

TERMS AND CONDITIONS

Celcom Executive 20 - (Prepaid Migration)

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

- 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, it refers 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 Postpaid Minute Plan (“Minutes Plans) 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 Minutes Plans account and will appear in the Minutes Plans 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Free Airtime Rebate, Airtime Bonus and Value Added Services enjoyed by the Customer under Xpax Prepaid will cease and withdrawn automatically once the Customer have agreed and acknowledged on the Service Migration.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 Minutes Plan in the bills.
- Customer must register at Celcom’s branches, service centres and Celcom Tele Centres only.
- Upon request to migrate to Celcom Minutes 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 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.
- 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 programme will be able to enjoy the followings:

Items	Description		
Monthly Access Fee	RM20		
Voice Tariff Rate	Flat Rate		
	Nationwide (019,013,012,016,017 and PSTN numbers)	20sen per minute	
SMS	Flat Rate		
	Nationwide (019,013,012,016,017 and PSTN numbers)	10sen per SMS	
Data Tariff Rate	Network		
	3G Pay per Use	GPRS / 3G	Tariff
	Daily Unlimited	GPRS / 3G	RM0.10 / 10kb
	Monthly Unlimited - Celcom Broadband Basic - Celcom Broadband Advance	GPRS / 3G / HSDPA(3.5G)	RM68 RM98
VAS (Free)	Voice Mail, Call Waiting, Call Hold, Call Conferencing, CLIP & GPRS Pay per used		
SIM Card	Free 128k USIM Card		
Credit Limit	RM300		
Deposit	Nil		
Upfront Payment	RM20		

**Addendum to Celcom Mobile Sdn Bhd Customer Agreement Form
TERMS AND CONDITIONS**



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- 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 mandatory 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. 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.

Payment Information

Items	Upon Registration	1 st Bill	2 nd Bill and Onwards
Upfront Payment	20	(RM20)	0
Migration Fee	Waived	0	0
Stamp Duty	0	10	0
Access Fee (pro rate)*	0	Prorate	0
Access Fee	0	20	20
Itemized Bill	0	3	3
Total **	20	13 + prorata ++	23++

** The total amount does not include 5% government tax, call charges or additional VAS subscribed by the customers over & above the Upfront payment and/ or Advanced payment

- Access fee (pro rate) applies to customers who have signed up for less than a full billing cycle.
- The total amount does not include 5% government tax, call charges or additional VAS subscribed by the customers.
- Voice call is charge at 30seconds per block, and SMS is charge base on 160 characters per SMS
- Customer who opt for Monthly Unlimited Celcom Broadband Basic and Advance will enjoy a free Unlimited Internet Browsing ("Package").
- 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.
- 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 for the data roaming rates.**
- 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 rate offered under this plan. RM10 reconnection fee will be imposed.

Termination

In the event the customer subscribed to Monthly Unlimited Basic or Advance Data Package as per the Table above, the customer may terminate the said Package within seven (7) days from the date of activation by Celcom. For avoidance of doubt, the customer may only terminate the said Data Package at any of Celcom' branches.

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

(Customer Signature)

In the presence of

Customer's Name :

Name :

NRIC No (New) :

NRIC No (New) :

Date :

Service Center's Name :

Dealer's Name & Rubber Stamp :

Date :