

FIRST™ Blue Business – New Customer

Frequently Asked Questions



Items	Descriptions																								
Introduction	<p>1. What is FIRST™ Blue Business plan? FIRST™ Blue Business is an exclusive entry level plan that gives customer a great internet experience with both internet and Voice & SMS offerings</p> <p>2. What are the benefits of FIRST™ Blue Business for new customers who register from 28 October onwards? On top of 2GB, 50 mins + 50 SMS, customers will also enjoy:</p> <ul style="list-style-type: none"> ○ FREE Weekend Internet (up to 2GB per month) ○ FREE Yonder Music (for first 6 months) ○ Unlimited WiFiPlus ○ 50 hours calls within office colleague with Business Circle @ RM10/month (Optional) ○ Unlimited Onnet calls & SMS with Business Unlimited @ RM50/month (Optional) 																								
Subscription	<p>3. Who can subscribe to this plan?</p> <ul style="list-style-type: none"> • New and Existing Celcom Customers • MNP customers • COBP • Prepaid to Postpaid <p>4. Where will the plan available for registration?</p> <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>No</th> <th>Channel</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Celcom Center</td> </tr> <tr> <td>2</td> <td>Blue Cube</td> </tr> <tr> <td>3</td> <td>Celcom Xclusive Nationwide</td> </tr> </tbody> </table>	No	Channel	1	Celcom Center	2	Blue Cube	3	Celcom Xclusive Nationwide																
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Plan Offerings (For new FIRST™ Blue Business customers, registering from 28 th October 2016 onwards)	<p>5. What are the offerings?</p> <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>Package Details</th> <th>FIRST™ Blue Business</th> </tr> </thead> <tbody> <tr> <td>Monthly Commitment</td> <td>RM45</td> </tr> <tr> <td>Weekday Internet</td> <td>2GB 4GLTE Speed</td> </tr> <tr> <td>Weekend Internet</td> <td>2GB 4GLTE Speed (500MB/week)</td> </tr> <tr> <td>WiFiPlus</td> <td>Unlimited</td> </tr> <tr> <td>Data Roaming</td> <td>Follow existing charges for Data Roaming</td> </tr> <tr> <td>Calls</td> <td>50 minutes (ALL Networks)</td> </tr> <tr> <td>SMS</td> <td>50 SMS (ALL Networks)</td> </tr> <tr> <td>Subsequent Calls</td> <td>20sen per Mins to All Network</td> </tr> <tr> <td>Subsequent SMS</td> <td>20sen per SMS to All Network</td> </tr> <tr> <td>Video Calls / MMS</td> <td>20sen per Mins / MMS to All Network</td> </tr> <tr> <td>Add On VAS: Business Circle</td> <td>RM10/month (50 hours Calls within office colleagues)</td> </tr> </tbody> </table>	Package Details	FIRST™ Blue Business	Monthly Commitment	RM45	Weekday Internet	2GB 4GLTE Speed	Weekend Internet	2GB 4GLTE Speed (500MB/week)	WiFiPlus	Unlimited	Data Roaming	Follow existing charges for Data Roaming	Calls	50 minutes (ALL Networks)	SMS	50 SMS (ALL Networks)	Subsequent Calls	20sen per Mins to All Network	Subsequent SMS	20sen per SMS to All Network	Video Calls / MMS	20sen per Mins / MMS to All Network	Add On VAS: Business Circle	RM10/month (50 hours Calls within office colleagues)
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Add On VAS: Business Unlimited	RM50/month (Unlimited Onnet calls & SMS)
Add On	<ul style="list-style-type: none"> ▪ Add On 1GB + Yonder @RM20 ▪ Add On 2GB Internet @ RM18 (promotion up to 31 March 2016)
FREE Yonder	6 months
FREE ZIPIT	N/A
FREE iFlix	N/A
Wonderoam 1-week RM138	N/A
Wonderoam 1-day Internet RM38™	Yes
Credit Limit	RM250
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.
- ✓ Hybrid CUG ID features must be drag into FIRST™ Blue Business Plan upon registration to enable free call among company/colleagues.

6. Will I get to enjoy the Internet quota permanently?

Yes. You'll enjoy the Internet quota permanently as long as your line is active.

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

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

8. 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%

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

You can still enjoy the Internet access at 64kpbs. To continue enjoying the Internet service at better speed and limit, you can purchase Add On Internet.

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

Yes, you can.

Free Weekend Internet

11. 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.

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12. 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.

13. 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.

14. How can I check my FREE Weekend Internet balance?

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

15. How will my Internet usage be deducted on weekdays?

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

16. How will my Internet usage be deducted on Weekends?

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

Level	Bucket
FIRST™	FREE Weekend Internet
Second	Weekday Internet

Add On

17. What is Add On 1GB + Yonder?

Add On 1GB is an add-on for you, if you ever need extra Internet quota.

18. How many Add On are available?

You are able to subscribe to:

- Add On 1GB + Yonder
- Add On 2GB Internet (Available until 31 March 2017).

19. Where can I purchase these 2 add on?

You can purchase via these channels below:

- SMS (28882)
- USSD (*118#)
- Careline (1111)

20. How can I purchase these add on?

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	MAXUPEXTRA1GB to 28882	MAXUPEXTRA1GBAUTO to 28882
Add On 2GB Internet	MAXUPEXTRA2GB to 28882	N/A

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

Add On	Stop Subscription
Add On 1GB Internet	MAXUPEXTRA1GB STOP to 28882

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22. 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">• FIRST™ Blue• FIRST™ Blue Internet• FIRST™ Blue Business• FIRST™ Blue Internet Business• FIRST™ Gold• FIRST™ Gold Internet• FIRST™ Gold Business• FIRST™ Gold Internet Business• FIRST™ Gold Plus• FIRST™ Gold Plus Business• FIRST™ Platinum• FIRST™ Platinum Business• FIRST™ 1+5 Family Plan (all supplementary lines)• FIRST™ Basic 38• FIRST™ 85• FIRST™ 85 Business• FIRST™ 85 Internet plan• Legacy plans

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

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

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

24. 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) for Calls and SMS will be automatically activated upon plan registration. However, if you wish to enjoy Internet service while abroad, please active IR for Internet by sending IR ON to 28882.

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

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

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	<p>26. What happens if I do not fully utilise Add On Internet? Any unused Internet Add On will be forfeited. For more info on carry forward, refer to the section below.</p>
Carry Forward Unused Internet	<p>27. Is this plan eligible for the Carry Forward Internet feature? Yes. FIRST™ Blue Business plan allows up to 1GB Carry Forward to the next month.</p> <p>28. What happens if I have balance on my Internet quota? Any unused quota more than 1GB will be forfeited.</p>
WiFiPlus	<p>29. How can I activate the FREE unlimited WiFiPlus? You will receive an SMS containing your WiFiPlus ID & Password within 48 hours upon successful registration of FIRST™ Blue Business.</p> <p>30. 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 stated that you do not have an active WiFiPlus account, please call Celcom Careline at 1111 for further assistance.</p>
Yonder Music	<p>31. 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 Business experience, you get to enjoy this service complimentary for 6 months.</p> <p>32. 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.</p> <p>33. 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.</p> <p>34. What happens to my Yonder Music subscription after 6 months? You will not 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.</p>
FIRST™ 1+5	<p>35. What is FIRST™ 1+5? FIRST™ 1+5 is a supplementary plan where you may enjoy complimentary Call, SMS and MMS between principal and the supplementary lines.</p> <p>36. Can I register for supplementary lines? Yes. You can register FIRST™ 1+5 plan as a supplementary plan up to 5 lines.</p> <p>37. How many numbers can be registered under supplementary plan? You may register up to 5 numbers for supplementary lines under FIRST™ 1+5 plan</p>

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38. Can I register for FIRST™ 1+5?

Registration of FIRST™ 1+5 is open to all individuals with

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

39. Where can I register FIRST™ 1+5 plan?

You can register FIRST™ 1+5 plan by simply walk-in to below channels:

- Celcom Center
- Blue Cube
- Celcom Xclusive nationwide

40. Can I, as a foreigner register for FIRST™ 1+5?

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

41. How much do I need to pay upon registration for FIRST™ 1+5?

Details of payment as below

	Upon Registration	1 st Bill and Onward
Advance Payment	RM30	NA
Stamp Duty	NA	RM10
Commitment Fee	NA	RM30
Commitment Fee (pro rate)	NA	Up to RM30

* Additional PPU charges may apply for 1st bill and onwards

42. What are the tariff rates for FIRST™ 1+5 plan?

FIRST™ Plan		FIRST™ 1+5 (With FIRST™ Blue Business Principal)
FREE Weekend Internet		1GB
Weekday Internet		1GB
TOTAL INTERNET/MONTH		2GB
Carry Forward Unused Internet		Up to 500MB
Complimentary WiFiPlus		Unlimited
Calls	All Networks	50 mins
SMS	All Networks	50 SMS
FREE Calls & SMS Within Family		2000 mins & 2000 SMS
FREE Unlimited Messaging Apps: Whatsapp & WeChat		N/A
Monthly Commitment		RM30

43. What will happen if I didn't utilize his allocation of Call & SMS?

Any unutilized Call and SMS allocation within the billing cycle will be forfeited.

44. What happens if I do not fully utilise my 1+5 Internet allocation?

Your Internet allocation will be carried forward to next billing cycle, up to 500MB Internet (provided you stay on the same plan).

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45. What will happen if I exceed my FIRST™ 1+5 plan allocation?

You will be charged PPU rate 20sen/mins/SMS for any additional usage. Internet will be throttled; however, customer may purchase Add On for additional Internet allocation.

46. What type of Max Up available for FIRST™ 1+5 customer to purchase?

Customer may purchase below Add On for additional Internet:

- Add On 1GB + Yonder
- Add On 2GB Internet (Available until 31 March 2017).

Customer may subscribe to Add On by using the below methods:

For Add On 1GB

SMS	Renewal Subscription	MAXUPEXTRA1GBAUTO send to 28882
	One time Subscription	MAXUPEXTRA1GB send to 28882
USSD	Dial *118# and purchase	

For Add On 2GB Internet

SMS	One time Subscription	MAXUPEXTRA2GB send to 28882
USSD	Dial *118# and purchase	

47. Can I use my FIRST™ 1+5 Call & SMS and Internet allocation while roaming?

No. Call & SMS and Internet allocation are applicable for domestic use only (within Malaysia). Call & SMS and Internet while roaming will be chargeable on top of customer monthly commitment at roaming charges.

48. Do I have 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.

49. Can I request for Itemised Billing?

Yes, you may register for Itemised billing at RM5/month. However, customer may subscribe e-billing via Celcom OCS for FOC.

50. Is there any rebate if I register for Auto Billing?

Yes. You will enjoy 5% rebate on total monthly bill payment.

Roaming

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

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

52. Am I required to pay the roaming deposit when I request for roaming activation during registration?

- No. You no longer need to pay deposit for roaming activation.
- International Roaming (IR) for Calls and SMS will be automatically activated upon plan registration. However, if you wish to enjoy Internet service while abroad, please active IR for Internet by sending IR ON to 28882.

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	<p>53. If I'm existing customer and would like to request for Roaming service, do I need to pay the roaming deposit?</p> <ul style="list-style-type: none"> No. You no longer need to pay deposit for roaming activation. Please call our contact centre 1111 or visit our Blue Cube for International Roaming activation
<p>Internet Bonus</p>	<p>54. Is this plan eligible for Internet Bonus? No. We have discontinued Internet Bonus feature.</p> <p>55. How about existing customer with Internet Bonus feature? They will no longer enjoy Internet Bonus feature starting from 28 October 2016</p>
<p>Change of Rate Plan</p>	<p>56. Can I change my existing postpaid plan to FIRST™ Blue Business? Yes. Should you be bounded by any contract, you will have to pay off the relevant penalty before you change to this plan.</p> <p>57. What happens if I change my current plan (CORP) to any of the new FIRST™ Plan? You will be charged 1 full month of your package value on top of your bill amount.</p> <p>58. Can I change my FIRST™ Blue Business plan to another Celcom prepaid plan? No.</p> <p>59. Can I, as an existing prepaid customer migrate to FIRST™ Blue Business and will my credit be carried forward? Yes, you can and any remaining credit balance will be transferred to your new postpaid plan as a credit amount.</p> <p>60. Can I use my credit balance to cover advance payment for FIRST™ Blue Business? No, you can't. Full advance payment is needed during registration.</p> <p>61. Can I, of any existing postpaid plan change rate plan to FIRST™ Blue Business? Yes, you can.</p> <p>62. If I am a principal line with existing supplementary line(s) that wants to change to FIRST™ Blue Business, what will happen to the supplementary line(s)? Your supplementary lines will be auto migrated to FIRST™ 1+5 Family plan.</p> <p>63. If the principal of master billable account with existing unbillable child with legacy plan wants to CORP to FIRST™ Blue Business Plan, what happens to the supplementary line(s)? Supplementary must change their plan to FIRST™ plan.</p> <p>64. If I am a principal line with an existing Internet plan with supplementary line(s) and wants to change rate plan to FIRST™ Blue Business, what happens to my supplementary (Internet Plan) lines? Your supplementary lines must be terminated and become a standalone Internet plan.</p>
<p>Business Circle</p>	<p>65. What is Business Circle? 50 hours voice calls within office colleagues that register under the same Business Registration Number (BRN)</p>

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66. How many hours allocated for Business Circle?

Customer will get 50 hours voice calls within office colleagues.

67. How much will I be charged for Business Circle on monthly basis?

RM10 / month.

68. Do all the FIRST™ Blue Business customers under the same organization need to be tagged with CUG ID?

All the FIRST™ Blue Business under the same organization, require Hybrid CUG ID tagging

69. Why hybrid CUG ID need to be tagged?

This is to ensure FIRST™ Blue Business customer and FIRST™ Gold Business will not be charge when they make a call to each other.

70. How the charging mechanics works?

Hybrid CUG ID Matrix for First Blue Business & Call Charging Mechanism			
Plan	Hybrid CUG ID required to be tagging	Call to	Chargeable calls/ Not chargeable calls
First Blue Business	YES	First Gold Business	WILL NOT BE chargeable as it will utilize the 10 hours Business Circle
First Gold Business	YES	First Blue Business	WILL NOT BE chargeable as it come with Unlimited Call

71. How to make sure the CUG ID is tagging correctly to the customer?

- CESC should checked availability of Hybrid CUG in Siebel via BRN. If the CUG ID is exist, then proceed with registration.
- BUT IF the CUG ID doesn't exist we must check based on Scenario below:
 - If the Company Profile exist in the system via BRN, then CESC to proceed with new Hybrid CUG ID creation.
 - If the Company Profile doesn't exist in Siebel, then the AM need to follow current process on requesting new CUG ID.

Additional questions

72. Is there a prepaid plan for FIRST™ Blue Business?

No.

73. Can I, as a foreigner subscribe to this plan?

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

74. 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

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

Termination

75. 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.