



## TERMS AND CONDITIONS

## Celcom Broadband Basic Package ("Package")

Last Updated: 02/07/09

## General

- This Addendum shall be read together with the terms and conditions of Celcom's Customer Agreement Form (CAF), terms and conditions on the use of Celcom Broadband Service and Celcom's Fair Usage Policy as posted in our website at [www.celcom.com.my/broadband](http://www.celcom.com.my/broadband).
- Wherever Customer Agreement Form (CAF) is mentioned, it shall refer to the Celcom's Registration Form
- This Addendum shall supersede and replace all prior agreements, arrangements or understandings on the same subject matter entered between the Customer and Celcom.
- This Package is open to all Celcom's existing Customers, all Malaysians and Non-Malaysians / Expatriates.
- This Package shall start from July 2007 and shall continue to be valid until further notify by Celcom.
- Celcom reserves the rights to change, amend and alter any part of this Addendum and/or Package including the terms and conditions and policies without prior notice to the Customer and the Customer agrees to be bound by such changes, amendments and alteration.
- 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.
- Celcom reserves the right to withdraw and terminate this Package at any time without any prior notice to the Customer.

## Package and Tariff Rate

The Customer under this Package will be subjected to the following tariff and rates as per Table 1 below:

Table 1

Items	Description
Package Value	RM68 per month
Provisioned Speed (Downlink)	Up to 384kbps
Voice / SMS Tariff	Not Applicable
MMS Tariff	RM0.35 per message
Other Data Tariff	Rates will be based on the current charges for any content downloading including but not limited to ring tone, movies wall papers etc.
SIM Card	Free SIM Card
Free VAS	Not Available
Minimum Allowable Credit Limit	RM150
Deposit	Nil
Upfront Payment	RM68 (payable during registration)
Monthly Fair Usage Policy Allocation	5GB / month

## Sample Bill Presentment

(Assuming customer registers on the 1<sup>st</sup> of January and the Bill Date is 13<sup>th</sup> of every month. The presentment may vary for each customer)

Item	1st Bill (RM)	2nd Bill onwards (RM)
Upfront	(68)	0
Connection Fee	0	0
Stamp Duty	10	0
Pro-rated Package Value (PV)*	26.32 *	0
Advanced PV	68	68
<b>Total Amount Payable **</b>	<b>36.32</b>	<b>36.32** + 68 = 104.32</b>

\* Pro-rate charges is calculated based on the formula: (number of days from registration to bill date) / (number of days in that month) \* RM68  
= (12) / (31) \* RM68 = RM 26.32

\*\* This is a carry forward amount from the first months bill should it not be paid.



**TERMS AND CONDITIONS**

**Celcom Broadband Basic Package ("Package")**

**Last Updated: 02/07/09**

\*\*\* The total amount does not include 5% government tax, other content download charges or roaming charges.

1. Pro-rated Package Value (PV) is charged in 1st month bill for the Customer who have registered less than a full month's billing cycle
2. Pro-rated PV will also be charged in termination of bill if the Customer disconnects the line before the billing cycle date
3. In the event of the Customer registered on the billing cycle date, one backdated PV will be charged in 1<sup>st</sup> month bill.
4. Voice Calls, Video calls, SMS and Video Streaming are not provisioned with this Package, which means outgoing and incoming calls will be blocked. For SMS service, only outgoing will be blocked.
5. Customer under this Package will enjoy a free Unlimited Internet Browsing and 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. However, for international roaming internet browsing / usage, the Customer must subscribe the International Roaming services and the charges will be based on the roaming country's rate and Celcom's prevailing rates.

**Reconnection**

Upon reconnection of Celcom's service, the Customer (previously under this Package) will be reconnected into the SAME bill plan and continue to enjoy the tariff and rate offered under this Package. RM10 reconnection fee will be imposed.

**Seven Days Money Back Guarantee**

In the event if the Customer terminates the Service under this Package within seven (7) days from the date of activation of the Service, any upfront payment paid to Celcom under this Addendum/Package shall be returned to the Customer. For avoidance of doubt, the Customer may only terminate the applicable data package at any of Celcom's branches. Valid claims for the Money Back Guarantee will be paid via cheque and issued to the Customers at anytime to be determined by Celcom.

**Mobile Number Portability Service**

Please note that this clause is only applicable to the 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
- I clearly understand that this addendum is not proof of payment for any upfront payment collection

(Customer Signature)

In the presence of

\_\_\_\_\_

\_\_\_\_\_

Customer's Name :

Staff Name :

NRIC. No (New) :

Staff No :

Date :

Date :

