

NewPhone™ for iPhone

Frequently Asked Questions



Items	Descriptions
Introduction	<p>1. What is NewPhone™ Program? NewPhone™ is the first and only program that let you enjoy the latest 4G LTE smartphones in town that allows you to change your smartphone anytime you like at affordable monthly rate</p> <p>It comes with Device Protection, comprehensive coverage that protects you from any losses due to accidental damage or theft.</p> <p>2. What are the benefits of the NewPhone™ program?</p> <ul style="list-style-type: none">• NewPhone™ program offers customer a hassle free way to get new 4G LTE smartphones.• Customer just need to pay a nominal monthly fee during the interval without having to pay thousands of ringgit upon acquiring device.• NewPhone™ subscribers are allowed to CHANGE TO A NEW DEVICE ANYTIME they wish and can change the device at EVERY 12 MONTH at NO COST.• The device comes with WORLDWIDE DEVICE PROTECTION which basically gives customers the peace of mind when it comes to the wear and tear of the device.
Launch Date	<p>3. When is the launch date? 24 January 2017</p>
Target Customers	<p>4. Who are the target customers?</p> <ul style="list-style-type: none">• Existing customers• MNP customers

NewPhone™ for iPhone

Frequently Asked Questions



Customer Eligibility

5. What is the customer's eligibility?

Requirement	New Registration		Existing Customers	
	New	MNP	<= 12 months	>12 months
	Malaysian citizen, more than 18 years old	Malaysian citizen, more than 18 years old	Active postpaid customer (Malaysian, more than 18 years old)	Active postpaid customer (Malaysian, more than 18 years old)
	Subscribed to any Celcom postpaid plan	Good paymasters with previous telco	Good paymasters	Good paymasters
	Customer must stay >3 months with Celcom	No aging charges for the past 3 months with the previous telco	No call bar in the past 3 months	No overdue charges / no ageing
Upfront Payment	NA	MANDATORY 3 x NewPhone™ Monthly Fee (rebated in the first 3 months)		Waived
Device Protection	NA	MANDATORY		Optional
Additional Documentation	NA	3 months recent postpaid bill (from previous telco)	View of 3 months payment history from the system	View of 3 months payment history from the system

NewPhone™ for iPhone

Frequently Asked Questions



Program Offerings

- 6. Where can I subscribe for the NewPhone™ Program?**
You can subscribe to the NewPhone™ Program at any of the 61 Celcom retail stores located nationwide.
- 7. As a prepaid customers, am I entitled for the NewPhone™ subscription?**
No. However, if you are interested, you are advised to migrate your prepaid account to any Celcom postpaid packages.
- 8. Can I, as a foreigner subscribe to this program?**
No. This program is only for Malaysian citizens.
- 9. Can I choose any rate plan to sign up for the NewPhone™ for iPhone program?**
You must subscribe either to FIRST™ Gold Plus or FIRST™ Platinum postpaid plans.
- 10. Can I request for Change Of Rate Plan (CORP) after subscribing to NewPhone™ for iPhone program?**
No, you must stay on the plan for 24 months.
- 11. How much will I need to pay upon subscribing to the NewPhone™ for iPhone program?**
An upfront payment of 3 months x NewPhone™ Monthly Fee. Final amount is subjected to device model.
- 12. How many phones can I purchase under the NewPhone™ for iPhone program?**
Only 1 subscription to the NewPhone™ program for one valid ID. Which means regardless of how many postpaid account customer have with Celcom, only one subscription to the NewPhone™ program is allowed for one valid ID.
- 13. What phones are available on the NewPhone™ for iPhone program?**
NewPhone™ program will be made available for recently launched iPhone 7 & iPhone 7 Plus models.
- 14. What are the offerings for the NewPhone™ for iPhone program?**
NewPhone™ program offers you various monthly prices that suit your budget. You can choose one of the NewPhone™ for iPhone monthly fee as below:

NewPhone™ with FIRST™ Gold Plus

NewPhone™	iPhone 7 32GB	iPhone 7 128GB	iPhone 7 256GB	iPhone 7 Plus 32GB	iPhone 7 Plus 128GB	iPhone 7 Plus 256GB
RRP	RM3017.92	RM3489.62	RM3961.32	RM3574.53	RM4046.23	RM4517.92
NewPhone™ Monthly Fee	RM135	RM160	RM185	RM165	RM190	RM200
NewPhone™ Change Fee	RM20	RM20	RM20	RM20	RM20	RM20
NewPhone™ Monthly Fee with Device Protection	RM175	RM200	RM225	RM205	RM240	RM250
Auto-update Credit Limit	RM160	RM190	RM230	RM190	RM230	RM240
Express NewPhone™ Fee	RM900	RM1000	RM1200	RM1100	RM1200	RM1300
Cancellation Fee (Return the Device)	RM1000	RM1100	RM1300	RM1200	RM1300	RM1400

NewPhone™ for iPhone

Frequently Asked Questions



Cancellation Fee (Keep the Device)	RRP at reducing balance					
------------------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------	-------------------------

NewPhone™ with FIRST Platinum

NewPhone™	iPhone 7 32GB	iPhone 7 128GB	iPhone 7 256GB	iPhone 7 Plus 32GB	iPhone 7 Plus 128GB	iPhone 7 Plus 256GB
RRP	RM3017.92	RM3489.62	RM3961.32	RM3574.53	RM4046.23	RM4517.92
NewPhone™ Monthly Fee	RM115	RM140	RM160	RM140	RM165	RM180
NewPhone™ Change Fee	RM20	RM20	RM20	RM20	RM20	RM20
Monthly Fee with Device Protection	RM155	RM180	RM200	RM180	RM215	RM230
Auto-update Credit Limit	RM160	RM190	RM230	RM190	RM230	RM240
Express NewPhone™ Fee	RM900	RM1000	RM1200	RM1100	RM1200	RM1300
Cancellation Fee (Return the Device)	RM1000	RM1100	RM1300	RM1200	RM1300	RM1400
Cancellation Fee (Keep the Device)	RRP at reducing balance					

15. Will the NewPhone™ Monthly Fee be part of my credit limit?

Yes. Upon subscription of NewPhone™ or iPhone, the credit limit will be auto increased as per below:

Devices	Auto update credit limit
iPhone 7 32GB	RM160
iPhone 7 128GB	RM190
iPhone 7 256GB	RM230
iPhone 7 Plus 32GB	RM190
iPhone 7 Plus 128GB	RM230
iPhone 7 Plus 256GB	RM240

Change New Device

16. How often can I change my NewPhone™?

You can change to the new device everytime you wish. However, change of new device is only allowed after 3 months of subscription.

- You are required to subscribe to NewPhone™ Change Fee to be able to change to new device after 12 months interval at no additional cost.
- You are required to pay the Express NewPhone™ fee to be able to change to new device within 12 months interval.

17. What is NewPhone™ Change Fee?

NewPhone™ Change Fee allows you to change new device after 12 months with no additional cost. The charge is as per the following table:

NewPhone™ for iPhone

Frequently Asked Questions



List of Devices	iPhone 7 32GB	iPhone 7 128GB	iPhone 7 256GB	iPhone 7 Plus 32GB	iPhone 7 Plus 128GB	iPhone 7 Plus 256GB
NewPhone™ Change Fee (after 12 months interval)	RM40	RM40	RM40	RM40	RM50	RM50

18. What is Express NewPhone™ for iPhone Fee?

Express NewPhone™ Fee allows customer to change to the new device faster and at any time. The charge is as per the following table:

List of Devices	iPhone 7 32GB	iPhone 7 128GB	iPhone 7 256GB	iPhone 7 Plus 32GB	iPhone 7 Plus 128GB	iPhone 7 Plus 256GB
Express NewPhone™ Fee (within 12 months interval)	RM 900	RM1000	RM1200	RM1100	RM1200	RM1300

19. How can I change my phone?

You may walk in to any Celcom retail stores and return your existing device, provided that the device is in a good working condition. If you have successfully served 12 months interval, you can change for FREE provided that you have subscribed to NewPhone™ Change Fee. If you are within 12 months interval, you need to pay Express NewPhone™ fee.

If you have served 12 months interval, you will be notify via SMS to come and collect your new device.

20. What is 'good working condition'?

Return device must fulfil below conditions prior surrendering the device at Celcom retail stores:

Cosmetic Status	Functionality
<ul style="list-style-type: none"> IMEI match the leased device No scratch/chip on screen No scratch/chip on body No crack on screen & body 	<ul style="list-style-type: none"> Device is functionally working All buttons are working Audio sound is working (including hands-free & speaker mode) Vibration mode is working Connectivity (mobile & wifi) working Camera & battery is working

21. What if the device customer returned is not in good working condition?

If the device is not in good condition, customers have three (3) options to follows:

- If the Device is cover with Device Protection, customers can contact the insurance company and repair/replace the device (T&C apply) and after that they can come to any Celcom retail stores and change the device to new device of their choice, or
- Continue using the device until 24 months and customers will be automatically ended from the program, or
- Customers can exit from the program and pay the cancellation fee.

NewPhone™ for iPhone

Frequently Asked Questions



22. What if after 12 months I forget to change to a new phone?

After 12 months in the NewPhone™ program, you will be notified via SMS and Bill Insertion. The monthly notifications are sent to remind you to collect a new phone from Celcom retail stores.

23. What if I decided not to change device after 12 months?

The monthly fee will be continuously charged into customer's bill as normal.

24. What happen if I remain with the same device after 24 months?

After month 24, your subscription will be automatically cancelled and the monthly NewPhone™ fee will stop afterwards. You can keep the device or re-subscribe to the new NewPhone™ program and enjoy the other new device.

25. Who provides NewPhone™ Device Protection coverage?

NewPhone™ Device Protection coverage is provided by our partner, AMTrust Mobile Solutions Malaysia Sdn Bhd. NewPhone™ Device Protection subscribers can contact them at:

- Call 1800-88-710
- Email to claims@amtrustmobilesolutions.com.my
- Go to Claim Portal at cl@amtrustmobilesolutions.asia

26. Can I subscribe to the program without Device Protection?

Device Protection is optional to Celcom existing postpaid subscribers with tenure of more than 12 months. However, if you are a NEW Customer, Device Protection will be part of tyour NewPhone™ Monthly Fee.

27. If I subscribed without Device Protection, can I request to add on the service separately after my subscription?

No.

28. What is NewPhone™ Device Protection coverage?

NewPhone™ program comes with Device Protection. Device protection provides NewPhone™ customer with the following coverage:

Coverage	Details
Robbery & Snatch Theft	If NewPhone™ device is robbed or snatched, new device replacement will be arranged
House Break-in	If NewPhone™ device is lost during house break-in, new device replacement will be arranged
Accidental & Liquid Damage	If mobile device has been accidentally damaged, the mobile device will be repaired and returned via door to door service
Airtime Abuse	Airtime activity abuse of customer's mobile device following of Robbery & Snatch Theft incident or House Break-in within 24 hours after the incident up to RM500.

Device Protection

NewPhone™ for iPhone

Frequently Asked Questions



Value Added Services (VAS)	Any VAS abuse after Robbery & Snatch Theft incident, reimbursement will be up to RM100
Mobile Device Rental while Roaming	Temporary Rental of a replacement Mobile Device while roaming for total period of 14 consecutive days from date of Incident discovery up to RM500

29. What will be excluded from NewPhone™?

- Excess Fee payment on every claim for Device Repair or Device Replacement
- Any claim where we discover deception, fraud and illegal use of the mobile device
- Users other than the insured and insured parents, legal spouse or children

Device Replacement

- Unattended theft when device is left unattended in a car or house
- Pickpocketing
- Device Replacement Claim submitted without a police report or proper documentation
- Oversea thefts claim submitted without police report from the country where the incident happened
- Claim where the SIM card was not barred within the 24 hours of any theft as set out in the policy terms and conditions
- Mysterious disappearance, unexplainable occurrences and or event that can't be proved

Device Repair

- Any incident that takes place on any type of craft in/on water is less than 3 meters long
- Natural Disaster like flood, earthquake and other convulsions of nature
- Any wear and tear to the mobile device, electrical breakdown or any type of damage or failure that doesn't affect how the equipment works
- Any deliberate damage by you or anyone authorised by you to use the device
- Performance failure resulting from alterations, maintenance, repairs, faulty design or servicing

30. How to claim for NewPhone™ Device Protection for any robbery, snatch theft and house break-in?

(A) Call 1800-880-710

- Call 1111 to block the SIM Card
- Call 1800-880-710 within 24 hours of the incident and fax (03-79549191) or email (claims@amtrustmobilesolutions.com.my) the police report for their reference
- Customer's claim will be processed by MAA Takaful and customer will be notified once claim is approved
- Customers are required to pay for their excess fee charges, prior to the delivery of the device replacement

(B) Login to Claim Portal

- Call 1111 to block the SIM Card
- Login to Claim Portal (cl.amtrustmobilesolutions.asia) within 24 hours of the incident with Mobile No & Identification Card
- Attached the police report for their reference
- Customer's claim will be processed by MAA Takaful and customer will be notified once claim is approved
- Customers are required to pay for the excess fee charges, prior to the delivery of the device replacement

31. How to claim for NewPhone™ Device Protection for any Accidental/Liquid Damage?

(A) Call 1800-880-710

- Call 1800-880-710 within 24 hours of the incident or e-mail (claims@ammobilesolutions.com.my)

NewPhone™ for iPhone

Frequently Asked Questions



the details of the cause of repair

- Customers claim will be processed by MAA Takaful and customer will be notified once claim is approved
- Customers are required to pay for the excess fee charges, if applicable, prior to the fixing of the device
- Remove the SIM Card and back up data before device is collected for repair

(B) Login to Claim Portal

- Login to Claim Portal (cl.amtrustmobilesolutions.asia) within 24 hours of the incident with Mobile Number and Identification Card
- Detail out the cause of repair
- Customers claim will be processed by MAA Takaful and customer will be notified once claim is approved
- Customers are required to pay for the excess fee charges, if applicable, prior to the fixing of the device
- Remove SIM Card and back your data before device is collected for repair

32. What is Excess Fee?

Excess Fees apply to insurance industry and comes into effect when claim is made against insurance policy. It is the amount liable towards device repair and device replacement cost for item claim. Excess Fee is differs by device models and to get further details, do contact Amtrust Mobile Solutions Malaysia Sdn Bhd at 1800-880-710.

NewPhone™ for iPhone

Frequently Asked Questions



Cancellation of Subscription

33. Am I allowed to cancel NewPhone™ program?

Yes. However it is only allowed after 3 months of subscription.

34. What if I cancel NewPhone™ subscription within 24 months?

If you cancel or terminate from the program less than the Useful Economic life of NewPhone™ device (24 months) you will be required to pay for the cancellation fee. There are 2 options for Cancellation Fee:

List of Devices	iPhone 7 32GB	iPhone 7 128GB	iPhone 7 256GB	iPhone 7 Plus 32GB	iPhone 7 Plus 128GB	iPhone 7 Plus 256GB
Cancellation Fee (Return the Device)	RM 1000	RM1100	RM1300	RM1200	RM1300	RM1400
Cancellation Fee (Keep the Device)	RRP at reducing balance					

35. How to calculate the RRP at reducing balance?

RRP	RM3017.92*
Early Contract Termination Prorated Fee Charge	RM3017.92 / 24 = RM125.75*
Number of months subscribed (from date of subscription until date of cancellation)	9 months*
Total RRP (at reducing balance) to be paid by customer	RM125.75 x Balance of contracted months = RM125.75 x (24 - 9) = RM1886.25*

*Note: this is sample.

36. What if I, as a NewPhone™ subscriber decided to Port Out from Celcom?

For NewPhone™ subscriber, the MNP Port Out application will be rejected by system. If customer insists, he/she MUST visit Celcom retail stores for NewPhone™ cancellation and the cancellation fee will be charged accordingly.