

International Roaming Service Activation by Default (Half Roaming)

Frequently Asked Questions



Introduction	<p>1. What is International Roaming Service Activation by Default (Half Roaming)? International Roaming Service Activation by Default (Half Roaming) is a new experience where you can have Roaming service for CALLS & SMS by default and Roaming service for Internet is optional without paying any roaming deposit of RM300.</p> <p>2. What is International Roaming service for CALLS & SMS? Roaming Service for Calls and SMS allows you to use your mobile number to make/receive calls & send/receive text messages while you are overseas. This will be activated by default for new customers and in phases for existing Celcom customers with no International Roaming service.</p> <p>3. What is International Roaming service for Internet? Roaming service for Internet allows customers to have an access to Internet, WAP and even MMS on their mobile phones/PDA devices while abroad.</p>
Replacement Date	<p>4. When is the implementation date? The implementation will commence in phases, effective from 18th November 2016.</p>
Target Customer	<p>5. Who are the target customers? Eligible for all new and existing Postpaid customers with no Roaming service :</p> <ul style="list-style-type: none">• Existing customer (Retail and corporate employee; except those stated in the exclusion list)• New customers• MNP customers
Mechanics	<p>6. Do I have to pay an activation fee or make a deposit to activate both Roaming service? No fees or deposit is required upon activation of both Roaming service.</p> <p>7. How to activate Roaming Service for Calls and SMS? For new customers, the activation for Roaming Service for Calls & SMS will be by default. However, existing Postpaid customers with no International Roaming service can contact Celcom Careline at 1111 / +6019-6011111 (while abroad)</p> <p>8. How to activate Roaming Service for Internet? Activation of Roaming service for Internet can be done via the following channels:</p> <p>i. SMS</p> <div data-bbox="507 1899 1107 2000"><pre>graph LR; A[Type IR ON] --> B[Send to 28882]</pre></div>

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	<ul style="list-style-type: none">ii. Call our contact center<ul style="list-style-type: none">o Before travel dial 1111o While Abroad +6019-6011111iii. Celcom retail storesiv. Online Customer Service <p>9. Can I subscribe to Roaming service for Internet while abroad? Yes.</p> <p>10. I did not activate Half Roaming (Calls and SMS). Can I request to activate Roaming service for Internet only? No. Activation of Roaming service for internet is only allowed after half roaming (CALLS & SMS) is activated.</p> <p>11. Can I opt out from Roaming service? Yes, but you may opt out for Roaming service for Internet only.</p> <p>12. How do I opt out Roaming service for Internet? You may call our Contact Center or visit our Celcom retail stores to unsubscribe to the service.</p> <p>13. After I unsubscribe to Roaming service for Internet, can I re-subscribe to the service? Yes. You may re-subscribe for Roaming service for Internet via available channels.</p> <p>14. I am an existing International Roaming subscriber. Can I request to have only half roaming (CALLS and SMS)? No, existing International Roaming subscribers are not eligible for Half Roaming.</p>
General Enquiries	<p>15. What are the roaming rates and how do I check them while I am overseas? Please click here to view all roaming rates or dial *118# and select 'Rates'.</p> <p>16. How do I avoid being connected to an overseas network? This can be avoided by manually selecting 'Flight Mode' on your mobile device(s).</p> <p>17. Whom do I call if I encounter problems while using the International Roaming Service? If you are overseas, please call our Customer Care Consultants at +6019601111 or dial *123#.</p>