

**Addendum to Celcom Mobile Sdn Bhd ("Celcom") Customer Agreement**  
**TERMS AND CONDITIONS**



## Celcom 1 + 5 Plan

### General

- This Plan is open to all customers (non-Malaysians/Expatriates is subject to a full deposit of RM500 is to be collected upon registration)
- Celcom reserves the rights to change, amend and alter any part of this Addendum/Plan including the terms and conditions without prior notice to the customer and the customer hereby agree to be bound by such amendments.
- This Addendum shall be read together with the terms & conditions as stipulated in the Celcom Customer Agreement Form (CAF)
- Wherever Customer Agreement Form (CAF) is mentioned, it shall refer to the Celcom Registration Form
- This Plan is not a stand alone plan and MUST be attached to Minutes Postpaid or any Celcom Executive Plan as a Principal line and shall be registered under the Principal's name.
- The Principal shall be liable to Celcom for all Supplementary Postpaid lines registered under his/her name for all charges and amount claimed by Celcom and/or amount stated in the bills.
- The Principal will be allowed to register up to a maximum of five (5) Supplementary lines per Principal.
- In the event of any inconsistency between the provisions of this Addendum and the terms and conditions of CAF, the provisions of this Addendum shall prevail and supersede such inconsistent provisions of the CAF in relation to the matters covered in this Addendum.

### Package and Tariff Rate

- Customers under this Plan will enjoy the following:

Items	Description		
Voice Tariff Rate	Type of Call / Time	Peak (7am-7pm)	Off-peak (7pm-7am)
	Local	FLAT RATE 30 sen NATIONWIDE	
	Adjacent		
	Non-adjacent		
SMS Tariff Rate	ONLY AT 10 sen NATIONWIDE		
Data Packages		Network	Tariff
	3G Pay per Use	GPRS / 3G	RM0.10 / 10kb
	Daily Unlimited	GPRS / 3G	RM8 (24 hours)
	Monthly Unlimited		
	- Celcom Broadband Basic	GPRS / 3G / HSDPA(3.5G)	RM68
	- Celcom Broadband Advance		RM98
SIM Card	Free 128k USIM Card		
Free VAS	Voice Mail, Call Waiting, Call Hold, Call Conferencing, CLIP & GPRS Pay per used		
Minimum Allowable Credit Limit	RM100		
Deposit	Nil		
Registration Fee	RM25		

- Note: 1. For Pay per Use & Daily Unlimited, the speed can go up to 3.6mbps if HSDPA (High-Speed Downlink Packet Access) device is used within the HSDPA coverage.
2. 3G Pay Per Use shall be the default package to be subscribed if no monthly unlimited or daily unlimited subscription package is being choose by the customer.
3. Subject to Celcom terms and conditions, customer will be allowed to change the Data Package or to downgrade from 3G/GPRS services to 2G services.
4. Customer is allowed to request for 64k or 128k SIM card for free.
5. All Celcom Mobile Broadband subscribers ("Customer") are bound by the terms and conditions of Celcom's Fair Usage Policy as stated in our website at [www.celcom.com.my](http://www.celcom.com.my).

### Payment Information

Items	Upon Registration	1 <sup>st</sup> Month Bill	2nd Month Bill onwards
	(RM)	(RM)	(RM)
Registration Fee	25	0	0
Connection Fee	WAIVED	0	0
Stamp Duty	0	10	0
Pro-rated monthly fee	0	Pro-rate	0
Advanced monthly fee	0	5	5
<b>TOTAL **</b>	<b>25</b>	<b>15 ++</b>	<b>5 ++</b>

\*\* The total amount does not include 5% government tax, call charges or additional VAS subscribed by the customers over and above the registration fee.



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1. Registration Fee is not refundable and shall be collected upfront upon registration.
2. Free voice calls, SMS, video calls and MMS between Principal lines and Supplementary Postpaid lines are subject to a capping of 40 hours of voice and video calls, and 2,000 units of SMS and MMS per subscriber per month, and all the lines are active.
3. Voice calls and SMS made to other number or exceeding the above capping will be charged at 30sen/min and 10sen/SMS. Video calls made to other number or exceeding the above capping will be charged at 30sen/min flat. MMS made to other number or exceeding the above capping will be charged at 35sen/MMS flat .
4. The free voice calls, SMS, video calls and MMS only apply for domestic (Malaysia) usage.
5. For international roaming internet browsing / usage customer must subscribe the International Roaming services and the charges will be based on the roaming country and Celcom's prevailing rates.
6. Free Itemized billing for the Supplementary Postpaid lines if the customers opt under One Consolidated Statement (Single address) and RM 3 itemized billing will be charged for each of the Supplementary Postpaid lines if customers opt for Multiple Statement (Multiple address)
7. Customer who opt for Monthly Unlimited Celcom Broadband Basic and Advance will enjoy a free Unlimited Internet Browsing ("Package").
8. However, for international roaming internet browsing / usage customer must subscribe the International Roaming services and the charges will be based on the roaming country's rate and Celcom's prevailing rates.
9. **This Package is only considered unlimited when used domestically within Celcom's Network. On roaming the calculation of charges will be based on roaming pay per use rates as determined by our roaming partners. Please refer to [www.celcom.com.my](http://www.celcom.com.my) for the data roaming rates.**
10. Customer is allowed to request for 64k or 128k SIM card for free.

### Value Added Services

Customer is allowed to subscribe to any other VAS offered by Celcom upon registration and is chargeable as per normal rate.

### Reconnection

Upon reconnection of the Service, customers (previously under this programme) will be reconnected into the SAME bill plan and continue to enjoy the tariff offered under this plan. RM10 reconnection fee will be imposed.

### Disconnection and Termination

In the event of termination of the Service or the Customer Agreement Form (CAF) the customer's deposit shall be refunded on actual amount paid less (if any) any amount due and outstanding to Celcom.



## Celcom 1 + 5 Plan

### Service Migration

The following terms and condition only applicable to Prepaid customers migrate to Postpaid plan:

#### Terms and Conditions for Request of Service Migration from Prepaid to Postpaid (“Service Migration”)

- Customer who migrates from Celcom’s Prepaid to Celcom 1 + 5 Plan will not be charged migration fee until further notice.
- This Service Migration programme is open to all customers (Non-Malaysians / Expatriates is subject to a full deposit of RM500 and is to be collected upon registration)
- This Addendum shall be read together with the terms & conditions as stipulated in the Customer Agreement Form (“CAF”)
- Wherever Customer Agreement Form (CAF) is mentioned, its refer to the Celcom’s Registration Form
- Service Migration is offered only to the active and existing Xpax prepaid customers( “Customer”) only however, Celcom has the absolute rights to accept or reject the request or application for Service Migration by Customer.
- Under this Service Migration, Customer can request for migration from Xpax Prepaid to Celcom’s 1 + 5 Plan (“1 + 5 Plan”) and at the same time may request to maintain the existing Xpax mobile number.
- Prior to the Service Migration, the Customer must acknowledge on its account status based on the account summary slip issued by Celcom for any airtime balance and or network access from the current Xpax’s account balance and termination of existing Value Added Services (VAS) (Subscription based value added services including and not limited to SIM Card Rescue, Call Me Tones etc)
- Any airtime balance stated and acknowledged by the Customer as confirmed in the account summary slip will be transferred as credit balance in the Customer newly created 1 + 5 Plan’s account and will appear in the 1 + 5 Plan’s bill according to the billing cycle opted by the Customer.
- Any disputes of the transferred credit balance will not be entertained.
- All existing promotions including but not limited to Free Airtime Rebate, Airtime Bonus and Value Added Services enjoyed by the Customer under Xpax Prepaid will cease and withdrawn automatically once the Customer have agreed and acknowledged on the Service Migration.
- The Customer hereby acknowledged that upon request for this Service Migration, the Customer will experience service disruption no outgoing and incoming of voice and video call, Data call, SMS, MMS GRPS, 3G etc ) for a minimum period of 24 hours from the requested date.
- Upon registration, Celcom shall be entitled to impose any fees or charges for the 1 + 5 Plan in the bills.
- Customer may register at Celcom’s branches, service centres or Celcom Tele Centres (CTC) and Celcom authorized key dealers (effective 1<sup>st</sup> September 2008) only.
- Upon request to migrate to 1 + 5 Plan, Customer is not allowed to request to remigrate to Xpax Prepaid. However, the Customer may request to maintain the existing Xpax mobile number.
- Celcom shall not be liable under this Service Migration for any claims or losses of any nature, including but not limited to, lost of profits, punitive, indirect, special, incidental, or consequential damages or for other damages as a result of service disruption and migration suffered by the Customer.
- Celcom reserves the rights to change, amend and alter any part of this Addendum or CAF without prior notice to the Customer and the Customer hereby agree to be bound by such changes, amendments and/or alteration thereof.
- This Plan is not a stand alone plan and MUST be attached to Minutes Postpaid or any Celcom Executive Plan as a Principal line and shall be registered under the Principal’s name.
- The Principal shall be liable to Celcom for all Supplementary Postpaid lines registered under his/her name for all charges and amount claimed by Celcom and/or amount stated in the bills.
- The Principal will be allowed to register to a maximum of five (5) Supplementary lines per Principal.
- In the event of any inconsistency between the provisions of this Addendum and the terms and conditions of CAF, the provisions of this Addendum shall prevail and supersede such inconsistent provisions of the CAF in relation to the matters covered in this Addendum.

### Mobile Number Portability Service

Please note that this clause is only applicable to customer who applied for mobile number portability service.

- Customer is not required to pay this bill plan upfront payment upon registration.
- Customer is subject to all mobile number portability service terms & conditions as stated in [www.celcom.com.my](http://www.celcom.com.my)

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TERMS AND CONDITIONS**



## Celcom 1 + 5 Plan

### Termination

As per the terms and conditions in Customer Agreement Form or please refer to [www.celcom.com.my](http://www.celcom.com.my).

Billing Type:

One Consolidated Statement  
(All Supplementary Bills sent to  
Principal Address)

Multiple Statement  
(Supplementary Bills Sent to  
Supplementary Customer Address)

**By signing this form, I hereby confirm that I have read, clearly understood and agreed to the aforesaid terms and conditions**

(Principal Signature)

In the presence of

\_\_\_\_\_

Principal's Name  
NRIC No (New) :  
Date :

\_\_\_\_\_

Name :  
NRIC No (New) :  
Branch / Dealer's Name & Rubber Stamp :  
Date :