

FAQ IPHONE 6s & IPHONE 6s PLUS WITH FIRST™ DEVICE BUNDLE PLANS



Items	Descriptions								
Launch Date	<p>When is the launch date?</p> <ul style="list-style-type: none"> 16th October 2015 								
Introduction	<p>Introducing iPhone 6s & 6s Plus with New FIRST™ Plans from Celcom. There are 3 plans as below to be made available at all Blue Cube Outlets & Celcom Xclusive-Partner Dealers nationwide.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Plan</th> <th>Monthly commitment</th> </tr> </thead> <tbody> <tr> <td>FIRST™ Basic 85</td> <td>RM85</td> </tr> <tr> <td>FIRST™ Basic 85 with Max Up All</td> <td>RM135</td> </tr> <tr> <td>FIRST™ Elite</td> <td>RM235</td> </tr> </tbody> </table> <p>What is FIRST™ Basic? FIRST™ Basic is an exclusive plan that covers all the essentials and everything you need to stay connected. With OPTIMISER™, you get additional Internet or Calls to enjoy and exclusive rewards via FIRST™ Club, it's absolute convenience and control in your hands.</p> <p>What are the benefits of FIRST™ Basic?</p> <ul style="list-style-type: none"> OPTIMISER™: Depending on your usage, get additional Free Internet or Calls upon full utilisation of your basic plan allocation FIRST™ Club: Enjoy benefit and exclusive rewards reserved only for you as our loyal customer. Supplementary: Stay close to your loved ones with our FIRST™ 1+5 plan <p>What is FIRST™ Elite? FIRST™ Elite is an exclusive plan with special privileges, exclusively for Celcom's most premium customers. It puts you at our top priority, pampering you with a host of privileges and presenting you with services that none can compare. All designed to put you where you belong; FIRST™.</p> <p>What are the benefits of FIRST™ Elite?</p> <ul style="list-style-type: none"> Preferred Number: Stand out with the number of your choice. Select from a list of exclusive preferred numbers when you are with FIRST™ Elite. Reserved Parking: A guaranteed parking space reserved exclusively for you at selected Blue Cube and Celcom Centre. Personalised Customer Service: Allocated lane and Personal Service Consultant at Blue Cube and Celcom Centre. Enjoy special privileges and a dedicated customer service number at 1881. Priority Access: FIRST™ to reserve and own latest devices for a guaranteed collection on launching day. The Lounge: A premium area reserved only for Elite customers. Indulge in light refreshments as you receive personalised services for all your Telco needs. 	Plan	Monthly commitment	FIRST™ Basic 85	RM85	FIRST™ Basic 85 with Max Up All	RM135	FIRST™ Elite	RM235
Plan	Monthly commitment								
FIRST™ Basic 85	RM85								
FIRST™ Basic 85 with Max Up All	RM135								
FIRST™ Elite	RM235								
Complementary 1GB	<p>Am I entitled for the complementary 1GB?</p> <ul style="list-style-type: none"> All registrations from 16th October (midnight launch) until 15 November 2015. <p>Am I able to enjoy the Complementary 1GB?</p> <ul style="list-style-type: none"> You can enjoy the complementary 1GB for 12 consecutive months. 								

What is the mechanic of the complementary 1GB?

- You can expect to get the 1st complementary 1GB within a month from the activation date
- You shall get a reward notification as below:

Reward SMS Notification		
Type	English	Malay
SMS	RM0 Enjoy additional complimentary 1GB Internet with FIRST™. For info, visit www.celcom.com.my (94)	RM0 Nikmati 1GB Internet tambahan percuma dengan FIRST™! . Untuk info, layari www.celcom.com.my (95)

Target Customer

Who are the target customers?

- New and Existing Celcom Customers
- MNP customers

General Question

Where can I refer to for the Celcom iPhone 6s & iPhone 6s Plus plan and pricing?

You can refer to our website at www.celcom.com.my for plan and pricing details.

Where can I get the iPhone 6s & iPhone 6s Plus with Celcom?

You can purchase it at any Celcom Blue Cube outlet and Celcom Xclusive-Partner.

What do I need to do after purchasing the iPhone 6s & iPhone 6s Plus?

You need to ensure that the iPhone 6s or iPhone 6s Plus is activated either via wireless or via iTunes, For details of activation, you may refer to

<http://www.apple.com/support/iphone/getstarted/>

Who do I call if I require assistance on iPhone 6s & iPhone 6s Plus set-up?

You can call our Careline at 1111 from your mobile phone for support.

Where can I go if I need assistance on using the iPhone 6s & iPhone 6s Plus?

You may visit any of the Blue Cube outlets or participating Celcom Xclusive outlets.

If I buy the iPhone 6s & 6s Plus outright, what other plans can I subscribe to?

You can subscribe to any Celcom Postpaid or Prepaid plans according to your need. However, for prepaid we don't have any specific plan for the iPhone devices.

Can I purchase the device only?

Yes, but there will be no offers with the device, only purchase.

Does Celcom have a contract extension?

No, currently we don't offer such facility.

Does Celcom have the Easy Payment Plan (EPP) facility for iPhone 6s & iPhone 6s Plus?

Yes, you may opt for this facility at all Blue Cube outlets only. You can refer to our website at www.celcom.com.my for the EPP details.

Does Celcom have any credit facility like AEON Financing for iPhone?

No, Celcom does not have that facility at the moment. Celcom will announce in the website once the facility is available at Celcom.

What is the payment method when I purchase the iPhone 6s & iPhone 6s Plus?
 You can purchase the iPhone 6s or iPhone 6s Plus with Cash, Credit Card and Debit Card only. Cheque is not accepted.

Which packages are eligible for the FREE Insurance and FREE Extended Warranty (EW)?
 Unfortunately, we don't have the FREE insurance and extended warranty for this iPhone 6s & iPhone 6s Plus offering. However, you may have an option to purchase separately.

Can I, as a foreigner subscribe to the iPhone 6s & 6s Plus FIRST™ Device Bundle Plan?
 Yes, however you must pay a deposit of RM500 on top of the required upfront payment.

Will a customer be getting SMS notifications on usage utilization?
 Yes, system will send SMS notification upon reaching below threshold:

Usage	Reminder SMS	
Internet	70%	100%
Call & SMS	90%	100%

How do I activate the free WiFi?
 Just key in the password given at the Welcome Message. You don't need to send another message to activate the WiFi service since it is active by default.

In the event I purchase OPTIMISER™ (for data) or Max Up All, do I need to key-in a different password to enjoy the free WiFi?
 No, you can continue to use the free WiFi using the same password.

How can I check his Minutes, SMS and Internet balance?
 You can check their balance by sending
Bal Status to 28882

Contract Requirement

Available for 24 months contract period for the FIRST™ Device Bundle Plan

Device Bundle Plan Offering

What are iPhone 6s & 6s Plus FIRST™ Device Bundling main offerings?

Tariff Rates and Package Plans

IPHONE 6s & IPHONE 6S PLUS WITH FIRST™ PLAN				
Plan	FIRST™ Basic	FIRST™ Basic with Max up All	FIRST™ Elite	
			FIRST™ SIM	Second SIM
Monthly Commitment	RM85	RM135	RM235	
Internet	2GB + 2GB WiFi	3GB + 3GB WiFi	3GB + 3GB WiFi	3GB + 3GB WiFi
Call & SMS (To All Network)	100 mins + 100 SMS	350 mins + 350 SMS	200 mins + 200 SMS	200 mins + 200 SMS
Internet OPTIMISER™	3GB + 3GB WiFi	3GB + 3GB WiFi	2GB + 2GB WiFi	N/A

Call & SMS OPTIMISER™	600mins + 600SMS	600mins + 600SMS	Unlimited	N/A
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*Prices displayed above does not include 6% GST

iPhone 6s Package Plan

IPHONE 6s WITH FIRST™ PLAN (24 MONTH CONTRACT)						
Package Plan	FIRST™ Basic 85			FIRST™ Basic 85 with Max Up All		
Device Model	iPhone 6s 16GB	iPhone 6s 64GB	iPhone 6s 128GB	iPhone 6s 16GB	iPhone 6s 64GB	iPhone 6s 128GB
Monthly Commitment Fee	RM85			RM135		
RRP (RM)	2,998	3,498	3,968	2,998	3,498	3,968
Device Price Upon Registration (RM)	2,138	2,568	2,988	1,768	2,198	2,628
Upfront Payment	650			1,000		
Upfront Payment Rebate	65 x 10 Months			100 x 10 Months		
Total Payment Upon Registration	2,788	3,218	3,638	2,768	3,198	3,628

*Prices displayed above does not include 6% GST

IPHONE 6s WITH FIRST™ PLAN (24 MONTH CONTRACT)			
Package Plan	FIRST™ Elite 235		
Device Model	iPhone 6s 16GB	iPhone 6s 64GB	iPhone 6s 128GB
Monthly Commitment Fee	RM235		
RRP (RM)	2,998	3,498	3,968
Device Price Upon Registration (RM)	1,058	1,478	1,908
Upfront Payment	1,700		
Upfront Payment Rebate	170 x 10 Months		
Total Payment Upon Registration	2,758	3,178	3,608

*Prices displayed above does not include 6% GST

iPhone 6s Plus Package Plan

IPHONE 6s PLUS WITH FIRST™ PLAN (24 MONTH CONTRACT)						
Package Plan	FIRST™ Basic 85			FIRST™ Basic 85 with Max Up All		
Device Model	iPhone 6s Plus 16GB	iPhone 6s Plus 64GB	iPhone 6s Plus 128GB	iPhone 6s Plus 16GB	iPhone 6s Plus 64GB	iPhone 6s Plus 128GB
Monthly Commitment Fee	RM85			RM135		
RRP (RM)	3,498	3,968	4,438	3,498	3,968	4,438
Device Price Upon Registration (RM)	2,568	2,988	3,418	2,198	2,628	3,048
Upfront Payment	650			1,000		
Upfront Payment Rebate	65 x 10 Months			100 x 10 Months		
Total Payment Upon Registration	3,218	3,638	4,068	3,198	3,968	4,048

*Prices displayed above does not include 6% GST

IPHONE 6s PLUS WITH FIRST™ PLAN (24 MONTH CONTRACT)			
Package Plan	FIRST™ Elite 235		
Device Model	iPhone 6s Plus 16GB	iPhone 6s Plus 64GB	iPhone 6s Plus 128GB
Monthly Commitment Fee	RM235		
RRP (RM)	3,498	3,968	4,438
Device Price Upon Registration (RM)	1,478	1,908	2,338
Upfront Payment	1,700		
Upfront Payment Rebate	170 x 10 Months		
Total Payment Upon Registration	3,178	3,608	4,038

*Prices displayed above does not include 6% GST

How much upfront payment is required for iPhone 6s & 6s Plus FIRST™ Device Bundle Plan?

Upfront payment is mandatory for all iPhone 6s & 6s Plus FIRST™ Device Bundle Plan and is based on FIRST™ Plan chosen. Upfront payment will be rebated back in 10 months.

Please refer to the table above for the upfront payment.

Can the Upfront payment be refunded?

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

forfeited.

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.

What is Monthly Reducing Penalty?

Monthly Reducing Penalty is based on your monthly commitment fee (x) balance of your remaining contract. The shorter the balance of contract, the lesser amount of penalty. Penalty charges calculations are as below:-

24 months Contract Reducing Balance Penalty										
First Basic 85										
Month	24	23	23	22	21	20	19	18	17	16
Penalty (RM)	2040	1955	1870	1785	1700	1615	1530	1445	1360	1955
Month	15	14	13	12	11	10	9	8	7	6
Penalty (RM)	1275	1190	1105	1020	935	850	765	680	595	510
Month	5	4	3	2	1					
Penalty (RM)	425	340	255	170	85					

E.g.; When you want to terminate your contract for iPhone 6s & 6s Plus FIRST™ Basic 85 bundle plan with 24 Months Contract, but you have 2 more months left in your device bundle contract. Therefore you have to pay RM170 (RM85 - Monthly Commitment x 2 remaining months of contract) to terminate your contract. You may refer to the amount as per table above.

What is the credit limit for iPhone 6s & 6s Plus FIRST™ Device Bundle Plan?

Plan	Credit limit
FIRST™ Basic 85	RM250
FIRST™ Elite(1 st SIM)	RM650
FIRST™ Elite (2 nd SIM)	RM200

OPTIMISER™

What happens if I exceed their iPhone 6s & 6s Plus First™ Plan?

FIRST™ Basic 85	<ul style="list-style-type: none"> You will be getting OPTIMISER™ based on your usage. (i.e if you have utilised your internet allocation, you will get Internet OPTIMISER™) Once OPTIMISER™ is fully utilized you may purchase Max Up or continue the pay-per-use internet usage by sending keyword “PPU YES to 28882”
FIRST™ Elite (FIRST™ SIM)	<ul style="list-style-type: none"> You will be getting OPTIMISER™ based on your usage Once OPTIMISER™ is fully utilised, you may purchase Max Up or continue the pay-per-use internet usage by sending keyword “PPU YES to 28882”
FIRST™ Elite (Second SIM)	<ul style="list-style-type: none"> You will not be getting OPTIMISER™. Internet usage will be blocked, and Calls & SMS will be charged RM0.10 per Call and per SMS

What is OPTIMISER™ ?

OPTIMISER™ is an additional allocation of Internet, WiFi, Voice and SMS of the basic plan. There are 2 types of OPTIMISER™

- a) Internet OPTIMISER™
- b) Call & SMS OPTIMISER™

How does Internet/Call&SMS OPTIMISER™ work?

- Depending on your usage.

a) If you fully utilise your Internet usage first, system will automatically provision Internet OPTIMISER™ for you.

b) If you fully utilise your Call/SMS usage first, system will automatically provision Call & SMS OPTIMISER™ for you.

Do I need to pay additional charges for OPTIMISER™?

No. Additional Internet, Minutes & SMS is complimentary.

For the FIRST™ Elite Plan, will both First & Second SIM enjoy the OPTIMISER™?

No. Only FIRST™ SIM will enjoy the OPTIMISER™.

How will I know when I have received the OPTIMISER™?

Customer will be notified via SMS as below:-

OPTIMISER™	English	Malay
Internet	RM0 You've utilized 100% of XGB internet. Your plan has been enhanced with Internet OPTIMISER of XGB Internet & XGB WiFi. Valid till end of bill cycle. TQ	RM0 Anda tih guna 100% drpd XGB Internet. Pelan anda tih diselaraskan dgn OPTIMISER Internet sbhyak XGB Internet & XGB WiFi. Sah shngga tarikh Akhir bill. T'kasih
Call & SMS	RM0 You've utilized 100% of xxx minutes. Your plan has been enhanced with call OPTIMISER of xxx SMS. Valid till end of bill cycle. TQ	RM0 Anda tih guna 100% drpd xxx minit anda. Pelan anda tih diselaraskan dgn OPTIMISER panggilan sebanyak xxx minit & xxx SMS. Sah shngga tarikh Akhir bill. T'kasih

What will happen if I have utilized my Internet OPTIMISER™?

Internet service will be blocked and you will not be able to use the service. However, you have the option to either continue with pay-per-use Internet at 50sen/20MB or purchase additional Internet data with Max Up.

What will happen if I do not fully utilize my Call, SMS or Internet allocation?

Any unutilised Call, SMS or Internet usage will be forfeited.

FIRST™ 1+5

What is FIRST™ 1+5?

FIRST™ 1+5 is a supplementary plan where customer may enjoy complimentary Call, SMS and MMS between principal and FIRST™ 1+5

Can I register for supplementary lines?

Yes. You can register FIRST™ 1+5 plan as a supplementary plan up to 5 lines

Can FIRST™ Elite Second SIM customer register for supplementary lines?

No, you can't.

How many numbers can be registered under the supplementary plan?

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

Can I register for FIRST™ 1+5?

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

- New FIRST™ principal plan (FIRST™, FIRST™ Elite),
- Mobile Number Portability (MNP) customers,
- Prepaid to Postpaid migration

Where can I register FIRST™ 1+5 plan?

You can register FIRST™ 1+5 plan by visiting our branches below

- Celcom Center
- Blue Cube
- Celcom Xclusive nationwide
- Celcom Dealer nationwide

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

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

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

Details of payment are as below:-

Details	Upon Registration	1st Bill
Upfront payment	RM30	NA
Stamp duty	NA	RM10
Commitment Fee	NA	RM30
Commitment Fee (pro rate)	Na	Up to RM30

However, if you asks for MAX UP ALL Auto at the point of registration, frontliner to collect Upfront Payment of RM50.

What are the offerings for FIRST™ 1+5 plan?

Monthly commitment fee	RM30	
Calls & SMS and Internet allocation	500MB Internet + 500MB WiFi & 50 Mins Call + 50 SMS	
Usage between Principal & Supplementary	FREE minutes (voice & video calls)	2,000 mins
Call tariff to other numbers	FREE SMS & MMS	2,000 messages
	SMS	15 sen All network
	MMS	
Additional usage after fully utilized on Internet	RM0.50/20MB	
Credit limit	RM100	
Call block	30sec/block	

What will happen if I didn't utilise my allocation of Call, SMS & internet?

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

Will I be getting any SMS notification on usage utilisation?

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

Usage	Reminder SMS	
Internet	70%	100%
Call & SMS	90%	100%

What will happen if I exceed my FIRST™ 1+5 plan allocation?

You will be charged PPU for any additional usage.

How about Internet?

Internet service will be blocked and you will not be able to use the service. However, you have the option to continue with pay-per-use Internet at 50sen/20MB or buy

additional Internet volume purchase with Max Up.

Can I use my FIRST™ 1+5 Call & SMS and Internet allocation while roaming?

No. Call & SMS and Internet allocation are applicable for domestic use only (within Malaysia). Call & SMS and Internet while roaming will be chargeable on top of your monthly commitment at roaming charges.

As a new FIRST™ 1+5 do I have to pay the Roaming deposit if I request for Roaming activation during registration?

Yes. RM300 is applicable. However for MNP, you are required to bring your old telco bill for free activation if you have subscribed to roaming with your previous telco.

How can I check my allocated free minutes and SMS between principal and supplementary?

Unfortunately, you are unable to check your allocated minutes and SMS between the principal and supplementary numbers.

Max Up

What is Max Up?

Max Up is an additional Internet volume purchase for you should you require more Internet usage.

Can FIRST™ Elite Second SIM subscribe to Max Up?

Yes.

What are the packages available for Max Up?

- a) Max Up 100MB @ RM3
- b) Max Up 500MB @ RM10
- c) Max Up 1GB @ RM15
- d) Max Up 5GB @ RM50

How can I purchase the Max Up?

You can purchase Max Up as per below

SMS	MAX100MB send to 28882
	MAX500MB send to 28882
	MAX1GB send to 28882
	MAX5GB send to 28882
USSD	Dial *118# and purchase

What is Max Up All?

Max Up All is an additional Minutes, SMS and Internet package, for those who need more.

What are the offering for Max Up All?

With Max Up All, you will get the following;
250 Minutes (all networks) + 250 SMS (all networks) & 1GB Internet +1GB WiFi

What is the price of Max Up All if I want to opt in?

You will be charged RM50 per subscription.

How do I subscribe to Max Up All?

You may subscribe to Max Up All as per below:

SMS	Renewal Subscription	MAXALLAUTO send to 28882
	One time Subscription	MAXALL50MB send to 28882
USSD		Dial *118# and purchase

Will I receive any SMS notification when I subscribe to “Max All Auto”?

	<p>Yes, below SMS notification will be sent to you upon successful subscribed to Max Up All Auto.</p> <p><i>“RM0 Your Max Up All subscription is successful & valid till end of ur bill cycle. RM50 has been charged to your account & will be auto renewed in ur next bill. TQ”</i></p> <p>How do I unsubscribe from “Max All Auto”? You can unsubscribe by sending ‘STOP Max All 50 Auto’ to 28882.</p> <p>Can I use my FIRST™ Basic Call & SMS and Internet allocation while roaming? No. Call & SMS and Internet allocation are applicable for domestic use only (within Malaysia). Call & SMS and Internet while roaming will be chargeable on top of your monthly commitment at roaming charges.</p> <p>As a new FIRST™ Basic customer, do I have to pay the Roaming deposit if I request for Roaming activation during registration? Yes. RM300 is applicable. MNP customer with Roaming service are required to bring their old telco bill for free activation of roaming.</p>
<p>Change of Rate Plan</p>	<p>Can I change my plan from FIRST™ Basic/ FIRST™ Elite to another available postpaid plan? Yes, you may change your plan from FIRST™ Basic/ FIRST™ Elite to any available postpaid plan offered by Celcom.</p> <p>Can I change my plan to another Celcom prepaid plan? No. For the time being, postpaid to prepaid migration is not available.</p> <p>As an existing prepaid customer, can I migrate to FIRST™ Basic/ FIRST™ Elite/ FIRST™ 1+5? And will my credit be carried forward? Yes, you can and any remaining credit balance will be transferred to your new postpaid plan as a credit amount.</p> <p>Can I use my credit balance to cover the advance payment for FIRST™ Basic/ FIRST™ Elite/ FIRST™ 1+5? No. The full advance payment is needed during registration.</p> <p>As an existing postpaid plan customer, can I change my rate plan to FIRST™ Basic/ FIRST™ Elite/ FIRST™ 1+5 Plans? Yes, you can.</p> <p>Can FIRST™ Elite subscribers downgrade to FIRST™ Basic. And what happens to the Second SIM? No, as a FIRST™ Elite customers you are not allowed to perform any changes of rate plan until further notice.</p> <p>If a Principal with an existing 1+5 Plan wants to change rate plans to FIRST™ Basic/ FIRST™ Elite Plan, what happens to the supplementary? Supplementary will be auto migrated to FIRST™ 1+5 plan. Please be advised of the monthly commitment fee prior to the change of rate plan.</p> <p>If a Principal with an existing Internet plan as their supplementary, wants to change their rate plan to FIRST™ Basic/FIRST™ Elite Plan, what happens to the supplementary (Internet Plan)? Supplementary MUST TNR and become stand-alone Internet plan.</p>