

# FIRST™ Platinum with GBshare™

Frequently Asked Questions



Items	Descriptions																																																
GBshare™	<p><b>1. What is GBshare™?</b> GBshare™ is a sharing feature that allows you to share Internet quota from your FIRST™ plan with <b>GBshare™ Lines</b>.</p> <p><b>2. How do I enjoy GBshare™?</b> You have to register a minimum of two (2) <b>GBshare™ Lines</b> with an eligible FIRST™ plan to start using GBshare™.</p> <p><b>3. Who can sign up for GBshare™?</b> All customers are eligible to sign up for <b>GBshare™</b>. This includes new customers, port-in (MNP), existing postpaid customers who wish to change plan (CORP) and existing prepaid customers who wish to change to postpaid plan (P2P).</p> <p><b>4. I am a customer with a device bundle contract. Can I sign up for GBshare™?</b> No. GBshare™ is only open to non-contracted customers.</p> <p><b>5. Where can I register for GBshare™?</b></p> <table border="1"><thead><tr><th>No</th><th>Channel</th></tr></thead><tbody><tr><td>1</td><td>Celcom Centre</td></tr><tr><td>2</td><td>Blue Cube Outlets</td></tr><tr><td>3</td><td>Celcom Online Store (Coming Soon)</td></tr><tr><td>4</td><td>Celcom Xclusive outlets</td></tr></tbody></table> <p><b>6. What are the offerings of GBshare™?</b></p> <table border="1"><thead><tr><th>Package Details</th><th>GBshare™</th></tr></thead><tbody><tr><td>Monthly Commitment</td><td>RM48</td></tr><tr><td>Total Internet/month</td><td>2GB</td></tr><tr><td>Calls</td><td>Unlimited Calls to all networks</td></tr><tr><td>SMS</td><td>20sen/SMS to all networks</td></tr><tr><td>FREE Unlimited Social Apps</td><td>WhatsApp &amp; WeChat</td></tr><tr><td>Video Calls / MMS</td><td>20sen per min / MMS to all networks</td></tr><tr><td>Credit Limit</td><td>RM250</td></tr><tr><td>Extended Payment</td><td>35 days</td></tr></tbody></table> <p><i>*Unlimited Calls to all networks apply to domestic usage only. This excludes video calls, calls to toll-free numbers or numbers with special charges e.g. 1-300/1-800/600, 121, TM100, 1MOCC, IDD calls to Singapore &amp; IDD/border calls to Brunei.</i></p> <p><b>7. As a foreigner, can I subscribe to GBshare™?</b> Yes, however you will have to pay a deposit of RM500 on top of the required advance payment.</p> <p><b>8. How much do I need to pay upon registration?</b></p> <table border="1"><thead><tr><th>No</th><th>Item</th><th>Upon Registration</th><th>1st Bill</th></tr></thead><tbody><tr><td>1</td><td>Advance Payment*</td><td>RM48</td><td>N/A</td></tr><tr><td>2</td><td>Stamp Duty</td><td>N/A</td><td>RM10</td></tr><tr><td>3</td><td>Monthly Commitment</td><td>N/A</td><td>RM48</td></tr><tr><td>4</td><td>Monthly Commitment (pro-rated)</td><td>N/A</td><td>Up to RM48</td></tr></tbody></table> <p><i>*Advance payment is imposed on new, CORP and P2P customers.</i></p> <p><b>9. Will I get a separate billing under this plan?</b> No. Bill for all your <b>GBshare™ Lines</b> will be consolidated in the same bill as your FIRST™ plan.</p>	No	Channel	1	Celcom Centre	2	Blue Cube Outlets	3	Celcom Online Store (Coming Soon)	4	Celcom Xclusive outlets	Package Details	GBshare™	Monthly Commitment	RM48	Total Internet/month	2GB	Calls	Unlimited Calls to all networks	SMS	20sen/SMS to all networks	FREE Unlimited Social Apps	WhatsApp & WeChat	Video Calls / MMS	20sen per min / MMS to all networks	Credit Limit	RM250	Extended Payment	35 days	No	Item	Upon Registration	1st Bill	1	Advance Payment*	RM48	N/A	2	Stamp Duty	N/A	RM10	3	Monthly Commitment	N/A	RM48	4	Monthly Commitment (pro-rated)	N/A	Up to RM48
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## Group Sharing & Behaviour

### 10. What is Group Sharing?

Group Sharing enables everyone to enjoy Internet from the same Internet quota.

### 11. How does Group Sharing work?

Upon the activation of your **GBshare™**, your Internet and each of your **GBshare™Line's** 2GB will be rolled up for Group Sharing. Any available Internet balance can be shared communally, on a first come, first served basis.

### 12. Can I enjoy Group Sharing without signing up for GBshare™?

No. You are required to have a minimum of two (2) or a maximum of five (5) **GBshare™** Lines to enjoy **GBshare™**. Individual line is not eligible.

	FIRST™ Platinum
No. of Admin	1
Minimum number of <b>GBshare™</b> Lines	2
Maximum number of <b>GBshare™</b> Lines	5
<b>Maximum GBshare™ Lines (inclusive of Admin)</b>	<b>6</b>

### 13. Can each of my GBshare™ Lines share their individual quota with each other?

No. Individual quota of 2GB will be added up to the Group Internet quota for sharing.

### 14. How much Internet can I share with my GBshare™ Lines?

You can share any available Internet balance with your **GBshare™** Lines.

### 15. What happens if I do not fully utilise Group Sharing Internet quota?

Any unused Internet quota will be forfeited by the end of your billing cycle.

## Allocated Sharing & Behaviours

### 16. What is Allocated Sharing?

Allocated Sharing enables you to allocate specific amount of Internet quota to each individual.

### 17. How does Allocated Sharing work?

You can easily allocate Internet quota to yourself and your **GBshare™** Lines by enabling Allocated Sharing via the MyCelcom Postpaid App.

### 18. How much can I allocate to myself or my GBshare™ Lines?

You can allocate in  $\pm$ 1GB blocks.

### 19. What happens if I have remaining balance of Internet quota that is not allocated?

The balance will be displayed as an unallocated quota in your MyCelcom Postpaid App.

### 20. What happens if I do not fully utilise the Allocated Sharing Internet quota?

Any unused Internet quota will be forfeited by the end of your billing cycle.

### 21. What happens if I am on Allocated Sharing but didn't allocate any Internet to my GBshare™ Lines and myself?

Your **GBshare™** Lines and you will still be able to browse at a throttled mode, at the speed of 64kbps.

### 22. I have allocated Internet quota to my GBshare™ Lines, can I allocate more or deallocate the Internet quota?

Yes, you can. Allocation or deallocation can be performed via MyCelcom Postpaid App. However, if the allocation has already been fully utilised, you will not be able to deallocate.

### 23. Can my GBshare™ Lines adjust the group's Internet allocation?

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No, only you (the **Admin**) are allowed to perform allocation or deallocation.

**24. Will there be any notification for each Internet quota allocation?**

Yes. Both Admin and GBshare™ Lines will be notified upon each additional quota.

**WiFiPlus**

**25. Will I be able to enjoy WiFiPlus for this plan?**

No. The WiFiPlus feature is no longer available.

**Additional Purchase**

**26. Can I purchase Internet Add On?**

Yes. As an Admin, you can purchase Add On 2GB, 5GB or 10GB for individual usage via MyCelcom Postpaid App or USSD (\*118#).

**27. Can my GBshare™ Lines purchase Add On or subscribe to VAS?**

No, only Admin is allowed to perform purchases. **GBshare™ Lines** are not able to purchase any Add On or subscribe to any VAS.

**28. How will my GBshare™ Lines enjoy additional Internet or subscribe to VAS?**

As an **Admin**, you can purchase on their behalf or approve the purchase request from your **GBshare™ Lines** via MyCelcom Postpaid App.

**29. If I purchase Add On or subscribe to VAS on behalf of my GBshare™ Lines, will it be deducted from my credit limit?**

No. Any purchases made on their behalf will be deducted from each of your **GBshare™ Line's** own credit limit.

**30. If I purchase individual Internet Add On, which quota will be used up first?**

Usage will fully utilise the Group/Allocated Internet before Individual Internet Add On is deducted.

**31. Can I use the allocated Internet while roaming?**

No. Internet allocation is applicable for domestic use only (within Malaysia). Internet usage while roaming will be chargeable on top of monthly commitment at roaming charges.

**32. Am I required to pay roaming deposit when I request for roaming activation during registration?**

No. You no longer required to pay any deposit for roaming activation. International Roaming (IR) for Calls and SMS will be automatically activated upon plan registration. However, if you wish to enjoy Internet service while abroad, please active IR for Internet by sending **IR ON to 28882**.

**33. What happens if I do not fully utilise my Internet Add On?**

Any unused Internet quota will be forfeited by the end of your billing cycle.

**Internet Balance: Usage & Notifications**

**34. Can my GBshare™ Lines check their usage and balance?**

Yes. Your **GBshare™ Lines** will be able to check their usage and balance.

**35. Will I be getting any SMS notification on my Internet usage utilisation?**

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

Status	Reminder SMS 70% and 100% Internet utilisation	
	Admin	GBshare™Line
Allocated Sharing	√	√
Group Sharing	√	

**36. Will I be able to carry forward any unutilised Internet quota?**

No, any unutilised Internet quota will be forfeited by the end of your billing cycle.

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<b>MYcelcom Postpaid App</b>	<p><b>37. What are the roles of an Admin?</b> Admin is able to:</p> <ul style="list-style-type: none"><li>a) Control the sharing of Internet for each <b>GBshare™ Line</b> with Allocated Sharing via MyCelcom Postpaid App</li><li>b) Purchase additional features, VAS, Add On, etc. for sharing and/or <b>GBshare™ Lines</b></li></ul> <p><b>38. Will I be able to change GBshare™ via MyCelcom Postpaid App?</b> Yes. Only <b>Admin</b> is allowed to change GBshare™ to either Group Sharing or Allocated Sharing.</p> <p><b>39. What can be viewed by Admin and GBshare™Lines under Group Sharing?</b> Under Group Sharing, <b>Admin</b> and <b>GBshare™Lines</b> can view both individual and group quota.</p> <p><b>40. What can be viewed by Admin and GBshare™Lines under Allocated Sharing?</b> Under Allocated Sharing, only <b>Admin</b> can view both Individual and <b>Group</b> quota. <b>GBshare™Lines</b> are able to view only their individual quota.</p> <p><b>41. What will happen if the Group Internet is fully utilised?</b> Both <b>Admin</b> and <b>GBshare™Lines</b> can still enjoy Internet access at 64kpbs.</p>
<b>FREE Unlimited Social Apps</b>	<p><b>42. What is FREE Unlimited Social Apps?</b> You can use unlimited WhatsApp &amp; WeChat without Internet usage.</p> <p><b>43. What if I run out of Internet and still use WhatsApp &amp; WeChat?</b> You can continue using WhatsApp &amp; WeChat at a normal speed.</p> <p><b>44. How long is FREE Unlimited Social Apps available?</b> You will continue to enjoy the benefits as long as the line is active.</p>
<b>Yonder Music</b>	<p><b>45. What is Yonder Music?</b> Yonder Music is a mobile-only digital music service that provides its users with FREE access to millions of songs they can download and play, all commercial-free. As part of the FIRST™ Platinum with GBshare™ experience, you get to enjoy this service complimentary for 12 months.</p> <p><b>46. How do I download Yonder Music?</b> You will receive an SMS within 48 hours of activation to download the app via Google Play Store or the Apple App Store.</p> <p><b>47. When I use Yonder Music, will it be consuming my plan's Internet quota?</b> No, it will not be consuming your plan's Internet quota.</p> <p><b>48. Can my GBshare™ Lines enjoy this feature?</b> No. <b>GBshare™ Lines</b> are not eligible to enjoy this feature. Only Admin is able to enjoy this feature.</p>
<b>iflix</b>	<p><b>49. What is iflix?</b> Iflix is an Internet TV service containing tens of thousands of TV shows and movies online.</p> <p><b>50. How will I enjoy iflix?</b> As part of the FIRST™ Platinum with GBshare™ experience, you get to enjoy this service complimentary for 12 months when you subscribe to FIRST™ Platinum with <b>GBshare™</b>.</p> <p><b>51. How long will I enjoy the complimentary iflix access?</b> You get to enjoy it complimentary for 12 months.</p>

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	<p><b>52. When I use iflix, will it be consuming my Internet quota?</b> Yes, it will consume your Internet quota.</p> <p><b>53. Can my GBshare™ Lines enjoy this complimentary iflix access?</b> No. Your <b>GBshare™ Lines</b> will not be eligible to enjoy this complimentary iflix access. Only FIRST Platinum with <b>GBshare™</b> is able to enjoy this.</p>
<b>Change of Rate Plan</b>	<p><b>54. Can I change my GBshare™ Line to a Celcom prepaid plan?</b> No.</p> <p><b>55. Can existing prepaid customers switch to become GBshare™ Lines and will the credit be carried forward?</b> Yes and any remaining credit balance will be transferred to the new postpaid plan as a credit amount.</p> <p><b>56. Can I use my prepaid credit balance to cover the advance payment?</b> No, you can't. Full advance payment is needed during registration.</p> <p><b>57. If I am an Admin line with existing supplementary lines that wants to change to FIRST™ Platinum with GBshare™, what will happen to the supplementary lines?</b> Your supplementary lines will be <b>auto migrated</b> to become part of the five (5) <b>GBshare™ Lines</b>.</p>
<b>Termination</b>	<p><b>58. Can I terminate the GBshare™ Line?</b> Yes they can, as long as there are a minimum of two (2) <b>GBshare™ Lines</b>. Customer will be charged pro-rated upon <b>GBshare™ Line</b> termination.</p> <p><b>59. What happens if I terminate the Admin and the GBshare™ Lines?</b> You will be charged pro-rated upon termination for all lines.</p>