OleOle (Frequently Asked Questions)

1. **What is OleOle?**
   - OleOle is the all-new gifting service that enables you to buy and send a gift or request a gift from family and friends. Celcom will deliver the purchased gifts for all Celcom customers.

2. **Where can I get OleOle?**
   - OleOle is available in:
     i. MyCelcom Postpaid App
     ii. Xpax App
     iii. And USSD channel bydialling *118#

3. **Do I need to subscribe OleOle to enjoy this service?**
   - No, you don't have to subscribe to the OleOle service.

4. **How can I buy and send gifts with OleOle?**
   - **Step 1**: Go to either MyCelcom Postpaid App, Xpax App or dial *118#
   - **Step 2**: Select OleOle from the main menu
   - **Step 3**: Select the gift that you want to send to your family or friends
   - **Step 4**: Enter recipient's mobile number
   - **Step 5**: Accept the Terms and Conditions
   - **Step 6**: Confirm transaction

5. **How can I request gifts with OleOle?**
   - **Step 1**: Go to either MyCelcom Postpaid App, Xpax App or dial *118#
   - **Step 2**: Select OleOle from the main menu
   - **Step 3**: Select the gift that you want to request from your family and friends
   - **Step 4**: Enter recipient's mobile number
   - **Step 5**: Accept the Terms and Conditions
   - **Step 6**: Confirm transaction

6. **What do I do when I receive a gift request?**
   - **Step 1**: You will receive a gift requestmessage from Celcom
   - **Step 2**: You can either reply the SMS with **"BUY <given code>"**or **"DECLINE"**the gift anytime within 7 days upon receiving the gift request
   - **Step 3**: You will receive a confirmation message of your purchase as well as the delivery message if you have bought the request OR you will receive a confirmation message to confirm your rejection

7. **What do I do when I receive a gift?**
   - **Step 1**: You will receive a gift message from Celcom
   - **Step 2**: You can either reply the SMS with **"ACCEPT <given code>"**or **"REJECT <given code>"** anytime within 7 days upon receiving the gift
   - **Step 3**: You will receive an activation of the gift message if you accept the gift
   - **Step 4**: Enjoy the gift!

8. **How do I pay when I have made any purchase or transaction in OleOle?**
   - If you're a prepaid customer, your credit will be automatically deducted from your account.
   - If you're a postpaid customer, the purchasing and transactions will be automatically charged in your monthly bill.

9. **How do I know if the transaction is successful?**
   - You'll get a confirmation for every successful transaction.

10. **How do I know if the gift I've sent has been delivered to the recipient?**
    - Within 24 hours,Celcom will keep you posted via Celcom SMS Delivery Notification to give you a peace of mind.

- You'll receive an SMS notifications from Celcom when:
    i. Your gift has been successfully delivered to the recipient.
    ii. Your gift has been accepted by the recipient.

11. How will I know if the gift I've requested has been delivered to the recipient?
- Within 24 hours Celcom will keep you posted via Celcom SMS Delivery Notifications to give you peace of mind.
- You'll receive SMS notifications from Celcom when:
    i.   Your request has been successfully delivered to the recipient.
    ii. Your request has been accepted by the recipient.
    iii. The requested gift has been purchased and ready to be redeemed.

12. How will I know if my family or friends have sent me a gift with OleOle?
- You'll receive an SMS notification from Celcom informing that you've received a gift via OleOle.

13. How can I know who sent me the OleOle?
- The recipient's mobile number will be displayed in the SMS notifcation whenever you receive a gift.

14. What will happen if I choose to reject the OleOle?
- You will not be able to redeem or activate the gift and the sender will not get their refund for the rejected gift.

15. Do I have to pay for the OleOle that I've received?
- No, there are no charges applied on you. The gift will be paid by the sender. Therefore, we encourage you to accept all the paid gifts sent by your family and friends.

16. Can I change the OleOle that I've received?
- Unfortunately, you will not be able to change the gift that you've received.

17. How many transactions can I make via OleOle?
- There is no limit. You can send or request as many gifts as you want as long as you have sufficient credit balance and within your postpaid monthly usage limit.

18. Can I send gifts to family and friends on both Celcom postpaid and prepaid numbers?
- Yes, you can.
- However, from 23rd June till 26th July 2017, only Xpax products are available in Celcom Gifts via OleOle. Therefore, you can only send gifts to prepaid customers.
- From 27th July 2017 onwards, you may send gifts via OleOle to both prepaid and postpaid customers.

19. Can I go to any Celcom partners or Celcom Blue Cube to redeem and activate the gifts for Xpax products?
- No, you can't. All gifts can only be activated via SMS and if you receive any Xpax products as a gift via OleOle, it will be included automatically in your prepaid account once you have redeem the gift via SMS.

20. Can I accept the gift anytime when I receive the SMS Notification from Celcom?
- You can accept anytime, within 7 days. On the 8th day onwards, the gift will no longer be valid for acceptance.

21. How will I know that my gift, an Xpax product, has been activated?
- You will receive an SMS notification, and you can check your prepaid usage balance via:
    i. Xpax App
    ii. USSD by dialling *124#

22. **Can I redeem the gift any time after I've accepted it, or do I have to redeem immediately?**
    - You can redeem your gift anytime, within 7 days. On the 8th day onwards, the gift will no longer be valid.

23. **Can I request for validity extension to accept the gift?**
    - No, that's not possible.

24. **Can I request for validity extension to redeem the gift?**
    - No, that's not possible.

25. **Can I extend the OleOle validity period?**
    - No, validity period cannot be extended.

26. **Can I replace my expired gift?**
    - There will be no replacement for expired gift.

27. **Can I transfer my gift to someone else or redeem it for cash?**
    - Gifts via OleOle is non-transferable and not redeemable for cash.

28. **Can the recipient reject my gift or my gift request?**
    - Yes, the recipient will have the right to accept or reject your gift or gift request.

29. **How do I request a refund for the rejected gift?**
    - There will be no refund for rejected gifts.

30. **If I have key-in the wrong information, what will happen?**
    - Sender is 100% accountable for all the information entered during the transaction in OleOle and cannot be disputed.

31. **What type of products are available for purchase as gifts?**
    - Starting from 19th June 2017, below are the OleOle you can enjoy and use:
        i. Internet Plans
        ii. Internet Add-Ons
        iii. Late Night Internet (1 am – 7 am)
        iv. Facebook Internet
        v. Video Walla
        vi. Basic Internet
    - More gifts will be available starting from 27th July 2017. So, stay tuned for more awesome gifts.

32. **I am a postpaid customer, can I buy gifts for family and friends on prepaid?**
    - Yes, you can.

33. **I am a postpaid customer, can I buy gifts for family and friends on postpaid?**
    - Yes, starting from 27th July 2017.

34. **I am a prepaid customer, can I buy gifts for family and friends on prepaid?**
    - Yes, you can.

35. **I am a prepaid customer, can I buy gifts for family and friends on postpaid?**
    - Yes, starting from 27th July 2017.

36. **I do not have enough credit on my account, can I still buy a gift via OleOle?**
    - You'll have to reload your prepaid account and try again.

37. **Can I send gifts to non-Celcom subscribers?**
    - No, you can't send the gifts to non-Celcom customers.

38. Can I buy the giftsfor myself?
- No, you can't buy gifts for yourself through this service.

39. Will there be service charges when I use OleOle?
- Yes, same charges applicable for postpaid and prepaid customers:
    i. RM0.50 for Send a Gift / per transaction.
    ii. RM0.20 for Request a Gift / per transaction.