

# FIRST™ Platinum for Business 2.0

Frequently Asked Questions



Items	Descriptions																				
<b>Introduction</b>	<p><b>1. What is FIRST™ Platinum for Business plan?</b> FIRST™ Platinum for Business is an exclusive plan that gives you a great Internet experience with both Internet and Voice &amp; SMS offerings.</p> <p><b>2. What are the benefits of FIRST™ Platinum for Business?</b> On top of <b>Monthly Internet 9GB and Unlimited Calls &amp; SMS</b>, you will also enjoy:</p> <ul style="list-style-type: none"> <li>○ Free Weekend Internet (up to 2.25GB per month)</li> <li>○ Max Up</li> <li>○ Carry Forward Internet (up to 4.5GB)</li> <li>○ Free Yonder Music App</li> <li>○ Free Zipit Chat</li> <li>○ Free iflix</li> <li>○ Unlimited WiFiPlus</li> <li>○ FREE Unlimited Messaging with WhatsApp &amp; WeChat</li> </ul>																				
<b>Target Customers</b>	<p><b>3. Who can sign up for FIRST™ Platinum for Business?</b></p> <ul style="list-style-type: none"> <li>• New and Existing Celcom Customers</li> <li>• MNP customers</li> <li>• COBP</li> <li>• Prepaid to Postpaid</li> </ul> <p><b>4. When is the plan available for registration?</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #0070C0; color: white;">No</th> <th style="background-color: #0070C0; color: white;">Channel</th> <th style="background-color: #0070C0; color: white;">Segment</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Celcom Center</td> <td rowspan="3" style="text-align: center;">52</td> </tr> <tr> <td>2</td> <td>Blue Cube</td> </tr> <tr> <td>3</td> <td>Celcom Xclusive Nationwide</td> </tr> <tr> <td>4</td> <td>CESC</td> <td style="text-align: center;">20, 30 &amp; 40</td> </tr> </tbody> </table>	No	Channel	Segment	1	Celcom Center	52	2	Blue Cube	3	Celcom Xclusive Nationwide	4	CESC	20, 30 & 40							
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<b>Plan Offerings</b>	<p><b>5. What are the offerings?</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #0070C0; color: white;">Package Details</th> <th style="background-color: #0070C0; color: white;">FIRST™ Platinum for Business</th> </tr> </thead> <tbody> <tr> <td>Monthly Commitment</td> <td style="text-align: center;">RM150</td> </tr> <tr> <td>Monthly Internet</td> <td style="text-align: center;">9GB</td> </tr> <tr> <td>Weekend Internet</td> <td style="text-align: center;">9GB (2.25GB/week)</td> </tr> <tr> <td>WiFiPlus</td> <td style="text-align: center;">Unlimited</td> </tr> <tr> <td>Data Roaming</td> <td style="text-align: center;">Follow existing charges for Data Roaming</td> </tr> <tr> <td>Calls</td> <td style="text-align: center;">Unlimited Calls to all networks</td> </tr> <tr> <td>SMS</td> <td style="text-align: center;">Unlimited SMS to all networks</td> </tr> <tr> <td>FREE Unlimited Messaging Apps : WhatsApp WeChat</td> <td style="text-align: center;">Yes</td> </tr> <tr> <td>Video Calls / MMS</td> <td style="text-align: center;">20sen per Mins / MMS to All Network</td> </tr> </tbody> </table>	Package Details	FIRST™ Platinum for Business	Monthly Commitment	RM150	Monthly Internet	9GB	Weekend Internet	9GB (2.25GB/week)	WiFiPlus	Unlimited	Data Roaming	Follow existing charges for Data Roaming	Calls	Unlimited Calls to all networks	SMS	Unlimited SMS to all networks	FREE Unlimited Messaging Apps : WhatsApp WeChat	Yes	Video Calls / MMS	20sen per Mins / MMS to All Network
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Max Up Internet	1GB + FREE Yonder Music @RM20
FREE Multi Sim (1 Sim)	N/A
FREE Yonder	12 months
FREE Zipit Chat	12 months
FREE iflix	12 months
Wondershare 1-Week RM138™	3GB + Unlimited calls & SMS
Wondershare 1-Day Internet RM38™	Yes
Credit Limit	RM1,000
Extended Payment	45 days
Deposit	NIL (RM500 for foreigner)
Carry Forward Internet	Up to 2.5GB

**Important Notes:**

- ✓ Rates are charged 30sec/per block for Voice / Video Call
- ✓ Prices displayed do not include 6% GST and 6% GST will be charged in the bill
- ✓ VAS purchases e.g. Max Up, Content (CMT / Games / Apps), IDD, roaming Usage, Airtime Share etc are not included in Usage commitment policy.
- ✓ You will enjoy 2.25GB free Internet every weekend from 12.00am Saturday till 11.59pm Sunday that will be refreshed every weekend. Any unused allocation will be forfeited at the end of each weekend.
- ✓ Unlimited Calls & SMS to all networks applies to domestic usages only (excluding, video calls, calls to numbers with special charges e.g. 1-300/1-800/600, 121, TM100, 1MOCC, IDD calls to Singapore & IDD/border calls to Brunei)
- ✓ Hybrid CUG ID features must be drag into FIRST™ Platinum for Business Plan upon registration to enable free call among company/colleagues.

**6. What are the call block charges for this plan?**

The call block is 30 seconds per block.

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

Your Internet allocation will be carried forward to next billing cycle, up to 4.5GB Internet (provided you stay with the same plan)

**8. Will I be getting any SMS notification on usage utilisation?**

Yes, the system will send an SMS notification upon reaching the below threshold:

Usage	Reminder SMS	
Internet	70%	100%

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

You can still enjoy the Internet access at 64kpbs. To continue using the Internet service at better speed and limit, you can purchase Max Up Internet.

**Free Weekend Internet**

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

Every weekend (Saturday 00:00 to Sunday 23:59), you will enjoy complimentary 2.25GB Internet (total of 9GB a month) that will be refreshed every weekend.

**11. What happens if I do not fully utilise the Free Weekend Internet?**

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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?**

- 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.
- Any further Internet usage will be deducted from your Internet bonus (if any) or from your base Internet allocation.

**13. How can I check my Free Weekend Internet balance?**

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

**Carry Forward Internet**

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

Yes.

**15. How many times can I carry forward the Internet quota?**

You can carry over your unutilised Internet quota on a monthly basis provided you are subscribed to FIRST™ Platinum for Business

**16. How much data can I carry forward every billing cycle?**

You can carry over a maximum 50% amount of the base plan Internet allocation which is 4.5GB Internet or less.

**17. What happens if I have balance more than the maximum (4.5GB Internet) allowable limit to be carried over?**

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

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

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

**19. How can I check how much Internet quota was carried over from the previous month?**

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

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

The unused Internet quota will be carried forward once your line has been activated, maximum of 4.5GB.

**WiFiPlus**

**21. How can I activate the free WifiPlus?**

You will receive an SMS containing your WiFi ID & Password within 48 hours upon successful registration of FIRST™ Platinum for Business.

**22. What happens if I did not receive the SMS notification for Celcom WiFi 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**

**23. What is Yonder Music?**

Yonder Music is a mobile-only digital music service that provides you with free access to millions of songs that you can download and play, all commercial-free. As part of the FIRST™ Platinum for

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Business experience, you get to enjoy this service complimentary for 12 months

- 24. 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
- 25. What happens if I download and install Yonder Music from Play Store/App Store directly?**  
Any installation of Yonder Music other than the link provided by the SMS will be subjected to charges.
- 26. When I am using Yonder Music, will it be consuming my Internet quota?**  
No, it will not be consuming your Internet quota.
- 27. What will happen to my complimentary Yonder Music after 12 months + 1 month (free trial)?**  
You can subscribe to Max Up Internet at RM20 for 1 GB Internet and enjoy complimentary Yonder Music valid till the end of bill cycle.

## Zipit Chat

- 28. What is Zipit Chat?**  
Zipit Chat is an app that enables customers to send and receive SMSes, chats and emails with absolute privacy and encryption technology.
- 29. How can I enjoy Zipit Chat?**  
You will enjoy Zipit Chat complimentary for 12 months when you subscribe for FIRST™ Platinum for Business.
- 30. How do I download Zipit Chat?**  
You will receive an SMS within 48 hours of activation to download the app via Google Play Store or the Apple App Store.
- 31. When I am using Zipit Chat, will it be consuming my Internet quota?**  
Yes, normal Internet usage applies.
- 32. What will happen to my Zipit Chat subscription after 12 months?**  
There will be an option to subscribe to the service, further details will be shared in the future.

## iflix

- 33. What is iflix?**  
iflix is an Internet TV service containing tens of thousands of TV shows and movies online.
- 34. How can I enjoy iflix?**  
As part of the FIRST™ Internet experience, you get to enjoy this service complimentary for 12 months when you subscribe to FIRST™ Platinum for Business.
- 35. How long will I be able to enjoy the complimentary iflix access?**  
You will be able to enjoy complimentary access to iflix for 12 months when you subscribe to FIRST™ Platinum for Business.
- 36. When I am using iflix, will it be consuming my Internet quota?**

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Yes, it will be consuming your plan's Internet quota

## Additional questions

### 37. Is there a prepaid plan for FIRST™ Platinum for Business?

No.

### 38. Can I, as a foreigner subscribe to this plan?

Yes, however you must pay a deposit of RM500 on top of required advance payment.

### 39. 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.

### 40. How will my Internet Usage be deducted?

In order of Priority, your Internet usage will be deducted from:

Level	Bucket
First	Free Internet on Weekend
Second	Monthly Internet

## FIRST™ 1+5

### 41. What is FIRST™ 1+5?

FIRST™ 1+5 is a supplementary plan where you can enjoy complimentary Calls and SMS amongst principal and FIRST™ 1+5 supplementary lines.

### 42. Can I register for supplementary lines?

Yes. You can register supplementary lines with FIRST™ 1+5.

### 43. How many numbers can be registered under supplementary plan?

You may register up to 5 numbers of supplementary lines under FIRST™ 1+5 plan.

### 44. Who can register for FIRST™ 1+5?

Registration of FIRST™ 1+5 is open to all individuals with

- FIRST™ Platinum for Business Plan
- Mobile Number Portability (MNP) customers,
- Prepaid to Postpaid migration

### 45. Where can I register FIRST™ 1+5 plan?

You can register FIRST™ 1+5 plan by simply walk-in to any channel below

- Celcom Center
- Blue Cube
- Celcom Xclusive nationwide

### 46. Can I, as a foreigner register for FIRST™ 1+5?

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Yes, however you must pay a deposit of RM500 on top of the required advance payment upon registration.

#### 47. How much do I need to pay upon registration for FIRST™ 1+5?

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 onward

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

FIRST™ Plan		FIRST™1+5 (With FIRST™ Platinum for Business Principal)
FREE Weekend Internet		1GB
Monthly Internet		1GB
TOTAL INTERNET/MONTH		<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

#### 49. What will happen if I do not utilise my allocation of Calls, SMS & Internet?

Any unutilised Call, SMS and Internet allocation within the billing cycle will be forfeited.

#### 50. 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, you may purchase Max Up for additional Internet allocation.

#### 51. What type of Max Up available for FIRST™ 1+5 customer to purchase?

You may purchase below Max Up Internet for additional Internet

RM20 – 1GB Internet with FREE Yonder Music

Customer may subscribe to Max Up Internet by using the below methods:

SMS	Renewal Subscription	MAXUPEXTRA1GBAUTO send to 28882
	One time Subscription	MAXUPEXTRA1GB send to 28882
USSD	Dial *118# and purchase	

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	<p><b>52. Can I use my FIRST™ 1+5 Calls &amp; SMS and Internet allocation while roaming?</b> No. Calls &amp; SMS and Internet allocation are applicable for domestic use only (within Malaysia). Calls &amp; SMS and Internet while roaming will be chargeable on top of your monthly commitment at roaming charges.</p> <p><b>53. Am I, as a new FIRST™ 1+5 customer required to pay the Roaming deposit when I request for Roaming activation during registration?</b> Yes. RM300 is applicable for new customers, However for MNP, customers are required bring their old telco bill for free activation of roaming if they if they have applied before at the previous telco.</p> <p><b>54. Can I request for Itemised Billing?</b> Yes, you may register for Itemised billing at RM5/month. However you may also subscribe to e-billing via Celcom OCS for FOC.</p> <p><b>55. Will there be any rebate if I register for Auto Billing?</b> Yes. You will enjoy 5% rebate on total monthly bill payment.</p>									
Usage Utilization	<p><b>56. Will I be getting any SMS notification on usage utilisation?</b> Yes, the system will send an SMS notification upon reaching the below threshold:</p> <table border="1"><thead><tr><th>Usage</th><th colspan="2">Reminder SMS</th></tr></thead><tbody><tr><td>Internet</td><td>70%</td><td>100%</td></tr><tr><td>Calls &amp; SMS</td><td colspan="2">No. since Unlimited Call &amp; SMS</td></tr></tbody></table> <p><b>57. Would I receive any SMS notification when I subscribe to “Max Up”?</b> Yes.</p> <p><b>58. Can I use my Unlimited Calls &amp; SMS and Internet allocation while roaming?</b> No. Calls &amp; SMS and Internet allocation are applicable for domestic use only (within Malaysia). Calls &amp; SMS and Internet while roaming will be chargeable on top of your monthly commitment at roaming charges.</p>	Usage	Reminder SMS		Internet	70%	100%	Calls & SMS	No. since Unlimited Call & SMS	
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Roaming	<p><b>59. Am I required to pay the Roaming deposit if I request for Roaming activation during registration?</b> Yes. RM300 is applicable for new customers (less than 6 months). However, MNP customers with Roaming service are required to bring their old telco bill for roaming activation at no charge.</p>									
Change of Rate Plan	<p><b>60. Can I change my existing postpaid plan to FIRST™ Platinum for Business?</b> Yes. Should customer be bounded by any contract, you will have to pay off the relevant penalty before you change to this plan</p> <p><b>61. Can I change my FIRST™ Platinum for Business plan to another Celcom prepaid plan?</b> No.</p> <p><b>62. Can an existing prepaid customer migrate to FIRST™ Platinum for Business and will my credit be carried forward?</b> Yes, you can and any remaining credit balance will be transferred to your new postpaid plan as a credit amount.</p>									

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|  | <p><b>63. Can I use my credit balance to cover advance payment for First Platinum for Business?</b><br/>No they can't. Full advance payment is needed during registration.</p> <p><b>64. Can I, as a customer of an existing postpaid plan change rate plan to FIRST™ Platinum for Business?</b><br/>Yes, you can.</p> <p><b>65. If I am an existing principal line with FIRST™ 1+5 supplementary lines that want to change to FIRST™ Blue for Business, what will happen to my supplementary lines?</b><br/>Supplementary lines will automatically be migrated to the newly revamped FIRST™ 1+5</p> <p><b>66. If I am under FIRST™ 1+5 line that wants to change rate plan to FIRST™ Blue, what happens to my supplementary line?</b><br/>The supplementary line must be terminated and register as a new plan.</p> |
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<b>Termination</b>	<p><b>67. What happens if I terminate my plan?</b> You will be charged 1 full month of your package value on top of your outstanding bill amount.</p>
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