

# FIRST™ Platinum Business

Frequently Asked Questions



Items	Descriptions								
Introduction	<ol style="list-style-type: none"> <li><b>What is FIRST™ Platinum Business plan?</b> FIRST™ Platinum Business is an exclusive plan that gives you a great internet experience with both Internet, Voice &amp; SMS offerings.</li> <li><b>Is this a promo basis plan?</b> Yes. This promo will start from 28 October – 31 March 2017.</li> <li><b>What are the benefits of FIRST™ Platinum Business?</b> On top of <b>30GB, Unlimited Calls &amp; SMS</b>, you will also enjoy: <ul style="list-style-type: none"> <li>FREE Weekend Internet (30GB per month)</li> <li>FREE Unlimited WhatsApp &amp; WeChat</li> <li>FREE Yonder Music (12 months)</li> <li>FREE iflix (12 months)</li> <li>Unlimited WiFiPlus</li> </ul> </li> </ol>								
Subscription	<ol style="list-style-type: none"> <li><b>Who can subscribe to this plan?</b> <ul style="list-style-type: none"> <li>New and Existing Celcom Customer</li> <li>MNP customer</li> <li>COBP</li> <li>Prepaid to Postpaid</li> </ul> </li> <li><b>Where will the plan available for registration?</b> <table border="1" data-bbox="370 1102 891 1245"> <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> </li> </ol>	No	Channel	1	Celcom Center	2	Blue Cube	3	Celcom Xclusive Nationwide
No	Channel								
1	Celcom Center								
2	Blue Cube								
3	Celcom Xclusive Nationwide								
Upgrade Of Existing Customers	<ol style="list-style-type: none"> <li><b>I am an existing FIRST™ Platinum Business for Business customer. Do I get an upgrade of internet quota as well?</b> Yes. You'll be automatically upgraded between 28<sup>th</sup> October 2016 and 31 October 2016.</li> <li><b>Will I get to enjoy the upgraded Internet quota permanently?</b> Yes. You'll enjoy the extra Internet quota permanently as long as your line is active.</li> <li><b>I am an existing FIRST™ Platinum Business for Business customer with device contract. Do I get an upgrade of internet quota as well?</b> You'll enjoy upgraded data quota for promotional basis until 31 March 2017.</li> <li><b>Would I be notified about the upgrade?</b> Yes. We will send an SMS notification to you once the upgrading exercise is completed and you can instantly enjoy the new quota.</li> <li><b>How much is my new quota?</b> It will be the same as below (in Plan Offerings section).</li> </ol>								

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## 11. Will there be any changes to my current monthly commitment after the auto upgrade?

Only Carry Forward feature is discontinued from the plan. Other than that you will have the same monthly commitment of RM45 and all other offerings remain the same. We enhanced your Internet quota so you can enjoy more Internet.

### Plan Offerings

## 12. What are the offerings?

Package Details	FIRST™ Platinum Business
Monthly Commitment	RM150
Weekday Internet	30GB 4GLTE Speed
Weekend Internet	30GB 4GLTE Speed (7.5GB/week)
Free Unlimited Social Apps: WhatsApp & WeChat	YES
WiFiPlus	Unlimited
Data Roaming	Follow existing charges for Data Roaming
Calls	Unlimited Calls to All Network
SMS	Unlimited SMS to All Network
Video Calls / MMS	20sen per Mins / MMS to All Network
Add On	<ul style="list-style-type: none"> <li>Add On 1GB + Yonder @RM20</li> <li>Add On 2GB Internet @ RM18 (promotion up to 31 March 2017)</li> </ul>
AnydayGB	Combine the Weekday Internet and Weekend Internet at RM10
FREE Multi Sim (1 Sim)	N/A
FREE Yonder	12 months
FREE iFlix	12 months
Wonderoam 1-week RM138	3GB + Unlimited calls & SMS
Wonderoam 1-day Internet RM38™	Yes
Credit Limit	RM1,000
Extended Payment	45 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™ Platinum Business Plan upon registration to enable free call among company/colleagues

## 13. Will I get to enjoy the Internet quota permanently?

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

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

Your Internet allocation will be forfeited.

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**15. 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%

**16. 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.

**17. Can I register for FIRST™ 1+5 Family Plan with FIRST™ Platinum Business?**

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

**Free Weekend Internet**

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

Every weekend (Saturday 12:00am to Sunday 11:59pm), you will enjoy complimentary 7.5GB Internet (total of 30GB a month) that will be refreshed every weekend.

**19. 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.

**20. 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.

**21. How can I check my FREE Weekend Internet balance?**

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

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

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

**23. 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**

**24. What is free Unlimited Social Apps?**

You can use unlimited WhatsApp & WeChat without internet usage.

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

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

**26. How long is this Free Unlimited Social Apps?**

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

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## AnydayGB

### 27. What is AnydayGB™?

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

### 28. How does it work?

You can subscribe to the service 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

### 29. Is this a one-time purchase or recurring service?

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

### 30. Is there a fee for AnydayGB™?

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

### 31. 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.

### 32. 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.

### 33. Can I stop the subscription?

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

### 34. 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

### 35. What is Add On 1GB + Yonder?

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

### 36. 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).

### 37. Where can I purchase these 2 add on?

You can purchase via these channels below:

- SMS (28882)
- USSD (\*118#)
- Careline (1881)

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### 38. 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
<b>Add On 1GB Internet</b>	MAXUPEXTRA1GB to 28882	MAXUPEXTRA1GBAUTO to 28882
<b>Add On 2GB Internet</b>	MAXUPEXTRA2GB to 28882	N/A

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

Add On	Stop Subscription
<b>Add On 1GB Internet</b>	MAXUPEXTRA1GB STOP to 28882

### 40. 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>

Add On	Eligible plans
<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>41. Can I use the plan's Internet allocation while roaming?</b> 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>42. Am I required to pay the roaming deposit when I request for roaming activation during registration?</b> 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.</p> <p><b>43. Can I purchase existing Max Up 100MB/500MB/1GB/5GB in the market?</b> No. For a FIRST™ Platinum Business subscriber, you are only eligible for the Add On Internet listed above.</p> <p><b>44. What happens if I do not fully utilise Add On Internet?</b> Any unused Add On Internet will be forfeited. For more info on carry forward, refer to the section below.</p>
<p><b>Carry Forward Unused Internet</b></p>	<p><b>45. Is this plan eligible for the Carry Forward Internet feature?</b> No. This new upgraded plan is not eligible for carry forward.</p> <p><b>46. What happens if I have balance on my Internet quota?</b> Any unused quota will be forfeited.</p>
<p><b>WiFiPlus</b></p>	<p><b>47. How can I activate the FREE unlimited WiFiPlus?</b> You will receive an SMS containing your WiFiPlus ID &amp; Password within 48 hours upon successful registration of FIRST™ Platinum Business.</p> <p><b>48. What happens if I did not receive the SMS notification for WiFiPlus ID and password? What do I need to do?</b> 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 1881 for further assistance.</p>
<p><b>Yonder Music</b></p>	<p><b>49. What is Yonder Music?</b> 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™ Platinum Business experience, you get to enjoy this service complimentary for 12 months.</p> <p><b>50. How do I download Yonder Music?</b> 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>51. When I use Yonder Music, will it be consuming my plan's Internet quota?</b> No, it will not be consuming your plan's Internet quota.</p> <p><b>52. What happens to my Yonder Music subscription after 12 months?</b> 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>

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<p><b>iFlix</b></p>	<p><b>53. What is iFlix?</b> iFlix is an internet TV service containing tens of thousands of TV shows and movies online</p> <p><b>54. How will I enjoy iFlix?</b> As part of the FIRST™ internet experience, you get to enjoy this service complimentary for 12 months when you subscribe to FIRST™ Platinum Business Plan.</p> <p><b>55. How long will I enjoy the complimentary iFlix access?</b> You will enjoy complimentary access to iFlix for 12 months when you subscribe to FIRST™ Platinum Business Plan.</p> <p><b>56. When I use iFlix, will it be consuming my plan internet quota?</b> Yes, it will be consuming your plan internet quota.</p>
<p><b>Zipit Chat</b></p>	<p><b>57. Is the Zipit Chat feature still available with FIRST™ Platinum for Business?</b> No. We have discontinued this feature from 28 October 2016 onwards.</p>
<p><b>Malaysia Airlines Golden Lounge Access Voucher</b></p>	<p><b>58. Is the Malaysia Airlines Golden Lounge Access Voucher still available with FIRST™ Platinum for Business?</b> No. This Voucher is no longer applicable from 28 October 2016 onwards.</p>
<p><b>FIRST™ 1+5 Family Plan</b></p>	<p><b>59. What is FIRST™ 1+5?</b> FIRST™ 1+5 is a supplementary plan where you may enjoy complimentary Call, SMS and MMS between principal and the supplementary lines.</p> <p><b>60. Can I register for supplementary lines?</b> Yes. You can register FIRST™ 1+5 plan as a supplementary plan up to 5 lines.</p> <p><b>61. How many numbers can be registered under supplementary plan?</b> You may register up to 5 numbers for supplementary lines under FIRST™ 1+5 plan</p> <p><b>62. Can I register for FIRST™ 1+5?</b> Registration of FIRST™ 1+5 is open to all individuals with</p> <ul style="list-style-type: none"> <li>• FIRST™ Platinum Business principal</li> <li>• Mobile Number Portability (MNP) customers</li> </ul> <p><b>63. Where can I register FIRST™ 1+5 plan?</b> You can register FIRST™ 1+5 plan by simply walk-in to below channels:</p> <ul style="list-style-type: none"> <li>• Celcom Center</li> <li>• Blue Cube</li> <li>• Celcom Xclusive nationwide</li> </ul> <p><b>64. Can I, as a foreigner register for FIRST™ 1+5?</b> Yes, however you must pay a deposit of RM500 on top of the required advance payment upon registration.</p> <p><b>65. How much do I need to pay upon registration for FIRST™ 1+5?</b></p>

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Details of payment as below

	Upon Registration	1 <sup>st</sup> 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 1<sup>st</sup> bill and onwards

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

FIRST™ Plan		FIRST™ 1+5 (With FIRST™ Platinum Business Principal)
FREE Weekend Internet		1GB
Weekday Internet		1GB
TOTAL INTERNET/MONTH		<b>2GB</b>
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

## 67. What will happen if I didn't utilized his allocation of Call & SMS?

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

## 68. 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).

## 69. 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.

## 70. 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).



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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

- 71. 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.
- 72. 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.
- 73. 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.
- 74. Is there any rebate if I register for Auto Billing?**  
Yes. You will enjoy 5% rebate on total monthly bill payment.

## Roaming

- 75. 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.
- 76. 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.
- 77. 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.

## Internet Bonus

- 78. Is this plan eligible for Internet Bonus?**  
No. We have discontinued Internet Bonus feature.
- 79. How about existing customer with Internet Bonus feature?**  
They will no longer enjoy internet bonus feature starting 28 October 2016.

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## Change of Rate Plan

- 80. Can I change my existing postpaid plan to FIRST™ Platinum Business?**  
Yes. Should you be bounded by any contract, you will have to pay off the relevant penalty before you change to this plan.
- 81. 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.
- 82. Can I change my FIRST™ Platinum Business plan to another Celcom prepaid plan?**  
No.
- 83. Can I, as an existing prepaid customer migrate to FIRST™ Platinum 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.
- 84. Can I use my credit balance to cover advance payment for FIRST™ Platinum Business?**  
No, you can't. Full advance payment is needed during registration.
- 85. Can I, of any existing postpaid plan change rate plan to FIRST™ Platinum Business?**  
Yes, you can.
- 86. If principal with existing FIRST™ 1+5 plan wants to CORP to FIRST™ Platinum Business plan, what happens to the supplementary line(s)?**  
Supplementary will be **auto migrated** to FIRST™ 1+5 plan or register for a new FIRST™ plan as principal.
- 87. If the principal of master billable account with existing unbillable child with legacy plan wants to CORP to FIRST™ Platinum Business, what happens to the supplementary line(s)?**  
Supplementary **must change their plan** to FIRST™ plan.
- 88. If I am a principal line with an existing Internet plan with supplementary line(s) and wants to change rate plan to FIRST™ Platinum Business, what happens to my supplementary (Internet Plan) lines?**  
Your supplementary lines **must be terminated** and become a standalone Internet plan.

## Additional questions

- 89. Is there a prepaid plan for FIRST™ Platinum Business?**  
No.
- 90. 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.
- 91. How much do I need to pay upon registration?**

No	Item	Upon Registration	1st Bill
1	Advance Payment	RM150	N/A
2	Stamp Duty	N/A	RM10
3	Monthly Commitment	N/A	RM150
4	Monthly Commitment (pro-rated)	N/A	Up to RM150

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

## Termination

- 92. 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.

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