Blue**  
Frequently Asked Questions



	<p><b>43. What happens if I do not fully utilise my FIRST™ 1+5 Family Plan Internet allocation?</b> Your Internet allocation will be carried forward to next billing cycle, up to 500MB Internet (provided you stay on the same plan).</p> <p><b>44. What will happen if I exceed my FIRST™ 1+5 Family Plan allocation?</b> You will be charged Pay Per Use (PPU) rate of 20sen/mins/SMS for any additional usage. Internet will be throttled, however you may purchase Add On for additional Internet allocation.</p>
<p><b>Roaming</b></p>	<p><b>45. Can I use the plan's Internet allocation while roaming?</b> No. Internet allocation is applicable for domestic use only (within Malaysia). Internet usage while roaming will be chargeable on top of your monthly commitment at roaming charges.</p> <p><b>46. Am I required to pay the roaming deposit when I request for roaming activation during registration?</b></p> <ul style="list-style-type: none"> <li>• No. You no longer need to pay deposit for roaming activation.</li> <li>• International Roaming (IR) is available upon request.</li> </ul>
<p><b>Internet Bonus</b></p>	<p><b>47. Is this plan eligible for Internet Bonus?</b> No. We have discontinued Internet Bonus feature.</p> <p><b>48. How about as an existing customer with Internet Bonus feature?</b> You will no longer be able to enjoy Internet Bonus feature starting from 28 October 2016.</p>
<p><b>Change of Rate Plan</b></p>	<p><b>49. Can I change my existing postpaid plan to FIRST™ Blue?</b> Yes. However, should you be bounded to any contract, you will have to pay off the relevant penalty before you change to this plan.</p> <p><b>50. Can I change my FIRST™ Blue plan to a Celcom prepaid plan?</b> No.</p> <p><b>51. Can I, as an existing prepaid customer switch to FIRST™ Blue and will my credit be carried forward?</b> Yes, you can and any remaining credit balance will be transferred to your new postpaid plan as a credit amount.</p> <p><b>52. Can I use my credit balance to cover my advance payment for FIRST™ Blue?</b> No, you can't. Full advance payment is needed during registration.</p> <p><b>53. Can I, as a customer of any existing postpaid plan, change rate plan to FIRST™ Blue?</b> Yes, you can.</p> <p><b>54. If I am a principal line with existing supplementary line(s) that wants to change to FIRST™ Platinum, what will happen to the supplementary line(s)?</b> Your supplementary lines <b>MUST change their plan</b> to FIRST™ 1+5 Family Plan or register as a new customer with FIRST™.</p>
<p><b>Additional questions</b></p>	<p><b>55. Is there a prepaid plan for FIRST™ Blue?</b> No.</p> <p><b>56. Can I, as a foreigner subscribe to this plan?</b> Yes, however you must pay a deposit of RM500 on top of the required advance payment.</p>

**FIRST™ Blue**  
Frequently Asked Questions



**57. How much do I need to pay upon registration?**

No	Item	Upon Registration	1st Bill
1	Advance Payment	RM45	N/A
2	Stamp Duty	N/A	RM10
3	Monthly Commitment	N/A	RM45
4	Monthly Commitment (pro-rated)	N/A	Up to RM45

\*Prices displayed do not include 6% GST as 6% GST will be charged in bill.

**Termination**

**58. What happens if I terminate my plan?**

You will be charged 1 full month of your package value on top of your outstanding bill amount.