

PHONE CARE TERMS AND CONDITIONS

Phone Care is made available by Celcom Mobile Sdn Bhd (Company No. 27910- A) (“**Celcom**”) and is supported by its third party service provider, Asurion Technology Malaysia Sdn Bhd (“**Asurion**”) subject to the general terms and conditions (“**General Terms and Conditions**”) and the specific terms and conditions (“**Specific Terms and Conditions**”) provided herein depending on Your subscriber status (“**Terms and Conditions**”). In the event of any conflict or inconsistency between any provision of the General Terms and Conditions and the Specific Terms and Conditions, the Specific Terms and Conditions shall prevail over the General Terms and Conditions.

You acknowledge that You have read and fully understood these Terms and Conditions. Your use of Phone Care, upon the Start Date (as defined in clause 1 of the General Terms and Conditions), constitutes unconditional acceptance on Your part to be bound by these Terms and Conditions as may be amended from time to time. You must ensure that You and any person You allow or authorise to use Phone Care complies with these Terms and Conditions and You will be liable for any breach of the Terms and Conditions by You and/or that person.

PART A: PHONE CARE – GENERAL TERMS & CONDITIONS

1 DEFINITIONS

Acceptance Time means the time when the Call Centre accepts Your Service Request.

Additional Fee means a fee equivalent to the difference between the applicable Swap Fee and the applicable Replacement Fee for a Device.

Agreement means the completed Enrolment Form and these Terms and Conditions including any addendum and all subsequent amendments and variations to the Terms and Conditions and addendum.

Call Centre means the Phone Care call centre available at 1-300-130133 during Operating Hours. Calls to the Call Centre from Your Celcom numbers are charged based on Celcom standard rates. Calls from fixed lines and other mobile operators are charged at the service providers’ standard rates.

Courier means a person appointed to deliver Like Mobile Devices in accordance with the Services.

Credit Card includes: (i) VISA, MasterCard and American Express credit cards; (ii) VISA and MasterCard debit cards; and (iii) other card options offered by Celcom from time to time.

Delivery Day means: (i) for all locations except Kelantan and Terengganu, Monday to Saturday excluding public and state holidays; or (ii) for Kelantan and Terengganu Saturday to Thursday excluding public and state holidays.

Device means a mobile wireless device that: (i) has a display screen; (ii) supports one or more wireless network connectivity options; and (iii) that is operated using voice, touch or a miniature keyboard. It does not include any Device Accessories.

Device Accessory means anything that is either: (i) provided by the original manufacturer in the box with a Device; or (ii) sold separately to be used in conjunction with a Device. It includes (i) batteries; (ii) SIM cards; (iii) memory cards; (iv) chargers; (v) ear buds; (vi) boxes; (vii) cases; (viii) cables; and (ix) mounts.

Eligible Device means a new Device with a valid IMEI that is: (i) on the supported device list on the Website and purchased by You in Malaysia; or (ii) supplied to You by the OEM under a warranty claim.

Fees means the fees set out in the “**Fees**” section in the Specific Terms and Conditions for each Service respectively and the Additional Fee, where applicable to each Service.

Hardware Modification means any modification made to a Device’s hardware not undertaken or authorised by the OEM.

IMEI means the international mobile equipment identity number for a Device.

Ineligible ID means a NRIC for which the Services or services similar to the Services have previously been provided to and for which Celcom has exercised its right to terminate the Services with respect to.

Klang Valley means Ampang, Bangsar, Bandar Baru Selayang, Bandar Sri Damansara, Bandar Utama, Bangi, Batu Caves, Bukit Damansara, Bukit Kiara, Cheras, Cyberjaya, Damansara Jaya, Damansara Town Centre, Damansara Utama, Gombak, Kajang Town Area, Kepong, Klang, Kota Damansara, Kuala Lumpur, Maluri, Miharja, Petaling Jaya, Port Klang, Puchong, Pudu, Putrajaya, Segambut, Setapak, Sentul, Sri Hartamas, Sri Petaling, Sungai Buloh, Shah Alam, Subang Jaya, Sungai Besi, Taman Melawati, Taman Tun Dr Ismail, USJ and Wangsa Maju.

Like Mobile Device means a Device, compared to the Registered Device, that: (i) may be new or refurbished; (ii) is of similar kind, quality and functionality; (iii) if it is refurbished, may contain original or non-original manufacturer parts; (iv) has same or greater memory; (v) may be a different make, model or colour; (vi) has a different IMEI; (vii) is provided in plain packaging marked “not for resale” rather than the original manufacturer packaging; and (viii) does not include any Device Accessories. A reference to “Like-for-Like” mobile device in any marketing material is a reference to a Like Mobile Device. **Like Mobile Devices** means the plural of Like Mobile Device.

Major Cities means Johor Bahru, Melaka, Kuantan, Ipoh, Pulau Pinang, Butterworth, Seremban, Kota Bharu, Kuala Terengganu, Alor Setar, Kangar, Kota Kinabalu and Kuching.

Modification means Software Modification or Hardware Modification or both.

OEM means the original manufacturer of a Device.

Operating Day means Monday to Sunday unless otherwise specified by Celcom.

Operating Hours means 8am to 12am (midnight) on an Operating Day unless otherwise specified by Celcom.

Other Areas means Sandakan, Tawau, Labuan, Lahad Datu, Bintulu, Miri, Sibul, Beaufort, Kudat, Keningau, Kota Marudu, Kota Belud, Lawas, Papar, Ranau, Sipitang, Semporna, Tambunan, Tenom, Bau, Betong, Kapit, Limbang, Lundu, Marudi, Mukah, Seri Aman, Serian, Seratok and all other areas not within definitions of Klang Valley and Major Cities.

Phone Care Providers means Celcom, its related and affiliated corporations, Asurion and its affiliates and service providers.

Proof of Purchase means an original printed receipt for the purchase of the Eligible Device which cannot be a handwritten receipt.

Registered Device means an Eligible Device that Celcom has registered with reference to its IMEI for one or more of the Services in accordance with these Terms.

Registration Form means the Celcom registration form duly completed by You to subscribe to Phone Care, which has been accepted and approved by Celcom.

Retail Store means a selected retail store in Malaysia owned or approved by Celcom to sell the Services.

Start Date means the date on which Your Application to subscribe to the Service(s) is approved.

Service Request Fees means the Swap Fee, the Replacement Fee and the Additional Fee.

Software Modification means modification made to a Device's operating system not undertaken or authorised by the OEM and includes software modification known as 'jail-breaking' and 'rooting'.

Tier means the tier outlined for Your Eligible Device as advised in Your Agreement and the supported device list on the Website at the time of Your enrolment.

Transfer Time means in the case of: (i) a Device Swap, the time the Delivered Device is delivered to You by the Courier; or (ii) a Device Replacement, the time Your Service Request is accepted by the Call Centre in accordance with the Terms and Conditions.

Website means the website dedicated to the Services, through which You can access certain Services, information and assistance, which website can be accessed at <http://www.celcom.com.my/phonecare/tnc>.

Working Day means save for the states of Kedah, Terengganu and Kelantan, Mondays to Fridays excluding public holidays and Sundays. In the states of Kedah, Terengganu and Kelantan, Saturdays to Wednesday and Thursday (half day), excluding public holidays and Fridays.

2 SERVICE SUMMARY

2.1 Phone Care allows You to request for either a:

2.1.1 device swap – this is a request for a Like Mobile Device (as defined in clause 1 of the General Terms and Conditions) in exchange for Your Registered Device if the Registered Device is in Your possession (a “**Device Swap**”); or

2.1.2 device replacement – this is a request for a Like Mobile Device without returning Your Registered Device if the Registered Device is not in Your possession (a “**Device Replacement**”),

(Device Swap and Device Replacement each being a “**Service**” and together the “**Services**”).

3 PERIOD OF AGREEMENT

3.1 This Agreement shall be effective from the Start Date of the Service and shall continue to be in force until terminated in accordance with these Terms and Conditions.

4 PROGRAM

4.1 The following programs are available to You under the Services:

4.1.1 Device Swap Program; or

4.1.2 Device Swap and Replace Program,

(“**Device Swap Program**” and “**Device Swap and Replace Program**” together referred to as the “**Program**”).

- 4.2 **Device Swap Program** – During Your period of subscription (the “**Subscription Period**”), You may request a Device Swap in accordance with these Terms and Conditions upon payment of the Swap Fee, as set out in the relevant Service Request Fee clauses in the relevant Specific Terms and Conditions, provided that Your Registered Device is in Your possession at the time of Your request and at the time of the delivery of the Like Mobile Device.
- 4.3 **Device Swap and Replace Program** – During the Subscription Period, You may request: (i) a Device Swap in accordance with these Terms and Conditions upon payment of the Swap Fee, as set out in the relevant Service Request Fee clauses in the relevant Specific Terms and Conditions, provided that Your Registered Device is in Your possession at the time of Your request and at the time of the delivery of the Like Mobile Device; or (ii) a Device Replacement in accordance with these Terms and Conditions in the event the Registered Device is no longer in Your possession at the time of Your request and at the time of the delivery of the Like Mobile Device upon payment of the Replacement Fee as set out in the relevant Service Request Fee clauses in the relevant Specific Terms and Conditions.
- 4.4 **Celcom’s right** – Celcom has the discretion to not offer all or any part of the Services or all or any part of the Program at all times.

5 YOUR RESPONSIBILITIES

5.1 You shall:

- 5.1.1 comply with all notice or instruction given by the Phone Care Providers from time to time in relation to the use of the Services and the SIM card;
- 5.1.2 ensure that You lawfully own the Device used with the SIM card;
- 5.1.3 be responsible for all equipment and software necessary to use the Services and also for the security and integrity of all information and data transmitted, disclosed and/or obtained through the use of the Services;
- 5.1.4 be responsible for all usage of and charges for the Services including but not limited to payment of all the Service charges and any other related charges due to the Phone Care Providers pursuant to these Terms and Conditions in a timely manner;
- 5.1.5 comply with all applicable laws of Malaysia relating to the Services , including without limitation subsidiary legislation, other acts, statutes, by-laws, rules and regulations issued by relevant government and regulatory agencies which may be amended from time to time;
- 5.1.6 take all reasonable steps to prevent fraudulent, improper or illegal use of the Services;
- 5.1.7 cease to utilise the Services or any part thereof for such period as may be required by the Phone Care Providers;
- 5.1.8 report immediately to the Phone Care Providers upon the discovery of any fraud, theft, loss, unauthorised usage or any other occurrence of unlawful acts in relation to the Service; and
- 5.1.9 indemnify and shall keep indemnified the Phone Care Providers from any loss, damage, liability or expense, arising from any claims for libel, invasion of privacy, infringement of copyright, patent, breach of confidence or privilege or breach of any law or regulation whatsoever arising from the content transmitted, received or stored via the Services or part thereof and for all other claims arising out of any act or omission of Your or any unauthorised use or exploitation of the Services or part thereof.

5.2 You shall not use the Services:

- 5.2.1 for any unlawful purposes including but not limited to fraudulent use of the Service; or
- 5.2.2 use, permit or cause to be used the Services improperly or for any activities which breach any laws, infringe a third party's rights, or breach any directives, content requirements or codes promulgated by any relevant authority including activities which will require Celcom to take remedial action under any applicable industry code.

6 SUSPENSION OF YOUR MONTHLY MOBILE PLAN

If Your Mobile Plan subscribed under a Program is call barred or temporarily suspended by You or Celcom, for whatever reason other than a lost SIM card (a "**Suspension**"), You shall not be entitled to make a Service Request while the Suspension is effective. For avoidance of doubt, the Monthly Fee shall remain chargeable during any period of Suspension.

7 CHANGE OF REGISTERED DEVICE

To be able to continuously use the particular Services subscribed for a particular Eligible Device, the Registered Device for the particular Services subscribed shall not change except for:

- 7.1 the change made following a Service Request for a Swap or a Replacement; or
- 7.2 the exchange of Your Registered Device allowed under a OEM's warranty scheme for a new Device which is identical to Your Registered Device. If You make a change pursuant to the OEM's warranty, You must inform the Call Centre of such change and provide proof of the exchange where necessary in order to update Celcom's records with the IMEI of such new Device, from which time the new device will become the Registered Device.

8 DATA PRIVACY

- 8.1 You acknowledge and agree that by submitting the Application, You are giving consent to the Phone Care Providers to processing, using, transferring, storing, or disclosing Your personal data ("**Personal Information**"), within and outside of Malaysia, in accordance with Celcom's privacy notice as posted on Celcom's website at <https://www.celcom.com.my/personal/policy> ("**Privacy Notice**") and the Personal Data Protection Act 2010.
- 8.2 In addition, as a prerequisite to enrolling and using these Services, You consent to the Phone Care Providers utilizing Your information and personal data to generate aggregated and non-personally identifiable data and use, collect and process such data in accordance with the Personal Data Protection Act 2010 to the extent it applies to such data.
- 8.3 You are advised to read the Privacy Notice to understand Your rights with regards to Your Personal Information.
- 8.4 Celcom remains the data user of Your Personal Information at all times and any enquiries in respect of the processing of Your Personal Information shall be made in accordance with the Privacy Notice.

9 DISCLAIMER

To the extent permitted by law:

- 9.1 The Service is provided on an "AS IS" basis without any representation or warranties of any kind whether express or implied.
- 9.2 The Phone Care Providers disclaim and exclude all warranties relating to the content, information, services relating to or in connection with the Services provided hereunder by the Phone Care

Providers and/or its agents and/or service providers including but not limited to, all warranties of merchantability, fitness for a particular purpose, title, non-infringement, compatibility, security and accuracy.

- 9.3 You assume the entire risk as to the results and performance of the Services and related documentation.
- 9.4 To the maximum extent permitted by applicable law, in no event shall the Phone Care Providers be liable to You or anyone else for any direct, indirect, special, exemplary, consequential damages, or any damages whatsoever including but not limited to loss of use, loss of revenue or profits, injury or lost or damaged data or other commercial or economic loss whether in action of contract, negligence or other tortious action, arising out of or in connection with Your access, use of, or Your inability to access or use the Service or the performance or non-performance of the Services whether or not the Phone Care Providers were or should have been aware of the possibility that such damage or loss would occur. The aforesaid limitation and exclusion shall apply to the fullest extent permitted by law.
- 9.5 Notwithstanding the above, the Phone Care Providers' entire liability in contract, tort (including negligence or breach of statutory duty) or otherwise to You shall be limited to RM500 or the total of Your fees/charges in the three (3) months preceding the relevant event(s), whichever is lower.

10 NOTICES

- 10.1 Any notice, correspondence and/or other documents to be given by Celcom to You shall be in writing and sent to You at the address on the Registration Form (as defined in clause 1 of the General Terms and Conditions) or to Your last known contact details, as the case may be.
- 10.2 Any notice, correspondence, and/or other documents to be given by You to Celcom under this Agreement must be in writing and sent to the following address: Celcom Mobile Sdn Bhd, 21st Floor, Menara Celcom, No. 82, Jalan Raja Muda Abdul Aziz, 50300, Kuala Lumpur or such address as notified in writing by Celcom to You.
- 10.3 Any notice, correspondence, and/or other documents given by Celcom to You pursuant to this clause shall be deemed to have been served if:-
- 10.3.1 sent by registered post, on the second Working Day after the date of posting irrespective of whether it is returned undelivered;
 - 10.3.2 sent by ordinary post, on the fifth Working Day after the date of posting irrespective of whether it is returned undelivered;
 - 10.3.3 hand delivered, upon delivery;
 - 10.3.4 sent by facsimile, upon successful completion of transmission as evidence by a transmission report and provided that notice shall in addition thereon be sent by post to the other party;
or
 - 10.3.5 sent by electronic means including but not limited to short-messaging-system ("SMS") and email, as soon as it is sent by Celcom (where it shall be deemed to have been received by the You at the time it was sent by Celcom) unless there is an auto-return message specifying that the notice was not successfully delivered.

11 ASSIGNMENT

- 11.1 You shall not assign or novate any or part of Your rights or obligations under the Agreement to any party, without Celcom's prior written consent.

11.2 Celcom may assign or novate all or part of the Agreement to any third party by notice to You without Your prior consent.

12 WAIVER

Any failure by Celcom to enforce any terms herein, or any forbearance, delay or indulgence granted by Celcom to You will not be construed as waiver of Celcom's rights provided under this Agreement.

13 GOVERNING LAW

The Agreement shall be governed and construed in accordance with the laws of Malaysia and parties agree to submit to the exclusive jurisdiction of Malaysian courts.

14 MISCELLANEOUS

14.1 The Services, these Terms and Conditions and the Fees are subject to change (and in the case of Services, withdrawal), termination, or suspension at any time. Celcom will notify You of the changes through the Website and if You continue Your subscription to the Services after such changes are notified, You will be deemed to have agreed to those changes.

14.2 If Celcom introduces new Program and/or Services and You are on a Monthly Fee Plan, You may be entitled to subscribe to such Services (at an additional cost) by contacting the Call Centre and the Monthly Fee will be adjusted accordingly.

14.3 The Services in general and completion of Service Requests in particular may be subject to events beyond Celcom's reasonable control. If such events occur, the Services and any pending Service Requests may be suspended by Celcom until future notice.

14.4 If any provision or wording of the Agreement is found to be invalid or unenforceable, the remainder of the Agreement, or the application of such provision to persons other than those to whom it is held invalid or unenforceable, will not be affected and the Agreement will be construed to omit such invalid or unenforceable provision.

14.5 Celcom may from time to time offer promotions relating to all or any of the Services. Any such promotions shall be governed by the terms and conditions applicable to such promotions as provided by Celcom, and by these Terms and Conditions to the extent that the promotion's terms and conditions are silent. In the event of any conflicts between a promotion's terms and conditions and these Terms and Conditions, the promotion's terms and conditions shall prevail.

14.6 Asurion is a service provider to Celcom and Celcom does not in any way act as an agent of Asurion.

14.7 No rule of construction or interpretation shall apply to prejudice the interest of the party preparing the Agreement.

14.8 In the event of a conflict or inconsistency between the Enrolment Form, the General Terms and Conditions, the Specific Terms and Conditions and the addendums (if any), such inconsistency shall be resolved by giving precedence in the following order: addendums (if any), the Specific Terms and Conditions, the General Terms and Conditions and the Enrolment Form.

14.9 The Agreement constitutes the entire agreement between the parties concerning the subject matter herein and supersedes all previous agreements, understanding, proposals, representations and warranties relating to that subject matter.

14.10 Those clauses which by their nature would survive the termination of the Agreement shall so survive.

14.11 Time wherever referred to in this Agreement shall be of the essence.

14.12 Unless otherwise stated in the bill or elsewhere, all charges are payable in Ringgit Malaysia.

14.13 The Agreement shall be binding on and shall inure for the benefit of each party's permitted assigns, successors in title, personal representatives, executors and administrators.

14.14 Any stamp duty arising out of this Agreement shall be borne by You.

PART B: PHONE CARE – SPECIFIC TERMS AND CONDITIONS FOR CONSUMER SUBSCRIBERS

This Part B of the Terms and Conditions shall only be applicable to You if You are a consumer subscriber to Phone Care and shall be read together with Part A: Phone Care – General Terms and Conditions which is made available at https://www.celcom.com.my/personal/services/phonecare_tnc.

By subscribing to this Service, in addition to these Terms and Conditions, You shall be subject to the Privacy Notice which is made available at www.celcom.com.my/personal/policy. In the event of any inconsistency between the provisions of these Terms and Conditions and the terms and conditions of the Privacy Notice, these Terms and Conditions will prevail.

1 DEFINITIONS

Authorised User means a person authorised at the time of enrolment or in any case prior to a Service Request per Celcom’s requirements and authorised to make Service Requests and accept/hand over Device deliveries.

You and its variations means the Celcom Mobile Plan subscriber and, in the case of making a Service Request and/or receiving/returning delivered Devices also includes an Authorised User.

2 ENROLMENT

Application - To subscribe for the Services, You are required to apply in person in selected Retail Stores or via any other enrolment channel which shall be made available by Celcom from time to time. You must choose Your preferred Program (as defined in clause 4.1 of the General Terms and Conditions) as part of Your application for enrolment (“**Application**”). You cannot change the Program once Your application for enrolment has been approved.

3 ELIGIBILITY

3.1 Eligibility to apply

3.1.1 To be eligible for the Services, You must:

- (a) be either a subscriber of any Celcom plan e.g. voice and/or data plan etc (“**Mobile Plan**”) if You are a postpaid customer or have sufficient credit balance to subscribe for the Program if You are a prepaid customer;
- (b) have and own an Eligible Device (as defined in clause 1 of the General Terms and Conditions) as at the time of Application;
- (c) have a valid NRIC which is not an Ineligible ID and be a resident of Malaysia;
- (d) not be in default of any payment obligations in relation to Your Mobile Plan; and
- (e) agree to use the Eligible Device with Your Mobile Plan.

3.2 Time of application

You must make Your Application:

- 3.2.1 at the time You purchase Your Eligible Device; or
- 3.2.2 any time within 30 days from the date You purchase Your Eligible Device (“**Post Purchase Application**”).

3.3 Post Purchase Application

3.3.1 The following additional conditions shall apply if You wish to enrol as a Post Purchase Application (a **“Post Purchase Enrolment”**):

(a) Your Eligible Device must undergo physical verification by Celcom sales representative at a Celcom Retail Store and satisfy the Celcom sales representative that the Eligible Device is in a condition and operating in accordance with Celcom’s requirements; and

(b) You must present Your Proof of Purchase when requested by Celcom.

3.3.2 You will not be able to make a request for Device Swap or Device Replacement (**“Service Request”**) within 14 days from the Start Date (as defined in clause 1 of the General Terms and Conditions).

3.4 **Start Date**

You will be enrolled for Your Program with respect to an Eligible Device from the Start Date.

3.5 **Restrictions**

3.5.1 You can only subscribe to the Program for one Eligible Device per Mobile Plan.

3.5.2 However, You may apply to register multiple Eligible Devices for the Services (each with a separate Agreement, mobile phone number and Mobile Plan) but You must pay the applicable Monthly Fee (as defined in clause 4.2 of this Specific Terms and Conditions for Consumer Subscribers) or Fixed Term Fees (as defined in clause 4.3 of this Specific Terms and Conditions for Consumer Subscribers) for each Eligible Device.

3.5.3 Subject to the successful enrolment, the Monthly Fee or Fixed Term Fee (as applicable) shall not be refunded for any reason once paid.

3.6 **Rejection of enrolment**

Celcom is entitled to reject Your Application if:

3.6.1 any of the criteria for eligibility to apply for the Services as set out in these Terms and Conditions are not met;

3.6.2 You have previously been rejected or terminated from the Services; or

3.6.3 for whatsoever reason at Celcom’s sole and absolute discretion.

4 **FEES**

4.1 All fees for Your Program are based on the applicable Tier for Your Eligible Device as set out below. The fees and the Tiers are determined by Celcom from time to time. The Monthly Fee and Fixed Term Fee (together, **“Subscription Fees”**) shall be applicable to You whether or not You made a Service Request. The Service Request Fee (as described below) is chargeable in addition to Your Monthly Fee or Fixed Term Fee and shall be chargeable to You at the time of Your Service Request.

4.2 **Postpaid customer: Monthly Fee**

4.2.1 The following fee that corresponds with the Tier of Your Registered Device shall be chargeable and reflected in Your monthly bill based on Your selected Program below as set out in the table below (**“Monthly Fee”**):

Program	Tier 1 (RM per month)	Tier 2 (RM per month)	Tier 3 (RM per month)	Tier 4A & 4B (RM per month)
Device Swap	RM4.00	RM6.00	RM8.00	RM12.00
Device Swap and Replace	RM9.00	RM15.00	RM20.00	RM33.00

(the Monthly Fees listed above are exclusive of GST.)

4.2.2 The duration of Your Program will be subject to Your existing Mobile Plan subscription period unless earlier terminated at Your request or by Celcom.

4.2.3 The Monthly Fee for the first and last months of Your subscription to Your Program will be prorated to the days of actual subscription.

4.2.4 You must pay an upfront payment of the Monthly Fee for the first month upon enrolment.

4.3 **Prepaid customer:** Fixed Term Fee

4.3.1 You will pay a one-time upfront fee ("**Fixed Term Fee**") that corresponds to the Tier of Your Registered Device based on Your selected Program and Subscription Period as set out below:

Program/Subscription Period	Tier 1 (Fixed Term Fee)	Tier 2 (Fixed Term Fee)	Tier 3 (Fixed Term Fee)	Tier 4A & 4B (Fixed Term Fee)
Device Swap (based on 6 month subscription period)	RM20.00	RM35.00	RM48.00	RM70.00
Device Swap (based on 12 month subscription period)	RM40.00	RM70.00	RM95.00	RM140.00
Device Swap and Replace (based on 6 month subscription period)	RM50.00	RM85.00	RM118.00	RM195.00
Device Swap and Replace (based on 12 month subscription period)	RM100.00	RM165.00	RM235.00	RM390.00

(the Fixed Term Fees listed above are exclusive of GST.)

4.3.2 If You fail to renew Your subscription upon expiry of the Subscription Period, Your Program will automatically be terminated unless otherwise renewed on such terms and conditions as Celcom offers to You for such renewal.

4.4 Service Request Fee

4.4.1 **Service Request Fee** - For each Service Request for a Device Swap or Device Replacement permitted under these Terms You shall be required to either pay a Device Swap fee (a “**Swap Fee**”) or a Device Replacement fee (a “**Replacement Fee**”) (each, a “**Service Request Fee**”) as set out in the table below.

4.4.2 The Swap Fee varies depending on the Tier of Your Registered Device and the Replacement Fee varies depending on the date of Your Service Request and the Tier of Your Registered Device.

	Tier 1	Tier 2	Tier 3	Tier 4A**	Tier 4B***
Swap Fee	RM75	RM150	RM210	RM350	RM550
Replacement Fee for request made within the first 6 months *	RM260	RM520	RM735	RM1,160	RM1,900
Replacement Fee for request made between 6 months and 12 months *	RM190	RM370	RM530	RM805	RM1,165
Replacement Fee for request made after 12 months*	RM155	RM305	RM425	RM585	RM900

(all Fees are inclusive of GST.)

**Calculated from Your Start Date*

***iPhone SE and any other Devices as determined by Celcom in its sole discretion*

****iPhone 6, iPhone 6s, iPhone 6 Plus, iPhone 6s Plus and any subsequent Devices as determined by Celcom in its sole discretion*

4.4.3 In the event that the Device claimed to be the Registered Device for the purpose of swapping is not the Registered Device at the time of delivery, You shall have to pay the Additional Fee (as defined in clause 1 of the General Terms and Conditions).

4.4.4 The Service Request Fees are payable directly to Asurion as the service provider of Celcom.

4.4.5 The Service Request Fees will be payable to Asurion by: (i) Credit Card over the phone at the time of the Service Request; (ii) cash at the time of delivery; or (iii) or by any other means as decided and informed by Celcom from time to time.

4.4.6 Except for the Service Request Fee, all fees set out throughout these Terms are exclusive of GST unless otherwise specified. In the event of a change to the rate of GST, Celcom reserves its right to adjust the Fees and any prices accordingly.

5 SERVICE REQUEST AND DELIVERY

5.1 Upon Your successful enrolment to the Services, You may make a Service Request: (i) by calling the Call Centre; or (ii) by any other means that Celcom may advise on the Website. You may not make a Service Request at a Retail Store. The Call Centre will accept Service Requests during Operating Hours (as defined in clause 1 of the General Terms and Conditions) on an Operating Day (as defined in clause 1 of the General Terms and Conditions) and any Service Request received outside those times will be addressed during Operating Hours on the next Operating Day.

5.2 The Call Centre will only accept Your Service Request if:

5.2.1 the IMEI number of the Registered Device, subscriber’s name, mobile phone number and NIRC under which the account is active are correct and correspond with the information given to Celcom by You;

5.2.2 Your Mobile Plan is active including that You are using the Registered Device with the telephone number associated with Your Mobile Plan, as determined by Celcom;

5.2.3 Your Mobile Plan remains active and there are no outstanding Celcom bills (other than Your current bill);

5.2.4 You are a postpaid customer, there is not a “no call bar” active on Your Mobile Plan;

5.2.5 You provide or confirm any additional information requested by Celcom;

5.2.6 You do not have another Service Request pending or unfulfilled, and You have at least one remaining Service Request within Your Limit (as defined in clause 5.4 of this Specific Terms and Conditions for Consumer Subscribers);

5.2.7 there is availability of stock for Like Mobile Devices;

5.2.8 You have not transferred, retailed, sold, or hired Your Registered Device to another person; and

5.2.9 the Service Request is not for a Device Accessory.

5.3 The Operating Day on which the Call Centre accepts Your Service Request is the “**Acceptance Date**”.

5.4 The number of Service Requests allowed during Your Subscription Period is subject to Your allowable limit (“**Limit**”) as set out below:

	Program	Subscription period	Limit during the subscription period
Prepaid customer	Device Swap Program	6 months subscription	One Service Request for a Device Swap

	Device Swap Program	12 months subscription	Two Service Requests for a Device Swap
	Device Swap and Replace Program	6 months subscription	One Service Request
	Device Swap and Replace Program	12 months subscription	Two Service Requests
Postpaid customer	Device Swap Program	subscription period based on the respective Mobile Plan subscribed at the time of Your Application	Two Service Requests for a Device Swap in any 12 month rolling period*
	Device Swap and Replace Program		Two Service Requests in any 12 month rolling period*

* 12 months rolling period is computed as commencing from the Acceptance Date for the first successful Service Request and expires on the date falling 12 months after the Acceptance Date of the first successful Service Request. To illustrate: If You are a postpaid customer You may make up to two Service Requests in any rolling 12 month period. If You make Your first two Service Requests within any 12 months, You will only be entitled to make another Service Request: (i) 12 months after the Acceptance Date of Your first Service Request in the case of a third Service Request; or (ii) 12 months after the Acceptance Date of Your second Service Request in the case of a fourth Service Request, and so on as long as You remain a Subscriber. Further illustrations below:

	Postpaid customer Service Request limits
Service Request 1	Anytime
Service Request 2	Anytime after Acceptance Date of Service Request 1
Service Request 3	12 months after Acceptance Date of Service Request 1
Service Request 4	12 months after Acceptance Date of Service Request 2

- 5.5 When You make a Service Request, You are not required to establish that Your Registered Device is broken, lost, stolen, damaged or that any analogous event has occurred. Celcom may: (i) ask You about the condition of Your Registered Device; (ii) ask You whether Your Registered Device is in Your possession; (iii) require confirmation of details You provide by a declaration; or (iv) ask any other question as may deem necessary prior to approval of the Service Request.
- 5.6 For a Device Swap, You must turn off any personal lock security feature (e.g. 'Find My iPhone') before returning Your Registered Device to the Courier (as defined in clause 1 of the General Terms and Conditions). If You fail to turn off the personal lock security feature Celcom may: (i) cancel the Service Request for a Device Swap; or (ii) treat the Service Request for a Device Swap as a Service Request for a Device Replacement and You will be charged the Additional Fee.
- 5.7 Ownership of Your Registered Device together with all associated rights and benefits of any manufacturer's warranty shall be transferred to Celcom, and then Asurion, at the Transfer Time (as defined in clause 1 of the General Terms and Conditions). The transfer, retailing, sale, or hiring of the Registered Device will result in termination of the Services or rejection of any Service Request. As the owner of the previous Registered Device, Celcom or its assignees (if any) may: (i) block the previous Registered Device from use on any networks; and (ii) take any other action consistent with ownership of the previous Registered Device that it deems necessary including informing relevant authorities to assist in recovery of the previous Registered Device.
- 5.8 **Like Mobile Device** – At the time of the Service Request, Celcom will indicate to You the Device it will provide as a Like Mobile Device as a Swap or a Replacement.
- 5.8.1 In the event that You do not wish to accept the Like Mobile Device offered for any reason, Celcom, in its sole discretion, may offer to You the option to wait for up to 30 days for a Device of identical specifications as the Registered Device to become available ("**Backorder**").
- 5.8.2 The Call Centre will contact You before or upon the expiry of the Backorder to inform You as to the availability of a Like Mobile Device. Upon being contacted, You must:
- (a) accept the Like Mobile Device and then such Device will become Your Registered Device; or
 - (b) decline the Like Mobile Device and then Your Service Request will be automatically cancelled by Celcom.
- 5.9 **Warranty** – You are entitled to a 6 month warranty for each Like Mobile Device against manufacturer malfunctions and defects that starts from the date of delivery of the Like Mobile Device. You may make a warranty claim for a Like Mobile Device by calling the Call Centre ("**Warranty Request**"). A Warranty Request will be handled in the same way as a Service Request except that a Warranty Request will not count towards Your Limit and the Service Request Fee will not be payable.
- 5.10 **Data left on Registered Device and data transfer** – Celcom requests that, if possible, You delete all of Your data from the Registered Device before making a Service Request. The Phone Care Providers (as defined in clause 1 of the General Terms and Conditions) are not responsible for data You left on the Registered Device nor for transfer of any data or information between the Registered Device and the Like Mobile Device. Such data left on the Registered Device or transfer of any data or information is done entirely at Your own risk. In the event there is any inconvenience, delay, loss, misappropriation of or damage to any data or information, You agree not to hold the Phone Care Providers responsible or liable for any such loss, delay or damage to You.

5.11 **Delivery in Malaysia** – The delivery will be via Courier on a Delivery Day (as defined in clause 1 of the General Terms and Conditions) to Your registered or billing address for Your Mobile Plan within the delivery times specified below and subject to: (i) acceptance of Your Service Request, including any additional verifications required by Celcom; (ii) availability of stock for Like Mobile Devices; (iii) any extensions as may be required for force majeure events or otherwise events beyond the reasonable control of Celcom; and (iv) delay to the delivery by the Courier. Deliveries to an address in Malaysia will be made at no charge to You except that any deliveries after two failed attempts will be subject to a surcharge to be paid by You in advance by credit card to Asurion, as Celcom’s service provider. Celcom will not deliver a Like Mobile Device to a post office box, public transport station, shopping centre, car park or any other public place. The decision on whether to deliver to any location is in Celcom’s sole discretion.

Delivery location	Service Request received	Delivery time*
Klang Valley	From 8am – 2pm daily	Within 6 hours*
	2pm – 12am daily	Next day delivery*
Major Cities	From 8am – 2pm daily	By the next day*
	2pm – 12am daily	Within 48 hours*
Other Areas	8am – 12am daily	Within 72 hours#*

* For delivery times that would otherwise fall on a day which is not a Delivery Day, then the delivery will occur on the next day which is a Delivery Day.

On a best efforts basis – Call Centre to provide estimated delivery time.

~ Times calculated from the Acceptance Time. If You elect the option of a Backorder, then the delivery times set out above will not apply to Your Service Request until such time as a Backorder is accepted.

5.12 Delivery formalities

5.12.1 In order to complete the delivery, the Courier engaged to deliver the Like Mobile Device will:

- (a) request You to produce Your NRIC for verification that the NRIC corresponds with that provided at enrolment;
- (b) in the case of a Swap, verify that the Device You are presenting is the same as the Registered Device (by comparing the make, model and IMEI of the Registered Device stated in Your enrolment form against that of the Device You present) and collect the Registered Device from You (the “**Original Registered Device**”);
- (c) deliver the Like Mobile Device (the “**Delivered Device**”) to You alone and no proxy will be accepted (unless Celcom allows otherwise); and
- (d) if necessary, collect the Service Request Fee from You.

5.12.2 As soon as the Delivered Device is in Your possession, You acknowledge that:

- (a) the Delivered Device becomes Your Registered Device;
- (b) the Delivered Device is sufficient consideration for You to transfer ownership of the Original Registered Device and You have relinquished all rights in the Original Registered Device; and
- (c) if a Swap, Celcom will not return the Original Registered Device to You.

If You received a SIM with the Delivered Device, You must ring the Call Centre to unbar Your Mobile Plan.

5.13 **Incorrect Device** – In the case of a Device Swap: (i) if the make, model or IMEI of the Device You present does not correspond to that of the Registered Device, then the Service Request will not be completed; or (ii) if Celcom discovers that the Device You returned to its representative was not the Registered Device at the time the Service Request was completed, You must return the correct Registered Device within 7 days of the delivery of the Delivered Device at Your own cost. If You do not do so, Celcom may charge You the Additional Fee.

5.14 **No representation or warranty** – Celcom makes no representation or warranty that any Like Mobile Device will be identical, of the same colour or offer the same functionalities as Your Registered Device.

5.15 **SIM**

The charges of the new SIM card, if delivered to You, will be collected directly by Celcom which shall be reflected in Your monthly bill (for postpaid customer) or deducted from Your credit balance (for prepaid customer).

5.16 **Modified Devices.**

In the case of a Device Swap, if Celcom discovers that the Registered Device You tendered to the Courier or returned via the Courier has been subject to Modification, then Celcom will at its sole discretion:

- 5.16.1 reject the Service Request and Your Service Request will be considered cancelled. Celcom will refund the Swap Fee by the original method of payment;
- 5.16.2 where returned via the Courier, treat the Swap as a Replacement and charge You the Additional Fee; or
- 5.16.3 where returned via the Courier, return to You at Your cost the Original Registered Device tendered to the Courier. You must also return to Celcom the Delivered Device provided as a Swap. Your Service Request will be considered cancelled. Celcom will refund to You the Swap Fee paid following receipt of the Delivered Device.

5.17 **Acknowledgement**

You acknowledge that:

- 5.17.1 any Device provided to You as a result of a Service Request is intended to be used by You on the Mobile Plan associated with this Agreement and not to be sold, transferred, displayed for sale or hired;
- 5.17.2 in the case of a Device Swap, Celcom will delete all data on the Original Registered Device without reference to You;

5.17.3 in the case of a Device Replacement, the previous Registered Device is not in Your possession and Celcom or its assignee (if any) is entitled to register the IMEI of the previous Registered Device with the Public Cellular Blocking Service and to take any action that it deems necessary to recover the previous Registered Device; and

5.17.4 where Your Registered Device is replaced under a warranty claim directly with the OEM, that You have the responsibility of contacting the Call Centre to inform of the replacement IMEI number.

6 TERMINATION

6.1 **By You** – If You are a postpaid customer, You can terminate the Program and the Agreement at any time by calling Celcom at 1111 during Operating Hours. If You are a prepaid customer and You have paid the Fixed Term Fee, You can terminate the Agreement at any time however in such circumstances no refund will be paid with respect to the Fixed Term Fee paid for the remaining months.

6.2 **By Celcom** – Celcom may immediately terminate Your Program and the Agreement if:

6.2.1 Celcom reasonably believes that You are using the Services (whether intentionally or not) in a way that may adversely impact the reputation of Celcom;

6.2.2 Celcom reasonably believes that You are using the Services in a manner which is fraudulent, illegal or related to any criminal activity;

6.2.3 You have breached the Agreement or any other agreement that You have with Celcom;

6.2.4 You are or may be declared a bankrupt or unable to pay Your debts as they fall due;

6.2.5 You have misrepresented or provided Celcom with incorrect, false or incomplete information;

6.2.6 You have failed to provide any additional information we request and such declarations or acknowledgement as we may reasonably require;

6.2.7 You have ported Your mobile number from the Celcom network or terminated Your Mobile Plan;

6.2.8 You have not promptly paid any bills issued by Celcom or Your Mobile Plan is terminated;

6.2.9 Your Mobile Plan has been suspended for more than 60 days, if You are a postpaid customer;

6.2.10 if Celcom is required to comply with an order, instruction or request of regulatory authority, government authority or any other competent authority which resulted in Celcom having to stop or terminate the Services; or

6.2.11 for any other reason at Celcom's sole and absolute discretion.

6.3 **Automatic** – Your Program and the Agreement will be terminated immediately if:

6.3.1 Your Mobile Plan is terminated by You, or by Celcom;

6.3.2 You are a customer on a postpaid Mobile Plan and You migrate the Registered Device to a prepaid Mobile Plan or vice versa;

6.3.3 You transfer, retail, sell, or hire Your Registered Device or Mobile Plan to another person;

6.3.4 Your Mobile Plan is suspended more than 60 days; or

- 6.3.5 if You are a prepaid customer, on the date of expiry of Your Subscription Period, unless the Program has been renewed by You under an offer made by Celcom before the expiry of the Subscription Period.

6.4 Consequence of termination of the Program or the Agreement

- 6.4.1 As a result of the termination of the Program and/or the Agreement, if You are a postpaid customer, You shall be liable to pay all of the Monthly Fee prorated up to and including the day of termination. Any billed or paid Monthly Fee or Fixed Term Fee will not be refunded as a consequence of termination.
- 6.4.2 The Services cannot be reactivated for the same Eligible Device upon termination of the Agreement.
- 6.4.3 If the Services have been terminated with respect to a NRIC, You will not be eligible to apply for the Services using the same NRIC.
- 6.4.4 If You have made a Service Request which is not fulfilled as at the time of the termination, the Service Request may be cancelled and any Service Request Fee paid fully refunded.

PART C: PHONE CARE – SPECIFIC TERMS AND CONDITIONS FOR CORPORATE SUBSCRIBERS

This Part C of the Terms and Conditions shall only be applicable to You if You are a corporate subscriber to Phone Care and shall be read together with Part A: Phone Care – General Terms and Conditions which is made available at <https://www.celcom.com.my/cs/business/promotions>.

By subscribing to this Service, in addition to these Terms and Conditions, You shall be subject to the Privacy Notice which is made available at www.celcom.com.my. In the event of any inconsistency between the provisions of these Terms and Conditions and the terms and conditions of the Privacy Notice, these Terms and Conditions will prevail.

1 DEFINITIONS

Account Manager means a sales manager of Celcom responsible for managing a corporate entity's account registered and subscribed by You.

Authorised User means an individual authorised to act on behalf of You in relation to the Program.

Eligible Device means a new Device with a valid IMEI that is: (i) on the supported device list on the Website and purchased by You from Celcom; or (ii) supplied to You by the OEM under a warranty claim and the IMEI details are recorded by the Call Centre to the satisfaction of Celcom.

End User means any person engaged by You who is authorised to use a Device participating in the Program.

Tier means the tier outlined for the Eligible Device as advised in the Terms and Conditions and the supported device list on the Website at the time of the End User's enrolment.

You, Your and its variations means the Corporate entity allowed by Celcom to participate in the Program and, in the case of making a Service Request and/or receiving/returning delivered Devices also includes an Authorised User.

2 ENROLMENT

Application - To subscribe for the Services:

- 2.1 You must apply through the Account Manager (as defined in clause 10 of this Specific Terms and Conditions for Corporate Subscribers) or via any other enrolment channel which shall be made available by Celcom from time to time; or
- 2.2 You must choose Your preferred Program (as defined in clause 4.1 of the General Terms and Conditions) as part of Your application for enrolment for an End User ("**Application**"). You cannot change the Program once the Application has been approved.

3 ELIGIBILITY

3.1 Eligibility to apply

3.1.1 To be eligible for the Services:

- (a) You must be a subscriber of any Celcom corporate plan e.g. voice and/or data plan etc. ("**Mobile Plan**");

- (b) You must have and own an Eligible Device (as defined in clause 1 of the General Terms and Conditions) as at the time of Application;
- (c) You must not be in default of any payment obligations in relation to the Mobile Plan; and
- (d) the End User must use the Eligible Device with the Mobile Plan.

3.2 Time of application

3.2.1 You must make Your Application:

- (a) at the time You purchase Your Eligible Device; or
- (b) any time within 30 days from the date You purchase Your Eligible Device ("**Post Purchase Application**").

3.3 Post Purchase Application

3.3.1 The following additional conditions shall apply if You wish to enrol as a Post Purchase Application (a "**Post Purchase Enrolment**");

- (a) You must have bought Your Eligible Device on or after 26 September 2016; and
- (b) Your Eligible Device must undergo physical verification by Celcom to satisfy Celcom that the Eligible Device is in a good condition and operating in accordance with Celcom's requirements.

3.3.2 You will not be able to make a request for Device Swap or Device Replacement ("**Service Request**") within 14 days from the Start Date (as defined in clause 1 of the General Terms and Conditions).

3.4 Start Date

You will be enrolled for Your Program with respect to an Eligible Device from the Start Date.

3.5 Restrictions

3.5.1 Subscription to the Program is restricted to one Eligible Device per Mobile Plan.

3.5.2 However, You may apply to register multiple Eligible Devices for the Services (each with a separate Agreement, mobile phone number and Mobile Plan) but You must pay the applicable Monthly Fee (as defined in clause 4.2 of this Specific Terms and Conditions for Corporate Subscribers) for each Eligible Device.

3.5.3 Subject to the successful enrolment, the Monthly Fee shall not be refunded for any reason once paid.

3.6 Rejection of enrolment

Celcom is entitled to reject Your Application if: (i) any of the criteria for eligibility to apply for the Services as set out in these Terms are not met; (ii) You have previously been rejected or terminated from the Services; or (iii) for whatsoever reason at Celcom's sole and absolute discretion.

4 FEES

4.1 All fees for Your Program are based on the applicable Tier for Your Eligible Device as set out below. The fees and the Tiers are determined by Celcom from time to time. The Monthly Fee ("**Subscription Fees**") shall be applicable to You whether or not You made a Service Request. The Service Request

Fee (as described below) is chargeable in addition to Your Monthly Fee and shall be chargeable to You at the time of Your Service Request.

4.2 Monthly Fee

4.2.1 The following fee that corresponds with the Tier of Your Registered Device shall be chargeable and reflected in Your monthly bill based on Your selected Program below as set out in the table below ("**Monthly Fee**"):

Program	Tier 1 (RM per month)	Tier 2 (RM per month)	Tier 3 (RM per month)	Tier 4 (A&B) (RM per month)
Device Swap	RM4.00	RM6.00	RM8.00	RM12.00
Device Swap and Replace	RM9.00	RM15.00	RM20.00	RM33.00

(the Monthly Fees listed above are exclusive of GST)

4.2.2 The duration of Your Program will be subject to the existing Mobile Plan subscription period unless earlier terminated at Your request or by Celcom.

4.2.3 The Monthly Fee for the first and last months of Your subscription to Your Program will be prorated to the days of actual subscription.

4.3 Service Request Fee

4.3.1 **Service Request Fee** - For each Service Request for a Device Swap or Device Replacement permitted under these Terms You shall be required to either pay a Device Swap fee (a "**Swap Fee**") or a Device Replacement fee (a "**Replacement Fee**") (each, a "**Service Request Fee**") as set out in the table below.

4.3.2 The Swap Fee varies depending on the Tier of Your Registered Device and the Replacement Fee varies depending on the date of Your Service Request and the Tier of Your Registered Device.

	Tier 1	Tier 2	Tier 3	Tier 4A**	Tier 4B***
Swap Fee	75.00	150.00	210.00	350.00	550.00
Replacement Fee for request made within the first 6 months *	260.00	520.00	735.00	1,160.00	1,900.00
Replacement Fee for request made between 6 months and 12 months *	190.00	370.00	530.00	805.00	1,165.00
Replacement Fee for request made after 12 months *	155.00	305.00	425.00	585.00	900.00

(all Service Request Fees are inclusive of GST.)

** Calculated from Your Start Date*

*** iPhone SE and any other Devices as determined by Celcom in its sole discretion*
**** iPhone 6, iPhone 6s, iPhone 6 Plus, iPhone 6s Plus and any subsequent Devices as determined by Celcom in its sole discretion*

- 4.3.3 In the event that the Device claimed to be the Registered Device for the purpose of swapping is not the Registered Device at the time of delivery, You shall have to pay the Additional Fee (as defined in clause 1 of the General Terms and Conditions).
- 4.3.4 The Service Request Fees are payable directly to Asurion as the service provider of Celcom.
- 4.3.5 The Service Request Fees will be payable to Asurion by: (i) Credit Card over the phone at the time of the Service Request; (ii) cash at the time of delivery; or (iii) or by any other means as decided and informed by Celcom from time to time.
- 4.3.6 Except for the Service Request Fee, all fees set out throughout these Terms are exclusive of GST unless otherwise specified. In the event of a change to the rate of GST, Celcom reserves its right to adjust the Fees and any prices accordingly.

5 SERVICE REQUEST AND DELIVERY

5.1 Making a Service Request

- 5.1.1 Upon Your successful enrolment to the Services, a Service Request may be made: (i) by the Authorised User calling the Call Centre; or (ii) by any other means that Celcom may advise on the Website. You may not make a Service Request at a Retail Store.
- 5.1.2 Notwithstanding clause 5.1.1 above, for cases of Post Purchase Enrolment, Service Requests may only be made by You after 14 days from the Start Date pursuant to clause 3.3.2.
- 5.1.3 An End User cannot make a Service Request.
- 5.1.4 The Call Centre will accept Service Requests during Operating Hours (as defined in clause 1 of the General Terms and Conditions) on an Operating Day (as defined in clause 1 of the General Terms and Conditions) and any Service Request received outside those times will be addressed during Operating Hours on the next Operating Day.
- 5.1.5 At the time of the Service Request, the Authorised User will specify and/or provide the:
 - (a) identity of recipient of the Like Mobile Device as being either the Authorised User or the End User (a **“Recipient”**);
 - (b) NRIC of the Recipient; and
 - (c) the delivery address of the Recipient.

5.2 The Call Centre will only accept Your Service Request if:

- 5.2.1 the IMEI number of the Registered Device, mobile phone and number under which the account is active are correct and correspond with the information given to Celcom by You;
- 5.2.2 the Mobile Plan is active including that the End User is using the Registered Device with the telephone number associated with the Mobile Plan, as determined by Celcom;
- 5.2.3 the Mobile Plan remains active and there are no outstanding Celcom bills (other than Your current bill);
- 5.2.4 there is not a “no call bar” active on Your Mobile Plan;

- 5.2.5 You provide or confirm any additional information requested by Celcom;
 - 5.2.6 You do not have another Service Request for the same Registered Device pending or unfulfilled, and You have at least one remaining Service Request within Your Limit (as defined in clause 5.4 of this Specific Terms and Conditions for Corporate Subscribers).
 - 5.2.7 there is availability of stock for Like Mobile Devices;
 - 5.2.8 You have not transferred, retailed, sold, or hired Your Registered Device to another person; and
 - 5.2.9 the Service Request is not for a Device Accessory.
- 5.3 The Operating Day on which the Call Centre accepts Your Service Request is the **“Acceptance Date”**.
- 5.4 The number of Service Requests allowed during the relevant Subscription Period is subject to the allowable limit per Registered Device (**“Limit”**) as set out below:

	Program	Subscription period	Limit during the subscription period
Enterprise subscriber	Device Swap Program	Subscription period based on the respective Mobile Plan subscribed at the time of the Application	Two Service Requests for a Device Swap in any 12 month rolling period*
	Device Swap and Replace Program		Two Service Requests in any 12 month rolling period*

* 12 months rolling period is computed as commencing from the Acceptance Date for the first successful Service Request and expires on the date falling 12 months after the Acceptance Date of the first successful Service Request. To illustrate: You may make up to two Service Requests in any rolling 12 month period. If You make Your first two Service Requests within any 12 months, You will only be entitled to make another Service Request: (i) 12 months after the Acceptance Date of Your first Service Request in the case of a third Service Request; or (ii) 12 months after the Acceptance Date of Your second Service Request in the case of a fourth Service Request, and so on as long as You remain a subscriber to the Program. Further illustrations below:

Postpaid customer Service Request limits	
Service Request 1	Anytime
Service Request 2	Anytime after Acceptance Date of Service Request 1
Service Request 3	12 months after Acceptance Date of Service Request 1
Service Request 4	12 months after Acceptance Date of Service Request 2

- 5.5 When You make a Service Request, You are not required to establish that Your Registered Device is broken, lost, stolen, damaged or that any analogous event has occurred. Celcom may: (i) ask You about the condition of Your Registered Device; (ii) ask You whether Your Registered Device is in the

- End User's possession; (iii) require confirmation of details provided by the Authorised User by a declaration; or (iv) ask any other question as may deem necessary prior to approval of the Service Request.
- 5.6 For a Device Swap, the End User must turn off any personal lock security feature (e.g. 'Find My iPhone') before returning Your Registered Device to the Courier (as defined in clause 1 of the General Terms and Conditions). If the End User fails to turn off the personal lock security feature Celcom may: (i) cancel the Service Request for a Device Swap; or (ii) treat the Service Request for a Device Swap as a Service Request for a Device Replacement and You will be charged the Additional Fee.
- 5.7 Ownership of Your Registered Device together with all associated rights and benefits of any manufacturer's warranty shall be transferred to Celcom, and then Asurion, at the Transfer Time (as defined in clause 1 of the General Terms and Conditions). The transfer, retailing, sale, or hiring of the Registered Device will result in termination of the Services or rejection of any Service Request. As the owner of the previous Registered Device, Celcom or its assignees (if any) may: (i) block the previous Registered Device from use on any networks; and (ii) take any other action consistent with ownership of the previous Registered Device that it deems necessary including informing relevant authorities to assist in recovery of the previous Registered Device.
- 5.8 **Like Mobile Device** – At the time of the Service Request, Celcom will indicate to You the Device it will provide as a Like Mobile Device as a Swap or a Replacement.
- 5.8.1 In the event that You do not wish to accept the Like Mobile Device offered for any reason, Celcom, in its sole discretion, may offer to Authorised User the option to wait for up to 30 days for a Device of identical specifications as the Registered Device to become available ("**Backorder**").
- 5.8.2 Phone Care Call Centre will contact You before or upon the expiry of the Backorder to inform You as to the availability of a Like Mobile Device. Upon being contacted, You must:
- (a) accept the Like Mobile Device and then such Device will become Your Registered Device; or
 - (b) decline the Like Mobile Device and then Your Service Request will be automatically cancelled by Celcom.
- 5.9 **Warranty** – You are entitled to a 6 month warranty for each Like Mobile Device against manufacturer malfunctions and defects that starts from the date of delivery of the Like Mobile Device. You may make a warranty claim for a Like Mobile Device by calling the Call Centre ("**Warranty Request**"). A Warranty Request will be handled in the same way as a Service Request except that a Warranty Request will not count towards Your Limit and the Service Request Fee will not be payable.
- 5.10 **Data left on Registered Device and data transfer** – Celcom requests that, if possible, the End User deletes all of Your and the End User's data from the Registered Device before making a Service Request. The Phone Care Providers (as defined in clause 1 of the General Terms and Conditions) are not responsible for data left on the Registered Device nor for transfer of any data or information between the Registered Device and the Like Mobile Device. Such data left on the Registered Device or transfer of any data or information is done entirely at Your own risk. In the event there is any inconvenience, delay, loss, misappropriation of or damage to any data or information, You agree not to hold the Phone Care Providers responsible or liable for any such loss, delay or damage to You.
- 5.11 **Delivery in Malaysia** (for international delivery see clause 5.18) – The delivery will be via Courier on a Delivery Day (as defined in clause 1 of the General Terms and Conditions) to the address specified

by the Authorised User within the delivery times specified below and subject to (i) acceptance of Your Service Request, including any additional verifications required by Celcom; (ii) availability of stock for Like Mobile Devices; (iii) any extensions as may be required for force majeure events or otherwise events beyond the reasonable control of Celcom; and (iv) delay to the delivery by the Courier. Deliveries to an address in Malaysia will be made at no charge to You except that any deliveries after two failed attempts will be subject to a surcharge to be paid by You in advance by credit card to Asurion, as Celcom's service provider. Celcom will not deliver a Like Mobile Device to a post office box, public transport station, shopping centre, car park or any other public place. The decision on whether to deliver to any location is in Celcom's sole discretion.

Delivery location	Service Request received	Delivery time~
Klang Valley	From 8am to 2pm daily	Within four hours*
Klang Valley	2pm to 12am daily	Next day delivery*
Major Cities	From 8am to 2 pm daily	By the next day*
Major Cities	2pm to 12am daily	Within 48 hours*
Other Areas	8am to 12am daily	Within 72 hours#*

* For delivery times that would otherwise fall on a day which is not a Delivery Day, then the delivery will occur on the next day which is a Delivery Day.

On a best efforts basis – Call Centre to provide estimated delivery time.

~ Times calculated from the Acceptance Time. If You or the End User elects the option of a Backorder, then the delivery times set out above will not apply to Your Service Request until such time as a Backorder is accepted.

5.12 Delivery formalities

5.12.1 In order to complete the delivery, the Courier engaged to deliver the Like Mobile Device will:

- (a) request the Recipient to produce the NRIC of the Recipient, for verification that such NRIC corresponds with that provided at the time of the Service Request;
- (b) in the case of a Swap, verify that the Device You are presenting is the same as the Registered Device (by comparing the make, model and IMEI of the Registered Device stated in Your enrolment form against that of the Device You present) and collect the Registered Device from You (the "**Original Registered Device**");
- (c) deliver the Like Mobile Device (the "**Delivered Device**") to the Recipient only and no proxy will be accepted (unless Celcom allows otherwise); and
- (d) if necessary, collect the Service Request Fee from You.

5.12.2 As soon as the Delivered Device is in the Recipient's possession, You acknowledge that:

- (a) the Delivered Device becomes the Registered Device;
- (b) the Delivered Device is sufficient consideration to transfer ownership of the Original Registered Device and all rights in the Original Registered Device are relinquished; and
- (c) if a Device Swap, Celcom will not return the Original Registered Device.

If You received a SIM with the Delivered Device, the Authorised User must ring the Call Centre to unbar the Mobile Plan.

5.13 Incorrect Device – In the case of a Device Swap: (i) if the make, model or IMEI of the Device the Recipient presents does not correspond to that of the Registered Device, then the Service Request will not be completed; or (ii) if Celcom discovers that the Device You returned to its representative was not the Registered Device at the time the Service Request was completed, You must return the correct Registered Device within 7 days of the delivery of the Delivered Device at Your own cost. If You do not do so, Celcom may charge You the Additional Fee.

5.14 No representation or warranty – Celcom makes no representation or warranty that any Like Mobile Device will be identical, of the same colour or offer the same functionalities as Your Registered Device.

5.15 SIM

The charges of the new SIM card, if delivered to You, will be collected directly by Celcom which shall be reflected in Your monthly bill.

5.16 Modified Devices. In the case of a Device Swap, if Celcom discovers that the Registered Device You tendered to the Courier or returned via the Courier has been subject to Modification, then Celcom will at its sole discretion:

5.16.1 reject the Service Request and Your Service Request will be considered cancelled. Celcom will refund the Swap Fee by the original method of payment;

5.16.2 where returned via the Courier, treat the Swap as a Replacement and charge You the Additional Fee; or

5.16.3 where returned via the Courier, return to You at Your cost the Original Registered Device tendered to the Courier. You must also return to Celcom the Delivered Device provided as a Swap. Your Service Request will be considered cancelled. Celcom will refund to You the Swap Fee paid following receipt of the Delivered Device.

5.17 Acknowledgement

You acknowledge that:

5.17.1 any Device provided to You as a result of a Service Request is intended to be used by the End User on the Mobile Plan associated with this Agreement and not to be sold, transferred, displayed for sale or hired;

5.17.2 in the case of a Device Swap, Celcom will delete all data on the Original Registered Device without reference to You;

5.17.3 in the case of a Device Replacement, the previous Registered Device is not in the End User's possession and Celcom or its assignee (if any) is entitled to register the IMEI of the previous Registered Device with the Public Cellular Blocking Service and to take any action that it deems necessary to recover the previous Registered Device; and

5.17.4 where the Registered Device is replaced under a warranty claim directly with the OEM, that You have the responsibility of contacting the Call Centre to inform of the replacement IMEI number.

5.18 **International delivery** - If You make a Service Request for delivery to an End User in a location outside of Malaysia, this will be deemed to be a Service Request for a Replacement and the following conditions apply:

5.18.1 a Like Mobile Device will be delivered to the End User by Courier at Your cost and subject to delivery time periods and other limitations and applicable restrictions as determined by the Courier engaged to make such international delivery. The Courier will not collect any Device from the End User. You must pay such delivery costs by Credit Card at the time of Your Service Request. In the unlikely event that the Courier fails to make such international delivery to You, Asurion will refund the applicable Replacement Fee by Your original method of payment within 30 days of Asurion being informed of the Courier's failure to make such delivery; and

5.18.2 upon a Like Mobile Device being delivered to You and upon the End User's return to Malaysia, You may contact the Call Centre within 14 days of the End User's return to Malaysia to arrange the return of Your Registered Device. If You contact the Call Centre to arrange a return, a Courier will be arranged to collect Your Registered Device in accordance with the timescales provided by the Call Centre. Asurion will then refund the Additional Fee by Your original method of payment within 30 days upon Asurion's verification that the Registered Device was returned. No refund will be provided in the event that the Device collected was not the Registered Device and You will then be informed of the time and location at and from which You may collect the Device provided to the Courier.

6 TERMINATION

6.1 **By You** –You can terminate the Program and the Agreement at any time by calling Celcom at 1111 during Operating Hours.

6.2 **By Celcom** – Celcom may immediately terminate Your Program and the Agreement if:

6.2.1 Celcom reasonably believes that You or the End User are using the Services (whether intentionally or not) in a way that may adversely impact the reputation of Celcom;

6.2.2 Celcom reasonably believes that You or the End User are using the Services in a manner which is fraudulent, illegal or related to any criminal activity;

6.2.3 You have breached the Agreement or any other agreement that You or the End User has with Celcom;

6.2.4 You are or may be declared insolvent or unable to pay Your debts as they fall due;

6.2.5 You have misrepresented or provided Celcom with incorrect, false or incomplete, information;

6.2.6 You have failed to provide any additional information Celcom requests and such declarations or acknowledgement as Celcom may reasonably require;

6.2.7 You have ported Your mobile number from the Celcom network or terminated the Mobile Plan;

6.2.8 You have not promptly paid any bills issued by Celcom or the Mobile Plan is terminated;

6.2.9 Your Mobile Plan has been suspended for more than 60 days;

6.2.10 if Celcom is required to comply with an order, instruction or request of regulatory authority, government authority or any other competent authority which results in Celcom having to stop or terminate the Services; or

6.2.11 for any other reason at Celcom's sole and absolute discretion.

6.3 **Automatic** – Your Program and the Agreement will be terminated immediately if:

6.3.1 Your Mobile Plan is terminated by You or by Celcom;

6.3.2 You or the End User transfers, retails, sells, or hires Your Registered Device or Mobile Plan to another person; or

6.3.3 the Mobile Plan is suspended more than 60 days.

6.4 **Consequence of termination of the Program or the Agreement**

6.4.1 As a result of the termination of the Program and/or the Agreement You shall be liable to pay all of the Monthly Fee prorated up to and including the day of termination. Any billed or paid Monthly Fee will not be refunded as a consequence of termination.

6.4.2 The Services cannot be reactivated for the same Eligible Device upon termination of the Agreement.

6.4.3 If the Services have been terminated with respect to a corporate entity, that corporate entity will not be eligible to apply for the Services again.

6.4.4 If You have made a Service Request which is not fulfilled as at the time of the termination, the Service Request may be cancelled and any Service Request Fee paid fully refunded.

7 SUSPENSION OF YOUR MONTHLY MOBILE PLAN

If Your Mobile Plan subscribed under any of the Programs is call barred or temporarily suspended by You, the End User or Celcom, for whatever reason other than a lost SIM card (a "**Suspension**"), You shall not be entitled to make a Service Request while the Suspension is effective. For avoidance of doubt, the Monthly Fee shall remain chargeable during any period of Suspension.

8 DATA PRIVACY

8.1 The consents given by You to the Phone Care Providers with regards to the subject matter in clauses 7.1 and 7.2 of the General Terms and Conditions shall be deemed to have been given by You, the Authorised User and the End User.

8.2 You warrant that You have all the necessary consents from the Authorised User and the End User to provide any personal information to Celcom and/or the Phone Care Providers under this clause 8.

9 DISCLAIMER

The Phone Care Provider's Disclaimer in clause 9 of the General Terms and Conditions shall have its binding effects on You, the Authorised User and the End User.

