

Celcom Passport™: 1-DAY INTERNET PASS RM4.99 (Postpaid)

Frequently Asked Questions



Introduction

1. What is the 1-DAY INTERNET PASS RM4.99?

The 1-DAY INTERNET PASS RM4.99 is a limited time offer for customers to enjoy internet roaming at RM4.99/day in 6 selected Asia Pacific countries.

Launching Date

2. When is the promotion period?

The promotion period is from 17 August to 16 November 2017

Target Customer

3. Who are the targeted customers?

All Postpaid and Prepaid customers who roam in 6 selected countries in Asia Pacific

General Q&A

4. How to subscribe to the 1-DAY INTERNET PASS RM4.99?

For Postpaid customers, they will be subscribed automatically to the 1-DAY INTERNET PASS RM4.99 once their data usage exceeds 100KB (while latching on to our preferred operators abroad). Data charges will be capped at RM4.99/Day.

5. What are the charges for data usages below 100KB?

Data usages below 100KB will not be charged (FREE).

6. Will I be informed on my subscription?

We will inform you via SMS when the 1-DAY INTERNET PASS RM4.99 has been successfully activated. You will be receiving an SMS notification when your data usage exceeds 100KB.

7. What do I get from the 1-DAY INTERNET PASS RM4.99?

You will enjoy 500MB high Speed mobile internet until 11:59PM (Malaysian Time). Upon fully utilizing the 500MB quota, you internet speed will be throttled until 11:59pm (Malaysian Time).

8. Where can I use the 1-DAY INTERNET PASS RM4.99, and how much quota do I get?

1-DAY INTERNET PASS RM4.99 can be used in 6 selected countries in Asia Pacific via our partner networks as listed below:-

Country	Operator	Quota
Bangladesh	1. Robi 2. Grameenphone	500MB
Cambodia	Smart	500MB
Indonesia	1. XL 2. Telkomsel	500MB
Nepal	Ncell	500MB
Singapore	1. M1 2. Starhub	500MB
Sri Lanka	1. Dialog 2. Hutch	500MB



9. If I've reached my Fair Usage Daily Quota of 500MB, can I still enjoy data roaming without additional charges?

Yes, you can still continue to browse without any additional charges although you have fully utilized the Fair Usage Daily Quota.

10. How do I ensure that I am always logged on to I-DAY INTERNET PASS operators' network?

Once you are in any of the selected countries, make sure you are logged on to one of our preferred operator's network. However to ensure that you are always logged on to our preferred operator, you can select it manually by following the steps below:

Mobile Phone Type	How to manually select network/operator
iPhone	Step 1: Select 'Menu' Step 2: Select 'Settings' Step 3: Select 'Network' or 'Connectivity' Step 4: Select 'Operator selection' or 'Search mode' Step 5: Select 'Manual', and your phone will now search for mobile networks that are available around you Step 6: Select one our preferred network from the list
Android	<u>Honeycomb 2.3 and below</u> Step 1: Select 'Settings' Step 2: Select 'Wireless and Networks Settings' Step 3: Select 'Mobile Networks' Step 4: Select 'Network Operator' Step 5: Select one of our preferred network from the list
	<u>Ice Cream Sandwich 4.0</u> Step 1: Select 'Settings' Step 2: Select 'Networks and Connections' Step 3: Select 'Mobile Network' Step 4: Select one of our preferred network from the list
BlackBerry	Step 1: Select 'Option' Step 2: Select 'Mobile Networks' Step 3: Select 'Network Operator' Step 4: Click on Network Selection Mode and select MANUAL Step 5: Select one of the listed networks above Under the Manual Network Selection, there are 3 options: 1) Prompt - under this option customer will be prompt to switch when the manually selected network is out of coverage 2) Yes - this option will allow user to switch to available network (Auto) when manually selected network is out of coverage 3) No - user will not be having network coverage when the



	manually selected network is out of coverage.
Other Device	<p>Step 1: Select 'Settings'</p> <p>Step 2: Select 'Phone Settings'</p> <p>Step 3: Select 'Operator Selection' or 'Search Mode'</p> <p>Step 4: Select Manual and your phone will now search for mobile networks that are available for you</p> <p>Step 5: Select one of our preferred network from the list</p>

Note: Steps may differ slightly from phone to phone

11. What happen if I connect to a non-preferred operator?

If you are on a non-preferred network, you will receive an SMS notification that you are not on the preferred operator and it is advisable to return back. You will not be able to browse the internet on the non-preferred operator – but you can still enjoy calls and SMS.

12. What time zone will my 1-Day Internet Pass RM4.99 be based on?

Your daily usage will be based on Malaysian time from 12:00am to 11:59pm, regardless of where you are.

13. What should I do if I do not wish to use data at all while roaming, and do not want to be charged RM4.99 per day?

If you do not wish to use data roaming services, please switch off data roaming on your device. You can still receive or make calls and SMS while roaming regardless of which operator you're latched on to.

14. Can I subscribe while I am still in Malaysia

No, you can only subscribe this 1-Day Internet Pass RM4.99 while roaming.

15. If I'm currently subscribed to other roaming plans, can I subscribe to 1-DAY INTERNET PASS RM4.99?

Yes, multiple subscriptions are allowed.

16. What will happen to the existing roaming plan?

- Same roaming plan: The existing roaming plan will be overwritten
- Other roaming plan: The existing roaming plan will be active until expiry

17. Can I opt out from the 1-DAY INTERNET PASS RM4.99?

No. You will not be able to opt out from this plan.