

PHONE CARE

Frequently Asked Questions



Items	Descriptions
Introduction	What is Phone Care? Phone Care is an after-sales service program offered to Celcom postpaid and prepaid customers, which allows them to swap or replace their device for any reason.
Launch Date	When is the launch date for Phone Care? The launch date for Phone Care Program will be on the 25 th October 2016.
Target Customers	Who are the target customers? This service is open to all existing and new Celcom Enterprise customers. To subscribe to Phone Care, customers will need to: <ul style="list-style-type: none">o Purchase a new mobile phone or tablet with FIRST™ Enterprise plans, oro If customer is an existing Celcom subscriber, he/she can purchase a device without a new plan. However, customer may only have one registered device on each Celcom mobile number or plan, oro If customer have recently made a device purchase with Celcom, he/she can register the mobile phone or tablet (with SIM Card) in full working condition within 30 days from the date of purchase (proof of purchase is required).
Q & A	What are the Services? There are two types of service offered: <ul style="list-style-type: none">• Phone Swap Customer can swap device for a similar one up to twice a year. Upon a swap request, you are required to return your enrolled device in exchange for a similar device.• Phone Replacement Customer can get a similar replacement for their device (which is no longer in their possession) with the same or similar model up to twice a year. No report is required for the replacement. <p>All these services are provided by our partner, Asurion Technology Malaysia Sdn. Bhd.</p> Are there any fees? There are two type of fees; <ul style="list-style-type: none">• Subscriptions fee – pay through monthly Celcom Bill for enterprise customers• SWAP/REPLACE Fee – pay upon the customers make SWAP or REPLACE request. The payment is payable to Phone Care Service Provider; Asurion. Is there any contract periods for Phone Care? If you are a Celcom postpaid customer, you can enjoy the service as long as you keep your monthly Celcom bill updated. As a Celcom staff member, can I enroll to Phone Care Program using my Celcom Mobile Phone (CMP) account? No, Phone Care Program is not available for CMP accounts. If staff wishes to enjoy Phone Care Program, they may enroll using the Staff Waiver account.

As a subscriber to NewPhone program, can I subscribe for Phone Care?

No, All NewPhone subscribers are **NOT ALLOWED** to request to the following until further notice:

- Change of Device
- Service cancellation
- Subscribe to Phone Care

Where can I enrol for Phone Care?

You can enrol to Phone Care via Enterprise Account Manager, Enterprise Roadshow & Celcom Retail Stores

Are any supporting documents required for enrolment?

- You would need to present Enterprise Phone Care Enrollment Form and a copy of Delivery Order. (Please note that there is a 30-days grace period from the date of delivery ~~order~~ in order to be eligible for enrolment).
- The Enterprise Enrolment Form should contain a list of IMEI that mapped to mobile number.
- If the Delivery Order is more than 30 days, the Phone Care Enrollment request will be rejected.

What will happen to my Phone Care if I forget to pay my bill?

Phone Care service will automatically be terminated if customer's Celcom account is suspended for more than 60 days.

Is there any hidden cost?

There is no hidden cost. All costs for subscriptions & SWAP/REPLACE service request fee are clearly stated in Phone Care registration form/addendum and Customer Terms and Conditions.

What shall I do if I want to make a SWAP/REPLACE service request?

Customers can call the Phone Care hotline at **1-300-130-133** to request for SWAP/REPLACEMENT. A representative will guide customers through the process.

Do I have to provide any supporting documents while making SWAP or REPLACE Service Request?

Customers are not required to provide any supporting documents. As long as their SWAP ONLY or SWAP & REPLACE subscription is active; and no call bar on their Celcom account, Phone Care centre will serve them accordingly.

Do I get a brand new phone for my Swap / Replacement request?

I will get a 'Like New' Mobile Device. This means that the device:

- Is of similar kind, quality and functionality;
- If it is refurbished, it may contain original or non-original manufacturer parts;
- Has same or greater memory;
- May be a different make, model or colour;
- Has a different IMEI;
- Is provided in plain packaging marked "not for resale" rather than the original manufacturer packaging;
- Does not include any Device Accessories.

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What do I need to pay?

The fee varies according to the type & Celcom recommended retail price of the device. Kindly refer to pricing table below. Prices displayed do not include 6% GST. (All fees are subject to 6% GST).

SUBSCRIPTION FEE (excluding GST)		Celcom RRP			
		TIER 1 0-500	TIER 2 501-1000	TIER 3 1001-1500	TIER 4 >1500
Postpaid	SWAP ONLY (Monthly)	4.00	6.00	8.00	12.00
	SWAP & REPLACE (Monthly)	9.00	15.00	20.00	33.00

What is Service Request Fee?

A Service Request Fee is a fee payable upon completion of Swap or Replacement service request.

Service fee (Inclusive GST)	Celcom RRP				
	TIER 1 0-500	TIER 2 501-1000	TIER 3 1001-1500	TIER 4 >1500	For (iPhone 6 and above)
SWAP (Each Request)	75.00	150.00	210.00	350.00	550.00
REPLACE (Each Request) First 6 months	260.00	520.00	735.00	1160.00	1900.00
REPLACE (Each Request) Between 6 to 12 months	190.00	370.00	530.00	805.00	1165.00
REPLACE (Each Request) > 12months	155.00	305.00	425.00	585.00	900.00

- Celcom Recommended price is for reference only.
- Prices displayed are subject to 6% GST.
- Service Request Fee is payable upon successful enrolment directly to Phone Care.

How do I pay the Service Request Fee?

Upon completing the service request, our Phone Care consultant will ask for your credit card details and the corresponding amount will be charged to your credit card. Alternatively, you can opt to pay by Cash-on-Delivery.

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When will my device be delivered?

Your device will be delivered within 6 hours if you're in the Klang Valley and the service request is made before 2pm daily. Please refer to the table below for other locations.

Delivery Location	Swap/replacement request received	Delivery Time
KL (Klang Valley)	8am – 2pm daily	Same day delivery within 4 hours
	2pm – 12am daily	Next day delivery
Other than Klang Valley	8am – 2pm daily	Next day delivery
	2pm – 12am daily	Within 48 hours
Sabah & Sarawak	8am – 12am daily	72 hours

For requests submitted after 2pm, delivery will be on the next working day excluding Sundays and public holidays. For deliveries out of Klang Valley, delivery will be made within 3 days, excluding Sundays and public/state holidays. (With the exception of Kelantan and Terengganu where there is no delivery on Fridays and public/state holidays.)

How many times can I replace my phone?

You can swap or replace your device twice a year. For postpaid customers, each subscription is valid for 12 rolling months, starting from the first successful swap or replacement made. If you make a request on 27 December 2016, you have until 27 December 2017 to make another request to swap or replace your device.

What happens to my phone care service if I request for a change of rate plan?

You can upgrade or downgrade your plan, however your phone care VAS will be deactivate and will need to be re-installed once the change of rate plan is completed.

Can I request for Transfer of Subscriber? What will happen to my Phone Care service?

Yes, you can. However your Phone Care VAS will be deactivated and as a new user you can request a new enrolment for Phone Care service with a new device only. You cannot request for a new enrolment using the existing IMEI number.

Can I request to change my mobile number? What will happen to my Phone Care Service?

Yes, you can. Your Phone Care service will remain as it is.

I will be away on a holiday trip for 3 weeks; can I suspend my account temporarily? What will happen to my Phone Care Services?

Yes, you can request to temporarily disconnect your account, as long as it does not exceed 60 days. You can then reconnect your account when you are back from holiday. Your Phone Care Service will resume once you reconnect your account. (Customer Service Consultants are required to update Phone Care team upon reconnection of Phone Care VAS).

Will Phone Care accept a device under a swap only plan if the device IMEI cannot be retrieved? Eg: cannot be switched on or device is burnt beyond recognition.

If this occurs, we are unable to proceed with Phone Swap. The original device to be swapped must have a visible, unaltered and legible IMEI that matches the IMEI recorded in our enrolment records.

I already found my lost device. Can I request to unblock the IMEI for my lost device?

Once a service request is made, all devices will be Asurion's assets. Customers cannot request to unblock the IMEI for the lost device once service request is made.

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I have a multi SIM device. Can I subscribe with Phone Care?

Customera with dual SIM devices can subscribe to Phone Care. The primary IMEI will be kept for our record purposes only.

Are there any upfront payments for Phone Care?

No upfront payments are required for Enterprise customers. Fees will be included in your monthly bill.

What happens if I terminate my Phone Care subscription?

- No penalty charges will be imposed upon cancellation of Phone Care.
- Unable to raise any service request.
- Reinstate with same IMEI number is not allowed.