

Addendum to Celcom Mobile Sdn Bhd ("Celcom") Customer Agreement

TERMS AND CONDITIONS



Celcom Executive 250

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 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).
- Wherever Customer Agreement Form (CAF) is mentioned, it shall refer to the Celcom Registration Form.
- 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 be able to enjoy the followings:

Items	Description
Minimum Monthly Commitment	RM 250
Bundled Services (Voice Call, Video Call and SMS)	Mix 2,000 Min or SMS (pool sharing) and HSDPA Data Unlimited
Additional Voice Tariff (per min)	10 sen
Additional SMS Tariff (per sms)	
Video Call Tariff (per min)	
MMS Tariff (per MMS)	35 sen
Credit Limit	RM 750
Call Block	30 seconds
Free VAS	CLIP, Call Waiting, Call Hold, Call Conferencing & Voice Mail
SIM Card	Free 128k USIM card
Deposit	NA
Upfront payment	RM 250

Note:

1. Customer can utilize up to 2,000 minutes of voice call or SMS (whichever come first). Bundled services are only applicable for peer to peer domestic usage.
2. Promotional addition 500 bundled minutes / sms is only applicable until 31st December 2008 (subject to extension).
3. Customer can subscribe Celcom 1+5 Plan as supplementary lines.
4. For HSDPA Data Unlimited, the speed can go up to 3.6mbps if HSDPA (High-Speed Downlink Packet Access) device is used within the HSDPA coverage.
5. All Celcom Mobile Broadband Customer are bound by the terms and conditions of Celcom's Fair Usage Policy and terms and condition of Broadband service as stated in our website at www.celcom.com.my. Customer can subscribe Celcom 1+5 Plan as supplementary lines.

Payment Information

Item		Upon Registration	1st Bill	2nd Bill & onwards
		(RM)	(RM)	(RM)
Recurring Charges	Upfront	250	(250)	0
	Connection Fee	Waived	0	0
	Stamp Duty	0	10	0
	Monthly Commitment (pro rate)*	0	Pro rate	0
	Monthly Commitment	0	250	250
	Itemized Bill	0	3	3
Total **		30	13 + Pro rate ++	253 ++

** 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.

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- *1. Monthly Commitment (pro rate) applies to customers who have signed up for less than a full billing cycle.
2. Voice call is charged at 30seconds per block, and SMS is charged based on 160 characters per SMS.
3. Pro-rated Monthly Commitment (MC) is charged in 1st bill for customer who registered less than a full month's billing cycle.
4. Pro-rated MC will also be charged for termination of bill and if customer disconnects the line before the billing cycle.
5. In the event of customer registered on the billing cycle date, one backdated MF will be charged in 1st bill.
6. 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.
7. The HSDPA Data Unlimited plan 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.

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

As per the terms and conditions in Customer Agreement Form or please refer to www.celcom.com.my.

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Celcom Executive 250

Prepaid 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 250 will not be charged migration fee of RM 50.00 until 31st December 2008.
- Service Migration is offered to the active and existing Celcom’s Xpax prepaid customers (“Customer”) only. Nevertheless, Celcom shall in its absolute discretion be entitled to accept or reject any request or application by the Customer for Service Migration.
- Under this Service Migration, Customer can request for migration from Celcom’s Xpax Prepaid (“Xpax”) to Celcom Executive 250 (“CE 250”) 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 and confirmed in the account summary slip will be transferred as credit balance in the Customer newly created CE 250 account and will appear in the 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 will cease and withdrawn automatically once the Customer have agreed and acknowledged for the Service Migration.
- Upon registration, Celcom shall be entitled to impose any fees or charges for the CE 250 in the bill.
- Customer may register at Celcom’s branches, service centres, Celcom Tele Centres (CTC) and Celcom Authorized Dealers (effective 1st September 2008).
- Effectively 1st September 2008, Celcom Authorized Dealers can perform this transaction for customer.
- Upon request to migrate to CE 250, Customer is not allowed 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.
- 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.

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

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 :

Dealer’s Name & Rubber Stamp :

Date :