

FIRST™ Internet Plan Offering – iPad Mini 4

Frequently Asked Questions



Items	Descriptions						
Introduction	<p>Introducing iPad Mini 4 with the FIRST™ Internet Plan. There are 2 plans as below to be made available at all Blue Cube Outlets nationwide.</p> <table border="1"> <thead> <tr> <th>Plan</th> <th>Monthly commitment</th> </tr> </thead> <tbody> <tr> <td>FIRST™ Blue Internet</td> <td>RM45</td> </tr> <tr> <td>FIRST™ Gold Internet</td> <td>RM100</td> </tr> </tbody> </table>	Plan	Monthly commitment	FIRST™ Blue Internet	RM45	FIRST™ Gold Internet	RM100
Plan	Monthly commitment						
FIRST™ Blue Internet	RM45						
FIRST™ Gold Internet	RM100						
Launch Date	<p>1. When is the launch date? 30th November 2015</p>						
Target Customers	<p>2. Who are the target customers?</p> <ul style="list-style-type: none"> • New & Existing Celcom Customers • MNP Customers 						
General Questions	<p>3. Where can I refer to for the Celcom iPad Mini 4 plan and pricing? You can refer to our website at www.celcom.com.my for plan and pricing details.</p> <p>4. Where can I get the iPad Mini 4 with Celcom? You can purchase at any Celcom Blue Cube outlet.</p> <p>5. What do I need to do after purchasing the iPad Mini 4? You need to ensure that the iPad Mini 4 is activated either via wireless or via iTunes. For details of activation, please refer to http://www.apple.com/support/ipad/setup/</p> <p>6. Who do I call if I require assistance on setting up my iPad Mini 4? You need to call our Careline at 1111 from your mobile phone for support.</p> <p>7. Where can I go if I need assistance on using the iPad Mini 4? You may visit any Blue Cube outlet.</p> <p>8. If I buy iPad Mini 4 outright, what other plans can I subscribe to? You can subscribe to any Celcom Postpaid or Prepaid plans according to your needs. For prepaid, we do not have specific plans for iPad devices.</p> <p>9. Can I purchase the device only? No.</p> <p>10. Does Celcom have a contract extension? No, currently Celcom does not offer such facility.</p> <p>11. Does Celcom have the Easy Payment Plan (EPP) facility for iPad Mini 4? No, Celcom does not have that facility at the moment. We will announce on the website once we have it. Alternatively, some banks provide EPP for their own customers. What you need to do is to contact your credit card issuing bank to ask for the facility</p> <p>12. Does Celcom have any credit facility like AEON Financing for iPad Mini 4? No, Celcom does not have that facility at the moment. We will announce on the website once the facility is available at Celcom.</p> <p>13. What is the payment method when I purchase the iPad Mini 4? You can purchase iPad Mini 4 with Cash, Credit Card and Debit Card only. Cheque is not accepted.</p> <p>14. Which packages are eligible for the FREE Insurance and FREE Extended Warranty (EW)? Unfortunately, we do not have the FREE insurance and extended warranty for the iPad Mini 4</p>						

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offering. However, you have an option to purchase separately.

15. Can a foreigner subscribe for iPad Mini 4 FIRST™ Internet Plan?

Yes, however they must pay a deposit of RM100 on top of the required upfront payment.

16. What happens after I have fully utilized the data allocation?

The data speed will be blocked after it has reached the FUP of data allocated. You will need to purchase extra volume. Type BROADBAND VOLUME and send to 22188

FIRST™ Internet Plan Offerings

17. How much upfront payment is required for iPad Mini 4 FIRST™ Internet Plan?

Upfront payment is mandatory for all iPad Mini 4 FIRST™ Internet Plan. Upfront Payment will be based on the FIRST™ Plan chosen. Upfront payment will be rebated back in 10 months.

18. Can the Upfront payment be refunded?

No. In the event of early termination, any remaining balance from Upfront Payment shall be forfeited.

19. Is there any package penalty?

Yes there is. The penalty however will be in the form of monthly reduction. The shorter the balance of contract, the lesser amount of penalty.

20. What is Monthly Reducing Penalty?

Monthly Reducing Penalty is based on your monthly commitment fee (x) balance of customer remaining contract. The shorter the balance of contract, the lesser amount of penalty.

21. What is the credit limit for iPad Mini 4 FIRST™ Internet Plan?

Plan	Credit limit
FIRST™ Blue Internet	RM150
FIRST™ Gold Internet	RM250