

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



**Celcom Executive 20 (CE 20)**

**General**

- This Plan is also applicable to non-Malaysians/Expatriates (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 agrees to be bound by such amendments.
- This addendum shall be read together with the terms and conditions of Celcom's Customer Agreement Form (CAF)
- Customer who register under Celcom Executive 20 plan and stay for a minimum of six (6) months from the date of registration, will be entitled to register with Celcom 1 + 5 Plan.
- 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 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
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

- 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. All Celcom Mobile Broadband subscribers ("Customer") are bound by the terms and conditions of Celcom's Broadband service and Fair Usage Policy as stated in our website at [www.celcom.com.my](http://www.celcom.com.my).

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



**Celcom Executive 20 (CE 20)**

**Payment Information**

Items	Upon Registration	1 <sup>st</sup> Bill	2 <sup>nd</sup> 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
<b>Total **</b>	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

1. Access fee (pro rate) applies to customers who have signed up for less than a full billing cycle.
2. Voice call is charge at 30seconds per block, and SMS is charge base on 160 characters per SMS
3. Customer who opt for Monthly Unlimited Celcom Broadband Basic and Advance will enjoy a free Unlimited Internet Browsing ("Package").
4. 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.
5. **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.**
6. 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 the avoidance of doubt, the Customer may only terminate the said Package at any of Celcom' branches.

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



**Celcom Executive 20 (CE 20)**

**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 Executive 20 will not be charged migration fee until further notice
- 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 the Customer.
- Under this Service Migration, Customer can request for migration from Xpax Prepaid to Celcom Executive 20 (“Celcom Executive 20) 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 Celcom Executive 20 account and will appear in the Celcom Executive 20 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 registration date.
- Upon registration, Celcom shall be entitled to impose any fees or charges for the Celcom Executive 20 plan in the bills.
- Customer may register at Celcom’s branches, service centres or Celcom Tele Centres (CTC) and Celcom authorized dealers (effective 1<sup>st</sup> September 2008) only.
- Upon request to migrate to Celcom Executive 20 , Customer is not allowed to request to remigrate to Xpax Prepaid. However, the Customer may request to maintain the existing Xpax mobile number.
- Customer who register under Celcom Executive 20 plan and stay for a minimum of six (6) months from the date of registration, will be entitled to register with Celcom 1 + 5 Plan.
- 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.

**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)

**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 :