

FIRST™ Gold

Frequently Asked Questions



Items	Descriptions										
<p>Introduction</p>	<ol style="list-style-type: none"> <p>1. What is FIRST™ Gold plan? FIRST™ Gold is an exclusive plan that gives you a great Internet experience with the fastest Internet and Unlimited Calls offerings.</p> <p>2. Is this a promotional basis plan? Yes. This promotion will start from 28 October – 31 December 2016.</p> <p>3. What are the benefits of FIRST™ Gold? On top of 10GB Internet and Unlimited Calls to all networks, you will also enjoy: <ul style="list-style-type: none"> ○ 10GB FREE Weekend Internet (2.5GB every Saturday & Sunday) ○ FREE Unlimited WhatsApp & WeChat ○ FREE Yonder Music (12 months) ○ Unlimited complimentary WiFiPlus </p> 										
<p>Subscription</p>	<ol style="list-style-type: none"> <p>4. Who can subscribe to this plan?</p> <ul style="list-style-type: none"> • New and existing Celcom customers • MNP customers • Change of Bill Plan (COBP) • Prepaid to Postpaid <p>5. Where will the plan be available for registration?</p> <table border="1" data-bbox="370 1016 891 1192"> <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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<p>Upgrade Of Existing Customers</p>	<ol style="list-style-type: none"> <p>6. I am an existing FIRST™ Gold customer, do I get an upgrade of Internet quota as well? Yes. You'll be automatically upgraded between 28 and 31 October 2016.</p> <p>7. I am an existing FIRST™ Gold customer with device contract, do I get an upgrade of Internet quota as well? Yes, you'll enjoy upgraded Internet quota for promotional basis until 31 December 2016.</p> <p>8. Would I be notified about the upgrade? 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>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 RM80 and all other offerings remain the same. We are enhancing your Internet quota so you can enjoy more Internet.</p> <p>10. How much is my new quota? Please refer to the question below.</p> 										

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Plan Offerings

11. What are the offerings?

Details	FIRST™ Gold
Monthly Commitment	RM80
Total Internet/ month	20GB
Weekday Internet	10GB
Weekend Internet	10GB (2.5GB every weekend)
WiFiPlus	Unlimited
Calls	Unlimited Calls to all networks
SMS	20 sen/SMS (to all networks)
	Unlimited (to all networks) <i>Applies to customer who signed up before 30 June 2016 only.</i>
FREE Unlimited Social Apps	WhatsApp & WeChat
Video Calls / MMS	20sen per Mins / MMS to all networks
Add On	<ul style="list-style-type: none"> ▪ Add On 1GB + Yonder Music @RM20 ▪ Add On 2GB Internet @ RM18
AnydayGB™	Combine Weekday and Weekend Internet at RM10 monthly
FREE Yonder Music	12 months
Wonderoam 1-Week RM138	3GB + Unlimited Calls & SMS
Wonderoam 1-Day RM38™	Yes
Credit Limit	RM400
Extended Payment	35 days
Deposit	NIL (RM500 for foreigner)
Carry Forward Internet	NA

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.

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

Your Internet allocation will be forfeited.

13. 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%

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

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

15. Can I register for FIRST™ 1+5 Family Plan with FIRST™ Gold?

Yes, you can.

FREE Weekend Internet

16. What is FREE Weekend Internet?

Every weekend (Saturday 12:00am to Sunday 11:59pm), you will enjoy complimentary 2.5GB Internet (a total of 10GB a month) that will be refreshed every weekend.

17. 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.

18. 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.

19. How can I check my Internet balance?

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

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

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

21. 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

FREE Unlimited Social Apps

22. What is FREE Unlimited Social Apps?

You can use unlimited WhatsApp & WeChat without Internet usage.

23. What if I run out of Internet and still use WhatsApp & WeChat?

You can continue using WhatsApp & WeChat at a speed of 64kbps.

24. How long is this FREE Unlimited Social Apps?

You will continue to enjoy the benefit as long as your line is active.

AnydayGB™

25. What is AnydayGB™?

AnydayGB™ is a feature that allows you to combine your Weekday and Weekend Internet together. It is only available for customers on FIRST™ Gold, FIRST™ Gold Plus and FIRST™ Platinum.

26. How can I subscribe to AnydayGB™?

You can subscribe to the feature by following the steps below:

Channel	Method	
USSD	Dial *118*2# and select "ANYDAYGB"	
SMS	Subscribe	Send "ANYDAYGB" to 28882
	Stop Subscription	Send "ANYDAYGB STOP" to 28882

Kindly be advised that AnydayGB™ is not available for FIRST™ Blue customers.

27. Is it a one-time subscription or recurring service?

The AnydayGB™ subscription is an auto-recurring service. If you want to unsubscribe, please send "ANYDAYGB STOP" to **28882**.

28. Is there a fee for AnydayGB™?

You will be charged RM10 monthly on your bill when you subscribe to AnydayGB™.

29. How many times can I subscribe in one billing cycle?

One time only and it will take effect in the next billing cycle. RM10 fee will also be charged in the following months.

30. What if I subscribe and stop subscription in the same billing cycle?

RM10 will not be charged in the next billing cycle.

31. Can I stop the subscription?

Yes. If you decide to unsubscribe, kindly send "ANYDAYGB STOP" to 28882.

32. How do I know when the AnydayGB™ service has merged both Weekday and Weekend Internet in the next billing cycle?

You can check your Internet balance by sending **BAL STATUS** to 28882 and there will only be 1 Internet quota. This is a combination of your Weekday and Weekend Internet.

Add On

33. 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.

34. 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).

35. Where can I purchase these Add On features?

You can purchase via these channels below:

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

36. 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	MAXUPEXTRA2GB to 28882	N/A

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

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

38. 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

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	<ul style="list-style-type: none"> • 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 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)

39. 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 will be chargeable on top of your monthly commitment at roaming charges.

40. 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.

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

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

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

Any unused Add On Internet quota will be forfeited.

Carry Forward Internet

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

No. This new upgraded plan is not eligible for Carry Forward Internet feature.

44. What happens if I have balance on my Internet quota?

Any unused quota will be forfeited.

WiFiPlus

32. 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™ Gold.

33. 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

34. 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™ Gold experience, you get to enjoy this service complimentary for 12 months.

35. 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.

36. 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.

FIRST™ 1+5

37. 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.

38. Can I register for supplementary line(s)?

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

39. 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.

40. 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

41. Where can I register for FIRST™ 1+5 Family Plan?

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

- Celcom Centre
- Blue Cube outlets
- Celcom Xclusive nationwide

42. 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.

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

Details of payment is as below

	Upon Registration	1 st 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 1st bill and onwards.

44. 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/ month	2GB
Carry Forward Internet	Up to 500MB

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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

45. 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.

46. 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).

47. What will happen if I exceed my FIRST™ 1+5 Family Plan allocation?

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.

Roaming

48. 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 will be chargeable on top of your monthly commitment at roaming charges.

49. 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) is available upon request.

Internet Bonus

50. Is this plan eligible for Internet Bonus?

No. We have discontinued Internet Bonus feature.

51. How about as an existing customer with Internet Bonus feature?

You will no longer be able to enjoy Internet Bonus feature starting from 28 October 2016.

Change of Rate Plan

45. Can I change my existing postpaid plan to FIRST™ Gold?

Yes. However, should you be bounded to any contract, you will have to pay off the relevant penalty before you change to this plan.

46. Can I change my FIRST™ Gold plan to a Celcom prepaid plan?

No.

47. Can I, as an existing prepaid customer switch to FIRST™ Gold 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.

48. Can I use my credit balance to cover my advance payment for FIRST™ Gold?

No, you can't. Full advance payment is needed during registration.

49. Can I, as a customer of any existing postpaid plan, change rate plan to FIRST™ Gold?

Yes, you can.

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52. If I am a principal line with existing supplementary line(s) that wants to change to FIRST™ Gold Plus, what will happen to the supplementary line(s)?

Your supplementary lines **MUST change their plan** to FIRST™ 1+5 Family Plan or register as a new customer with FIRST™.

Additional questions

66. Is there a prepaid plan for FIRST™ Gold?

No.

67. 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.

68. How much do I need to pay upon registration?

No	Item	Upon Registration	1st Bill
1	Advance Payment	RM80	N/A
2	Stamp Duty	N/A	RM10
3	Monthly Commitment	N/A	RM80
4	Monthly Commitment (pro-rated)	N/A	Up to RM80

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

Termination

69. 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.