

MUSIC WALLA FAQ

1. What is Celcom Music Walla?

Celcom Music Pack is a value add-on that gives Celcom subscribers unlimited data to stream from selected music streaming partners. Celcom subscribers will be given the freedom of choice to stream their preferred music at anytime, anywhere with Malaysia's widest and fastest mobile network. Music Walla is a service exclusively for XPAX and FIRST™.

2. What are the available Music Walla packages?

There are two packages that customers can choose from:

Package Type	Price (MYR)	Plan Type	
		Postpaid	Prepaid
Music Walla Weekly	RM 1	x	✓
Music Walla Monthly	RM 3	✓	✓

3. How do I subscribe to Celcom Music Walla?

Via USSD

Step 1: Dial *118#

Step 2: Choose "Other Add-On"

Step 3: Select any "Music Walla" package that suits your needs and select "Purchase"

Step 4: An SMS confirmation will be sent upon successful subscription

Via Xpax App

Step 1: Tap "Buy Add-On" on Homepage or "My Services" page and go to "Purchase Add On" page

Step 2: Select "Music Walla" and the tap the desired plan

Step 3: Tap "Proceed" to confirm purchase

Step 4: There will be a new page that confirms when purchase is successful

Via FIRST App

Step 1: Tap "Buy Add-On" on the Homescreen or tap "My Services then "Buy Add-On in the My Services Page to access the "Buy Add-On" page

Step 2: At the "Buy Add-On" page, tap "Music Walla" then tap "Proceed to payment"

Step 3: At the "Payment" page, select "Proceed"

Step 4: There will be a new page that confirms when purchase is successful

4. Which Music Services can I listen to using Music Walla?

1. Joox	22. MYFM Radio
2. Raku	23. MYFM K-Pop Radio
3. Hitz Radio	24. MYFM Sarawak Radio
4. HITZ Radio fm	25. MYFM Sabah Radio
5. HITZ Dance Radio	26. THR Gegar Radio
6. HITZ Hip Hop Radio	27. THR Raaga Radio
7. HITZ Pop Radio	28. KK Box
8. HITZ Rock Radio	29. BAYU Radio
9. HITZ Sarawak Radio	30. GOLD Radio
10. HITZ Sabah Radio	31. INDIA BEAT Radio
11. ERA fm	32. JAZZ Radio
12. ERA Pop Radio fm	33. KENYALANG Radio
13. ERA Rock Radio	34. OPUS Radio
14. ERA Sarawak Radio	35. OSAI Radio
15. ERA Sabah Radio	36. CLASSIC ROCK Radio
16. ERA Radio	37. HotFM
17. Radio ARENA	38. FlyFM
18. MIX Radio fm	39. OneFM
19. Lite FM Radio	40. KoolFM
20. SINAR Radio fm	41. Hungama
21. MELODY Radio fm	

5. Will Celcom Music Walla consume from my internet quota?

No. All music streamed from the aforementioned music streaming partners will not consume from your existing internet quota.

6. How do I check my Music Walla?

Plans	SMS	USSD	App
Postpaid	Send BAL<SPACE>STATUS to 28882	Dial *118# and choose Menu 1 - My Account	Tap the "Usage" tab. It will be listed under the "Internet" subtab
Prepaid	Send ADD<SPACE>ON<SPACE>BAL to 28882	Dial *118*1*1*3#	Tap the "Usage" tab. It will be listed under the "Internet" subtab

7. Can I transfer the purchased Music Walla from my current phone to a new mobile phone?

Yes. Music Walla is a service attached to your phone number and not your mobile phone.

8. How do I renew my Celcom Music Walla subscription?

If you are a Prepaid customer, you will get a reminder SMS when your Music Walla subscription is about to end and you have the option of responding to renew your Music Walla subscription.

If you are a Postpaid customer, your Music Walla subscription will automatically be renewed until you choose to unsubscribe.

9. Can I unsubscribe from Celcom Music Walla?

Yes. If you are a Prepaid customer, you can just stop renewing the subscription while Postpaid customers can unsubscribe by dialing *118#, entering the "Other Add Ons" menu and selecting "Unsubscribe".

To unsubscribe from the FIRST app, tap the "Usage" tab and select "Unsubscribe". You will be brought to a confirmation screen. Tap "Proceed" to confirm that you will be terminating your subscription.

10. Does Celcom Music Walla cover premium subscription fees?

No. Music Walla does not cover premium subscription fees.

Good and Sales Tax (GST)

11. Will I be charged GST when I subscribe to Celcom Music Walla?

No. You will not be charged GST when you subscribe to Celcom Music Walla.

For prepaid customers, you will not be charged GST for the VAS or content as GAST has been paid upon reload.

For postpaid users, you will be charged a 6% GST for the price of VAS or content purchased, you will be able to see the total GST paid for the month in your monthly statement.

For direct payment (EG: Via Credit card), 6% GST will be displayed upon payment.

12. Do I need to pay more for additional services following the GST implementation?

Generally, prices of our existing products and services remain unchanged and applicable to the 6% GST that will be charged on the total amount. The GST collected from you will be remitted to the Customs department. Refer to our product websites via www.celcom.com.my for a detailed price breakdown of our goods and services.

13. If I have any query or complaints pertaining to Celcom Music Walla, how do I channel them?

You may call 1111 (Celcom Careline) to register any queries you might have with the Celcom Music Walla.

VIDEO WALLA FAQ

1. What is Video Walla?

Video Walla offers premium video services and allocated data for video streaming to all Celcom subscribers in one pack. Celcom subscribers will be given the freedom of choice to stream their preferred movies, TV shows and any videos at anytime, anywhere with Malaysia's widest and fastest mobile network. Video Walla is a service exclusively for Xpax and FIRST™ by Celcom customers.

2. How do I purchase Video Walla service?

Via USSD

Step 1: Dial *118#

Step 2: Choose "Other Add On"

Step 3: Select any "VideoWalla" Data Package that suits you & choose "Purchase"

Step 4: An SMS confirmation will be sent upon successful subscription

Via Xpax App

Step 1: Tap "Buy Add-On" on Homepage or "My Services" page and go to "Purchase Add On" page

Step 2: Select "Video Walla" and the tap the desired plan

Step 3: Tap "Proceed" to confirm purchase

Step 4: There will be a new page that confirms when purchase is successful

Via FIRST App

Step 1: Tap "Buy Add-On" on the Homescreen or tap "My Services then "Buy Add-On in the My Services Page to access the "Buy Add-On" page

Step 2: At the "Buy Add-On" page, tap "Video Walla" then tap "Proceed to payment"

Step 3: At the "Payment" page, select "Proceed"

Step 4: There will be a new page that confirms when purchase is successful

3. How much will I be charged for this subscription?

There are three types of package that customers can choose from.

Video Walla	Price (MYR)	Description
Daily	1.00	1GB streaming with all partners valid for 24 hours
Weekly	7.00	10GB streaming with all partners valid for 7 days

4. I am a prepaid user and my balance is insufficient, will I still be able to purchase the Video Walla service?

No. You must have sufficient credit in your account to enjoy this service.

5. Can I transfer the purchased Video Walla from my current phone to a new mobile phone?

Yes. Video Walla service is attached to your phone number and not your mobile phone.

6. Is there a limit to the number of Video Walla purchases I can have on my account?

No. You can purchase more than one Video Walla packages at one time.

7. Will Video Walla consume from my Internet quota?

No. All movies, TV shows and videos streamed from our video streaming partners will not consume from your existing Internet quota.

8. How do I check my Video Walla?

Plans	SMS	USSD	App
Postpaid	Send BAL<SPACE>STATUS to 28882	Dial *118# and choose Menu 1 - My Account	Tap the "Usage" tab
Prepaid	Send ADD<SPACE>ON<SPACE>BAL to 28882	Dial *118*1*1*3#	Tap the "Usage" tab. It will be listed under the "Internet" subtab

9. Will I be charged with GST when I purchase VAS & Content?

For prepaid users, you will not be charged GST for the VAS or content, as GST has been paid upon reload.

For postpaid users, you will be charged 6% GST for the price of VAS or content purchased. You will be able to see the total GST paid for the month in your monthly statement.

For direct payment (e.g. via credit card) 6% GST will be displayed upon payment.

10. Do I need to pay more for additional services following the GST implementation?

Generally, prices of our existing products and services remain unchanged and applicable to 6% GST that will be charged on the total amount. The GST collected from you will be remitted to the Customs department. Refer to our product websites via www.celcom.com.my for a detailed price breakdown of our products and services.

11. If I have any query or complaints pertaining to Celcom Video Walla, how do I channel them?

You may call 1111 (Celcom Careline) to register any queries you might have with the Celcom Video Walla.