

FIRST™ Gold Internet

Frequently Asked Questions



Items	Descriptions																
Introduction	<p>1. What is FIRST™ Gold Internet? FIRST™ Gold Internet is an exclusive plan that gives you a great Internet experience.</p> <p>2. What are the benefits of FIRST™ Gold Internet? On top of 5GB Internet, you will also enjoy:</p> <ul style="list-style-type: none"> ○ 5GB FREE Weekend Internet (1.25GB every Saturday and Sunday) ○ 10GB Off-peak Internet (from 1am-7am) ○ Carry Forward Internet (up to 2.5GB) ○ FREE Yonder Music (up to 12 months) ○ FREE Unlimited WiFiPlus 																
Subscription	<p>3. Who can subscribe to this plan?</p> <ul style="list-style-type: none"> • New and existing Celcom Customers • MNP customers • Change of Rate Plan (CORP) • Prepaid to Postpaid <p>4. Where will the plan be available for registration?</p> <table border="1" data-bbox="370 961 891 1102"> <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</td> </tr> <tr> <td>3</td> <td>Celcom Xclusive Nationwide</td> </tr> </tbody> </table>	No	Channel	1	Celcom Centre	2	Blue Cube	3	Celcom Xclusive Nationwide								
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Plan Offerings	<p>5. What are the offerings?</p> <table border="1" data-bbox="386 1297 1446 1629"> <thead> <tr> <th>Package Details</th> <th>FIRST™ Gold Internet</th> </tr> </thead> <tbody> <tr> <td>Monthly Commitment</td> <td>RM80</td> </tr> <tr> <td>Monthly Internet</td> <td>5GB</td> </tr> <tr> <td>FREE Weekend Internet</td> <td>5GB (1.25GB every Saturday & Sunday)</td> </tr> <tr> <td>Off-peak Internet (from 1am – 7am)</td> <td>10GB</td> </tr> <tr> <td>FREE Unlimited WhatsApp & WeChat</td> <td>YES till 31 October 2016</td> </tr> <tr> <td>Excess Internet Usage</td> <td>Throttled to 64kbps</td> </tr> </tbody> </table> <table border="1" data-bbox="386 1696 1446 1898"> <tbody> <tr> <td style="text-align: center;">Max Up Purchase</td> <td> <ul style="list-style-type: none"> • Max Up Internet <ol style="list-style-type: none"> 1. Max Up 1GB Internet 1GB Internet + FREE Yonder Music @ RM20 2. Extra 2GB Internet (Promo) 2GB Internet @ RM18 </td> </tr> </tbody> </table>	Package Details	FIRST™ Gold Internet	Monthly Commitment	RM80	Monthly Internet	5GB	FREE Weekend Internet	5GB (1.25GB every Saturday & Sunday)	Off-peak Internet (from 1am – 7am)	10GB	FREE Unlimited WhatsApp & WeChat	YES till 31 October 2016	Excess Internet Usage	Throttled to 64kbps	Max Up Purchase	<ul style="list-style-type: none"> • Max Up Internet <ol style="list-style-type: none"> 1. Max Up 1GB Internet 1GB Internet + FREE Yonder Music @ RM20 2. Extra 2GB Internet (Promo) 2GB Internet @ RM18
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Credit Limit	RM400
Deposit	NIL Foreigner – RM100
Penalty / Contract	Standalone Plan: No Penalty/Contract
Other benefits	<ul style="list-style-type: none"> • FREE Weekend Internet of 1.25GB every weekend • FREE Yonder Music for first 12 months

Important Notes:

- ✓ Prices displayed do not include 6% GST and 6% GST will be charged in the bill.
- ✓ VAS purchases e.g. Max Up, Content (Games / Apps), Internet roaming usage, etc. are not included in usage commitment policy.

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

Your Internet allocation will be carried forward to the next billing cycle, up to 2.5GB Internet (provided you stay on the same plan).

7. 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%

8. What happens if I fully utilise the Internet allocation within the 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 Max Up Internet.

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

FIRST™ 1+5 Family Plan is **NOT AVAILABLE** for this plan.

11. Can I enjoy the FREE WhatsApp & WeChat after 31 October 2016?

Usage on WhatsApp & WeChat will be deducted from your Internet quota after 31 October 2016.

FREE Weekend Internet

12. 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.

13. What happens if I do not fully utilise the FREE Weekend Internet?

Any unused FREE Weekend Internet quotas will be forfeited at the end of the weekend period.

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 to 28882.

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

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Your Internet usage will be deducted from your monthly Internet balance.

17. 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	Monthly Internet (24 hours)

Max Up Internet

18. What is Max Up Internet?

Max Up Internet is an add-on for you, if you ever need extra Internet quota.

19. How many Max Up Internet packages are available?

You are able to subscribe to:

- Max Up 1GB Internet + Yonder Music
- Extra 2GB Internet (Promotional basis. Will be available till 31 October 2016).

20. Where can I purchase Max Up Internet?

You can purchase via these channels below:

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

21. How can I purchase Max Up Internet?

Below are the steps to perform a one-time purchase or auto-recurring subscription via SMS:

Max Up Internet	One-time	Auto-recurring
Max Up 1GB Internet	MAXUPEXTRA1GB to 28882	MAXUPEXTRA1GBAUTO to 28882
Extra 2GB Internet	MAXUPEXTRA2GB to 28882	N/A

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

Max Up Internet	Stop Subscription
Max Up 1GB Internet	MAXUPEXTRA1GB STOP to 28882

23. Will the Max Up 100MB, 500MB, 1GB and 5GB Internet still be available to legacy plans?

Yes, all legacy plans can still purchase the existing Max Up 100MB, 500MB, 1GB and 5GB Internet.

24. Which plans are eligible to subscribe to Max Up Internet?

Below are the eligible plans:

Max Up Internet	Eligible plans
Max Up 1GB Internet	<ul style="list-style-type: none"> • FIRST™ Blue • FIRST™ Blue Internet • FIRST™ Blue for Business • FIRST™ Blue Internet for Business • FIRST™ Gold • FIRST™ Gold Internet • FIRST™ Gold for Business • FIRST™ Gold Internet for Business • FIRST™ Platinum • FIRST™ Platinum for Business • FIRST™ 1+5 Family Plan (all supplementary lines) • FIRST™ Basic 38 • FIRST™ 85

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- FIRST™ 85 for Business
- FIRST™ 85 Internet plan
- Legacy plans

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

25. 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.

26. 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.

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

No. For FIRST™ Gold Internet subscriber, you are only eligible for the Max Up Internet listed above.

28. Is this plan eligible for Internet Bonus?

No. We no longer offer Internet Bonus.

29. How can I check my Internet balance?

You can check your balance by sending Bal Status send to 28882.

30. What happens if I do not fully utilise the Internet?

Any unused internet quota can be carried forward up to 2.5GB Internet. Extra Internet on top of 2.5GB Internet will be forfeited. For more info on Carry Forward Internet, please refer below section.

Carry Forward Internet

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

Yes. FIRST™ Gold Internet is eligible for carry forward by default, up to 2.5GB Internet.

32. How many times can I carry forward my Internet quota?

You can carry over your unutilised Internet quota on a monthly basis provided you are subscribed to the above plan.

33. How much Internet can I carry forward every billing cycle?

You can carry up to 2.5GB Internet.

34. What happens if I have Internet more than the maximum (2.5GB Internet) allowable limit to be carried over?

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Any extra quota more than the allowable limit will be forfeited.

35. What happens if I change my rate plan before billing cycle?

You will not be eligible to carry forward any unutilised Internet Quota.

36. How can I check how much Internet quota was being carried over from their previous month?

The amount carried over will be reflected in your Internet balance which can be queried via SMS by sending **Bal Status** to **28882**.

37. What happens to my unused Internet quota if my line has been barred and I have performed payment to reactivate the line?

The unused Internet quota will be carried forward once your line has been activated, maximum of 2.5GB Internet.

WiFiPlus

39. 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 Internet.

40. 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 state that you do not have an active WiFiPlus account, please call Celcom Careline at 1111 for further assistance.

Yonder Music

41. 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 Internet experience, you get to enjoy this service complimentary for 12 months.

42. 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.

43. 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.

44. What happens to my Yonder Music subscription after 12 months?

You will not be able to enjoy Yonder Music however you can subscribe to Max Up Internet at RM20 for 1GB Internet and FREE Yonder Music valid for the bill cycle.

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<p>Additional questions</p>	<p>45. Is there a prepaid plan for FIRST™ Gold Internet? No.</p> <p>46. Can I, as a foreigner subscribe to this plan? Yes, however you must pay a deposit of RM100 on top of the required advance payment.</p> <p>47. How much do I need to pay upon registration?</p> <table border="1" data-bbox="386 594 1395 770"> <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>RM80</td> <td>N/A</td> </tr> <tr> <td>2</td> <td>Stamp Duty</td> <td>N/A</td> <td>RM10</td> </tr> <tr> <td>3</td> <td>Monthly Commitment</td> <td>N/A</td> <td>RM80</td> </tr> <tr> <td>4</td> <td>Monthly Commitment (pro-rated)</td> <td>N/A</td> <td>Up to RM80</td> </tr> </tbody> </table> <p>*Prices displayed do not include 6% GST as 6% GST will be charged in bill.</p>	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
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<p>Change of Rate Plan</p>	<p>49. Can I change my existing postpaid plan to FIRST™ Gold Internet? 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>50. Can I change my FIRST™ Gold Internet plan to another Celcom prepaid plan? No.</p> <p>51. Can I, as an existing prepaid customer migrate to FIRST™ Gold Internet 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>52. Can I use my credit balance to cover advance payment for FIRST™ Gold Internet? No, they can't. Full advance payment is needed during registration.</p> <p>53. Can I, as an existing postpaid plan subscriber change rate plan to FIRST™ Gold Internet? Yes, you can.</p> <p>54. If I am a principal line with supplementary line(s) that wants to change rate plan to FIRST™ Gold Internet, what happens to my supplementary line(s)? Your supplementary line(s) must be terminated and become a standalone Internet plan.</p>																				
<p>Termination</p>	<p>55. 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.</p>																				