

FIRST™ Gold Plus Business

Frequently Asked Questions



31 Items	Descriptions
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Introduction	<ol style="list-style-type: none"> What is FIRST™ Gold Plus Business plan? FIRST™ Gold Plus is an exclusive plan that gives you a great internet experience with both internet and Voice & SMS offerings. Is this a promo basis plan? Yes. This promo will start from 28 October – 31 March 2017. What are the benefits of FIRST™ Gold Plus Business? On top of 20GB and Unlimited Calls to all networks, you will also enjoy: <ul style="list-style-type: none"> FREE Weekend Internet (20GB per month) FREE Unlimited WhatsApp & WeChat FREE Yonder App (12 months) Unlimited WiFiPlus
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Subscription	<ol style="list-style-type: none"> Who can subscribe to this plan? <ul style="list-style-type: none"> New and Existing Celcom Customer MNP customer COBP Prepaid to Postpaid Where will the plan available for registration? <table border="1" style="margin-left: 20px;"> <thead> <tr> <th style="background-color: #00AEEF; color: white;">No</th> <th style="background-color: #00AEEF; color: white;">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	<ol style="list-style-type: none"> What are the offerings? <table border="1" style="margin-left: 20px;"> <thead> <tr> <th style="background-color: #00AEEF; color: white;">Package Details</th> <th style="background-color: #00AEEF; color: white;">FIRST™ Gold Plus Business</th> </tr> </thead> <tbody> <tr> <td>Monthly Commitment</td> <td>RM98</td> </tr> <tr> <td>Weekday Internet</td> <td>20GB 4GLTE Speed</td> </tr> <tr> <td>Weekend Internet</td> <td>20GB 4GLTE Speed (5GB/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>Unlimited Calls to All Network</td> </tr> <tr> <td>SMS</td> <td>20 sen/SMS (ALL Networks)</td> </tr> <tr> <td>Free Unlimited Social Apps</td> <td>WhatsApp & WeChat</td> </tr> <tr> <td>Video Calls / MMS</td> <td>20sen per Mins / MMS to All Network</td> </tr> <tr> <td>Add On</td> <td> <ul style="list-style-type: none"> Add On 1GB + Yonder @RM20 Add On 2GB Internet @ RM18 (promotion up to 31 March 2017) </td> </tr> </tbody> </table> 	Package Details	FIRST™ Gold Plus Business	Monthly Commitment	RM98	Weekday Internet	20GB 4GLTE Speed	Weekend Internet	20GB 4GLTE Speed (5GB/week)	WiFiPlus	Unlimited	Data Roaming	Follow existing charges for Data Roaming	Calls	Unlimited Calls to All Network	SMS	20 sen/SMS (ALL Networks)	Free Unlimited Social Apps	WhatsApp & WeChat	Video Calls / MMS	20sen per Mins / MMS to All Network	Add On	<ul style="list-style-type: none"> Add On 1GB + Yonder @RM20 Add On 2GB Internet @ RM18 (promotion up to 31 March 2017)
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FIRST™ Gold Plus Business

Frequently Asked Questions



AnydayGB	Combine the Weekday Internet and Weekend Internet at RM10
FREE Yonder	12 months
FREE ZIPIT	N/A
FREE iFix	N/A
Wonderoam 1-week RM138	3GB + Unlimited calls & SMS
Wonderoam 1-day Internet RM38™	Yes
Credit Limit	RM500
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.
- ✓ Hybrid CUG ID features must be drag into FIRST™ Gold Plus Business Plan upon registration to enable free call among company/colleagues

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

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

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

Your unused Internet will be forfeited.

9. 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%

10. 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.

11. Can I register for FIRST™ 1+5 Family Plan with FIRST™ Gold Plus Business?

Yes, you can. (Please refer to FIRST™ 1+5 section below).

Free Weekend Internet

12. What is FREE Weekend Internet?

Every weekend (Saturday 12:00am to Sunday 11:59pm), you will enjoy complimentary 5GB Internet (total of 20GB a month) that will be refreshed every weekend.

13. 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.

FIRST™ Gold Plus Business

Frequently Asked Questions



14. 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.

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

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

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

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

17. 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

Free Unlimited Social Apps

18. What is free Unlimited Social Apps?

You can use unlimited WhatsApp & WeChat without internet usage.

19. What if I run out of data and still use WhatsApp & WeChat?

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

20. How long is this Free Unlimited Social Apps?

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

AnydayGB

21. What is AnydayGB™?

AnydayGB™ is a service that allows you to combine your Weekday and Weekend Internet together.

22. How can I subscribe to AnydayGB™?

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

Channel	Method	
USSD	Dial *118# and select " ANYDAYGB "	
Careline	Call 1111 to purchase via Careline	
SMS	Subscribe	Send " ANYDAYGB " to 28882
	Stop Subscription	Send " ANYDAYGB STOP " to 28882

23. 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**.

FIRST™ Gold Plus Business

Frequently Asked Questions



24. Is there a fee for AnydayGB™?

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

25. 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.

26. Can I subscribe and stop my subscription in the same billing cycle?

No. You can only unsubscribe **AnydayGB™** in your next bill cycle, once the service has been activated.

27. Can I stop the subscription?

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

28. 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

29. What is Add On 1GB + Yonder?

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

30. How many Add On are available?

You are able to subscribe to:

- Add On 1GB + Yonder
- Add On 2GB Internet (Promotional basis. Will be available until 31 March 2017).

31. Where can I purchase these 2 add on?

You can purchase via these channels below:

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

32. 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

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

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

34. 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™ Gold Plus Business

Frequently Asked Questions



- 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)

35. 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.

36. 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.

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

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

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

Any unused Internet Add On will be forfeited.

FIRST™ Gold Plus Business

Frequently Asked Questions



Carry Forward Unused Internet	<p>39. Is this plan eligible for the Carry Forward Internet feature? No. This plan is not eligible for carry forward.</p> <p>40. What happens if I have balance on my Internet quota? Any unused quota will be forfeited.</p>
WiFiPlus	<p>41. 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™ Gold Plus Business.</p> <p>42. 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>43. 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 Plus Business experience, you get to enjoy this service complimentary for 12 months.</p> <p>44. 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>45. 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>46. What happens to my Yonder Music subscription after 12 months? You will not able to enjoy Yonder Music for free. Any usage on Yonder Music will deduct your Internet quota.</p>
FIRST™ 1+5	<p>47. 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>48. Can I register for supplementary lines? Yes. You can register FIRST™ 1+5 plan as a supplementary plan up to 5 lines.</p> <p>49. 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> <p>50. Can I register for FIRST™ 1+5? Registration of FIRST™ 1+5 is open to all individuals with</p> <ul style="list-style-type: none">• FIRST™ Gold Plus Business principal• Mobile Number Portability (MNP) customers

FIRST™ Gold Plus Business

Frequently Asked Questions



51. 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

52. 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.

53. 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

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

FIRST™ Plan		FIRST™ 1+5 (With FIRST™ Gold Plus 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		YES
Monthly Commitment		RM30

55. 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.

56. 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).

57. 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 Max Up for additional Internet allocation.

FIRST™ Gold Plus Business

Frequently Asked Questions



58. What type of Add On 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

59. 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.

60. 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.

61. 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.

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

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

Roaming

63. 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.

64. 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.

65. If I'm an existing customer (legacy plan) and would like to request for roaming service, do I need to pay the roaming deposit?

- No. You no longer need to pay deposit for roaming activation.
- Please call our customer centre at 1111 or visit Blue Cube for International Roaming activation.

FIRST™ Gold Plus Business

Frequently Asked Questions



<p>Internet Bonus</p>	<p>66. Is this plan eligible for Internet Bonus? No. We have discontinued Internet Bonus feature.</p> <p>67. 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.</p>												
<p>Change of Rate Plan</p>	<p>68. Can I change my existing postpaid plan to FIRST™ Gold Plus 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>69. 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>70. Can I change my FIRST™ Gold Plus Business plan to another Celcom prepaid plan? No.</p> <p>71. Can I, as an existing prepaid customer migrate to FIRST™ Gold Plus 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>72. Can I use my credit balance to cover advance payment for FIRST™ Gold Plus Business? No, you can't. Full advance payment is needed during registration.</p> <p>73. Can I, of any existing postpaid plan change rate plan to FIRST™ Gold Plus Business? Yes, you can.</p> <p>74. If I am a principal line with existing supplementary line(s) that wants to change to FIRST™ Gold Plus Business, what will happen to the supplementary line(s)? Your supplementary lines will be auto migrated to FIRST™ 1+5 Family plan.</p> <p>75. If the principal of master billable account with existing unbillable child with legacy plan wants to CORP to FIRST™ Gold Plus Business, what happens to the supplementary line(s)? Supplementary must change their plan to FIRST™ plan.</p> <p>76. If I am a principal line with an existing Internet plan with supplementary line(s) and wants to change rate plan to FIRST™ Gold Plus Business, what happens to my supplementary (Internet Plan) lines? Your supplementary lines must be terminated and become a standalone Internet plan.</p>												
<p>Additional questions</p>	<p>77. Is there a prepaid plan for FIRST™ Gold Plus Business? No.</p> <p>78. 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.</p> <p>79. How much do I need to pay upon registration?</p> <table border="1" data-bbox="386 1768 1395 1873"> <thead> <tr> <th>No</th> <th>Item</th> <th>Upon Registration</th> <th>1st Bill</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Advance Payment</td> <td>RM98</td> <td>N/A</td> </tr> <tr> <td>2</td> <td>Stamp Duty</td> <td>N/A</td> <td>RM10</td> </tr> </tbody> </table>	No	Item	Upon Registration	1st Bill	1	Advance Payment	RM98	N/A	2	Stamp Duty	N/A	RM10
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FIRST™ Gold Plus Business

Frequently Asked Questions



3	Monthly Commitment	N/A	RM98
4	Monthly Commitment (pro-rated)	N/A	Up to RM98

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

Termination	80. What happens if I terminate my plan? You will be charged a full month of your package value on top of your outstanding bill amount.
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