

# FIRST™ Blue

Frequently Asked Questions



| Items  | Descriptions  |         |             |                    |      |                              |             |                  |     |                       |                               |                        |           |       |                              |     |                          |                  |                                |                |                               |                   |                                      |        |   |                   |          |                          |     |                        |     |              |       |
|--|---|---------|-------------|--------------------|------|------------------------------|-------------|------------------|-----|-----------------------|-------------------------------|------------------------|-----------|-------|------------------------------|-----|--------------------------|------------------|--------------------------------|----------------|-------------------------------|-------------------|--------------------------------------|--------|---|-------------------|----------|--------------------------|-----|------------------------|-----|--------------|-------|
| Introduction   | <p><b>1. What is FIRST™ Blue plan?</b><br/>FIRST™ Blue is an exclusive entry level plan that gives you great Internet experience with both Internet and Calls &amp; SMS offerings.</p> <p><b>2. What are the benefits of FIRST™ Blue as an existing customers who registered before 28 October 2016?</b><br/>On top of <b>5GB Internet, 50 mins + 50 SMS to all networks</b>, you will also enjoy:</p> <ul style="list-style-type: none"> <li>○ 5GB FREE Weekend Internet (1.25GB every Saturday &amp; Sunday)</li> <li>○ FREE Yonder Music (for first 6 months)</li> <li>○ Unlimited complimentary WiFiPlus</li> </ul>   |         |             |                    |      |                              |             |                  |     |                       |                               |                        |           |       |                              |     |                          |                  |                                |                |                               |                   |                                      |        |   |                   |          |                          |     |                        |     |              |       |
| Subscription   | <p><b>3. Who can subscribe to this plan?</b><br/>This is not a new plan. It is only applicable to existing FIRST™ Blue customers who registered before 28 October 2016.</p>   |         |             |                    |      |                              |             |                  |     |                       |                               |                        |           |       |                              |     |                          |                  |                                |                |                               |                   |                                      |        |   |                   |          |                          |     |                        |     |              |       |
| Upgrade Of Existing Customers (Only applicable to existing FIRST™ Blue customers who signed up before 28 October 2016) | <p><b>4. I am an existing FIRST™ Blue customer, do I get an upgrade of Internet quota?</b><br/>Yes. You'll be automatically upgraded between 28 and 31 October 2016.</p> <p><b>5. I am an existing FIRST™ Blue customer with device contract, do I get an upgrade of Internet quota as well?</b><br/>Yes, you'll enjoy upgraded Internet quota for a promotional basis until 31 December 2016.</p> <p><b>6. Would I be notified about the upgrade?</b><br/>Yes. We will send an SMS notification to you once the upgrading process is complete and you can instantly enjoy your new Internet quota.</p> <p><b>7. How much is my new quota?</b><br/>Please refer below:</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>10GB</b></td> </tr> <tr> <td>Weekday Internet</td> <td>5GB</td> </tr> <tr> <td>FREE Weekend Internet</td> <td>5GB<br/>(1.25GB 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 + 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>Wondersoam 1-Week RM138™</td> <td>N/A</td> </tr> <tr> <td>Wondersoam 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>10GB</b> | Weekday Internet | 5GB | FREE Weekend Internet | 5GB<br>(1.25GB 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 + Yonder Music @RM20</li> <li>▪ Add On 2GB Internet @ RM18</li> </ul> | FREE Yonder Music | 6 months | Wondersoam 1-Week RM138™ | N/A | Wondersoam 1-Day RM38™ | Yes | Credit Limit | RM250 |
| Details  | FIRST™ Blue   |         |             |                    |      |                              |             |                  |     |                       |                               |                        |           |       |                              |     |                          |                  |                                |                |                               |                   |                                      |        |   |                   |          |                          |     |                        |     |              |       |
| Monthly Commitment   | RM45  |         |             |                    |      |                              |             |                  |     |                       |                               |                        |           |       |                              |     |                          |                  |                                |                |                               |                   |                                      |        |   |                   |          |                          |     |                        |     |              |       |
| <b>Total Internet/ month</b>   | <b>10GB</b>   |         |             |                    |      |                              |             |                  |     |                       |                               |                        |           |       |                              |     |                          |                  |                                |                |                               |                   |                                      |        |   |                   |          |                          |     |                        |     |              |       |
| Weekday Internet   | 5GB   |         |             |                    |      |                              |             |                  |     |                       |                               |                        |           |       |                              |     |                          |                  |                                |                |                               |                   |                                      |        |   |                   |          |                          |     |                        |     |              |       |
| FREE Weekend Internet  | 5GB<br>(1.25GB 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 + Yonder Music @RM20</li> <li>▪ Add On 2GB Internet @ RM18</li> </ul>   |         |             |                    |      |                              |             |                  |     |                       |                               |                        |           |       |                              |     |                          |                  |                                |                |                               |                   |                                      |        |   |                   |          |                          |     |                        |     |              |       |
| FREE Yonder Music  | 6 months  |         |             |                    |      |                              |             |                  |     |                       |                               |                        |           |       |                              |     |                          |                  |                                |                |                               |                   |                                      |        |   |                   |          |                          |     |                        |     |              |       |
| Wondersoam 1-Week RM138™   | N/A   |         |             |                    |      |                              |             |                  |     |                       |                               |                        |           |       |                              |     |                          |                  |                                |                |                               |                   |                                      |        |   |                   |          |                          |     |                        |     |              |       |
| Wondersoam 1-Day RM38™   | Yes   |         |             |                    |      |                              |             |                  |     |                       |                               |                        |           |       |                              |     |                          |                  |                                |                |                               |                   |                                      |        |   |                   |          |                          |     |                        |     |              |       |
| Credit Limit   | RM250   |         |             |                    |      |                              |             |                  |     |                       |                               |                        |           |       |                              |     |                          |                  |                                |                |                               |                   |                                      |        |   |                   |          |                          |     |                        |     |              |       |

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Frequently Asked Questions



|                        |                           |
|------------------------|---------------------------|
| Extended Payment       | 35 days                   |
| Deposit                | NIL (RM500 for foreigner) |
| Carry Forward Internet | N/A                       |

**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.
- ✓ Customers who registered before 28 October 2016 will still be able to enjoy their existing plan's offerings. Only Weekday and Weekend Internet are upgraded

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

Your Internet allocation will be forfeited.

**9. Will there be any changes to my current monthly commitment before the auto upgrade?**

There will be no changes. You will have the same monthly commitment of RM45 and all other offerings remain the same. We are enhancing your Internet quota so you can enjoy more Internet.

**FREE Weekend Internet**

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

Every weekend (Saturday 12:00am to Sunday 11:59pm), you will enjoy complimentary 1.25GB Internet (total of 5GB 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** send to **28882**.

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

Your Internet usage will be deducted from your 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      |

**Add On**

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

Add On 1GB + Yonder Music is an Add On feature for you, if you ever need extra Internet quota.

**17. How many 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             |
|---|------------------------|----------------------------|
| <b>Add On 1GB Internet + Yonder Music</b> | MAXUPEXTRA1GB to 28882 | MAXUPEXTRA1GBAUTO to 28882 |
| <b>Add On 2GB Internet</b>                | ADDON2GB to 28882      | N/A                        |

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

| Add On                                    | Stop Subscription              |
|---|--------------------------------|
| <b>Add On 1GB Internet + Yonder Music</b> | MAXUPEXTRA1GBAUTOSTOP to 28882 |

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

Below are the eligible plans:

| Add On                                    | Eligible plans  |
|---|---|
| <b>Add On 1GB Internet + Yonder Music</b> | <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> |
| <b>Add On 2GB Internet</b>                | <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> </ul>  |

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|                                      |   |
|--------------------------------------|---|
|                                      | <p><b>22. Can I use the plan's Internet allocation while roaming?</b><br/>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>23. Am I required to pay the roaming deposit if 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>24. Can I purchase existing Max Up 100MB/500MB/1GB/5GB in the market?</b><br/>No. For a FIRST™ Blue subscriber, you are only eligible for the Add On Internet listed above.</p> <p><b>25. What happens if I do not fully utilise Add On Internet?</b><br/>Any unused Add On Internet quota will be forfeited.</p> |
| <p><b>Carry Forward Internet</b></p> | <p><b>26. Is this plan eligible for the Carry Forward Internet feature?</b><br/>No. This new upgraded plan is not eligible for Carry Forward Internet feature.</p> <p><b>27. What happens if I have balance on my Internet quota?</b><br/>Any unused quota will be forfeited.</p>   |
| <p><b>WiFiPlus</b></p>               | <p><b>28. How can I activate the FREE unlimited WiFiPlus?</b><br/>You will receive an SMS containing your WiFiPlus ID &amp; Password within 48 hours upon successful registration to FIRST™ Blue.</p> <p><b>29. What happens if I did not receive the SMS notification for WiFiPlus ID and password? What do I need to do?</b><br/>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.</p>  |
| <p><b>Yonder Music</b></p>           | <p><b>30. What is Yonder Music?</b><br/>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.</p> <p><b>31. How do I download Yonder Music?</b><br/>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><b>32. When I use Yonder Music, will it be consuming my Internet quota?</b><br/>No, it will not be consuming your plan's Internet quota.</p> <p><b>33. What happens to my Yonder Music subscription after 6 months?</b><br/>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>         |
| <p><b>FIRST™ 1+5 Family Plan</b></p> | <p><b>32. What is FIRST™ 1+5 Family Plan?</b><br/>FIRST™ 1+5 Family Plan is a supplementary plan where you may enjoy complimentary Calls, SMS and MMS between principal and the supplementary lines.</p>  |

**33. Can I register for supplementary line(s)?**

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

**34. 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.

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

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

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

**36. Where can I register FIRST™ 1+5 Family Plan?**

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

- Celcom Centre
- Blue Cube outlets
- Celcom Xclusive nationwide

**37. 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.

**38. 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.

**39. 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 Messaging Apps: WhatsApp & WeChat |                | YES                    |
| Monthly Commitment                               |                | RM30                   |

**34. 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.

**35. What happens if I do not fully utilise my FIRST™ 1+5 Family Plan 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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|                             |  |
|-----------------------------|--|
|                             | <p><b>36. What will happen if I exceed my FIRST™ 1+5 Family Plan allocation?</b><br/>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>  |
| <b>Roaming</b>              | <p><b>37. Can I use the plan's Internet allocation while roaming?</b><br/>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.</p> <p><b>38. 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>  |
| <b>Internet Bonus</b>       | <p><b>39. Is this plan eligible for Internet Bonus?</b><br/>No. We have discontinued Internet Bonus feature.</p> <p><b>40. How about as an existing customer with Internet Bonus feature?</b><br/>You will no longer be able to enjoy Internet Bonus feature starting from 28 October 2016.</p>  |
| <b>Change of Rate Plan</b>  | <p><b>41. Can I change my existing postpaid plan to FIRST™ Blue?</b><br/>No. This plan is only applicable to existing FIRST™ Blue customers that signed up before 28 October 2016.</p> <p><b>42. Can I change my FIRST™ Blue plan to a Celcom prepaid plan?</b><br/>No.</p> <p><b>43. Can I, as an existing prepaid customer switch to FIRST™ Blue and will my credit be carried forward?</b><br/>No. This plan is only applicable to existing FIRST™ Blue customers that signed up before 28 October 2016.</p> <p><b>44. Can I, as an customer of any postpaid plan, change rate plan to FIRST™ Blue?</b><br/>No. This plan is only applicable to existing FIRST™ Blue customers that signed up before 28 October 2016.</p> |
| <b>Additional questions</b> | <p><b>45. Is there a prepaid plan for FIRST™ Blue?</b><br/>No.</p> <p><b>46. Can I, as a foreigner subscribe to this plan?</b><br/>No. This plan is only applicable to existing FIRST™ Blue who registered before 28 October 2016. However, you may register for the new FIRST™ Blue plan.</p>   |
| <b>Termination</b>          | <p><b>47. What happens if I terminate my plan?</b><br/>You will be charged 1 full month of your package value on top of your outstanding bill amount.</p>  |