

## FAQs: CELCOM MEGA™ PACKAGE PLAN

### 1. What is Celcom MEGA™ Lightning Package Plan?

CELCOM MEGA™ Plan is Celcom's most innovative postpaid plan that gives you total freedom and flexibility. Customise your CELCOM MEGA™ with Lightning or Unlimited Internet, and enjoy Unlimited Calls to all networks.

### 2. When is this package Plan available?

This Plan has been made available for subscription from 30<sup>th</sup> November 2023, and shall continue to be available until further notice is issued by Celcom.

### 3. Who can subscribe to this Plan?

The Plan is available for subscription to all Enterprise customers, Corporate Officers, and Corporate Individuals.

### 4. Who is eligible for the offerings?

The Plan is open to all New and Existing CelcomDigi Business customers which includes:

- New registration
- Mobile Number Portability (MNP)
- Change of Rate Plan (CRP)
- Prepaid to Postpaid conversion

### 5. Where can I register?

You can register through the channels below:

- Celcom Certified Partners
- Account Managers / Channel Managers

### 6. How much do I need to pay upon registration?

For registration of this Plan, you are required to pay an advance payment equivalent to the monthly commitment of the Plan.

Here's the calculation based on MEGA™ Lightning 80:

No	Fees Type	Upon Registration	1st Bill
1	Advance Payment (MEGA™ Lightning 80)	RM80	-
2	Processing Fee (one-time)	-	RM10

3	Monthly Commitment (prorated)	-	Up to RM80
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**7. What is the processing fee for?**

A non-refundable, non-recurring fee paid for the administrative and/or ancillary cost of processing the application.

**8. I am a foreigner. Can I register for this Plan?**

Yes, foreigners need to pay a deposit of RM500 at the point of registration, on top of the required advance payment. The deposit will act as an offset to any amount due under your Account, and the balance from the Deposit will be returned to you within four (4) months from the termination date.

**9. What are the offers in this Celcom MEGA™ Lightning Package Plan?**

Package Details	MEGA™ Lightning Plans			
Plan Name	MEGA™ Lightning 80	MEGA™ Lightning 108	MEGA™ Lightning 138	MEGA™ Lightning 168
Monthly Commitment	RM80	RM108	RM138	RM168
Monthly Internet Quota	120GB Lightning Internet	150GB Lightning Internet	180GB Lightning Internet	Unlimited Internet
Voice Call	Unlimited Calls to All Networks			
SMS	1500, subsequently RM0.10/SMS		3000, subsequently RM0.10/SMS	
Supplementary Line	-	2	4	6
Free Roaming	N/A	N/A	Free Roaming in 6 countries with your local Internet quota.  (Maximum capping of 100GB local Internet quota per bill cycle for FREE Roaming.)	Free Roaming in 23 countries with your local Internet quota.  (Maximum capping of 100GB local Internet quota per bill cycle for FREE Roaming.)

Free Devices	Selected Devices
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**10. How can I register for the MEGA™ Lightning 188 and MEGA™ Unlimited Plan?**

Registration for MEGA™ Lightning 188 and MEGA™ Unlimited is only available via Account Manager / Channel Manager and Celcom Certified Partners.

**11. Where can I register for the MEGA™ Lightning 188 and MEGA™ Unlimited Plan?**

Please liaise with respective Account Manager / Channel Manager for registration of this Plan.

**12. What are the offers in this Celcom MEGA™ Unlimited Package Plan?**

Plan	MEGA™ Unlimited 108	MEGA™ Unlimited 138	MEGA™ Unlimited 168
<b>Monthly Commitment</b>	RM108	RM138	RM168
<b>Monthly Internet</b>	Unlimited HD Video Streaming (Up to 10Mbps)	Unlimited HD Video Streaming (Up to 15Mbps)	Unlimited Ultra HD Video Streaming (Up to 20Mbps)
<b>Voice Call (All Networks)</b>	Unlimited	Unlimited	Unlimited
<b>SMS (All Networks)</b>	RM0.20	RM0.20	RM0.20
<b>Video call (All Networks)</b>	RM0.20	RM0.20	RM0.20
<b>Free Roaming</b>	N/A	DATA ONLY in 6 countries (Bangladesh, Cambodia, Nepal, Indonesia, Singapore, Sri Lanka) (Maximum cap of 100GB local)	DATA ONLY in 23 countries (Australia, Bangladesh, Brunei, Cambodia, China, Hong Kong, India, Indonesia, Japan, Laos, Macau, Myanmar, Nepal, Philippines, Saudi

		Internet quota per billing cycle for the FREE Roaming)	Arabia, Singapore, South Korea, Sri Lanka, Taiwan, Thailand, United Kingdom, United States of America, Vietnam)  (Maximum capping of 100GB local Internet quota per billing cycle for FREE Roaming)
<b>Monthly Hotspot</b>	10GB	20GB	30GB

### 13. Am I eligible for VoLTE?

All MEGA™ customers who are using iPhone 6s above and VoLTE certified Android devices are eligible for VoLTE subscription.

### 14. What does Unlimited Calls to All Networks mean?

Unlimited Calls apply to all networks and for domestic usages only (i.e. within Malaysian networks), excluding video calls, calls to toll-free numbers, or numbers with special charges (i.e. 1-300/1-800/600, 121, TM100, 1MOCC).

## Supplementary Plan

### 15. What is the offering for supplementary plan?

From as low as RM48 monthly per line, you'll get to enjoy high-speed Internet & Unlimited Calls to all networks when you subscribe to the Lightning supplementary line.

Plan	Lightning Supplementary Line
<b>Monthly Commitment</b>	RM48
<b>Monthly Internet</b>	Mirror Principal
<b>Voice Call (All Networks)</b>	Unlimited Calls to All Networks

<b>SMS (All Networks)</b>	300, subsequently RM0.10/SMS
<b>Top Up Quota</b>	RM20/month for 10GB
<b>Monthly Hotspot</b>	-

### Usage Notification

#### **16. Will I be getting any SMS notifications on quota usage?**

Yes, the system will send you an SMS notification upon reaching the threshold below:

Usage	Reminder SMS	
<b>Monthly Internet</b>	70%	100%
<b>Internet Add-On</b>	70%	100%
<b>Hotspot (only applicable for UNLIMITED Plan)</b>	-	100%

#### **17. What happens if I fully utilise my monthly Internet allocation within the billing cycle?**

You can still enjoy the Internet access at 64kpbs, up to 15GB. To continue enjoying the Internet service at a faster speed, you can purchase the Internet Add-On via the Celcom Life App or Business Portal.

#### **18. What happens if I do not fully utilise my monthly Internet allocation?**

Any unutilised Internet allocation will be forfeited upon commencement of the next billing cycle.

### Payment

#### **19. How can I pay my bills?**

- Auto Billing
- Automated Teller Machine (ATM)
- Boost e-wallet
- Business Portal

- Celcom Life App
- Celcom Outlets / Other payment agencies
- Contact Center
- e-Pay
- Internet banking
- JomPAY
- Pay Your Way
- Self-Service Kiosk (SSK)
- Tele-banking

### **Termination**

#### **20. What happens if I terminate my principal plan and/or supplementary plan?**

The monthly commitment fee of MEGA™ plan will be prorated, and pass will be charged full upon termination on top of your outstanding bill amount. You can still enjoy the Internet quota till the end of the billing cycle. The termination will take immediate effect upon commencement of the next billing. If you have any active contract, the penalty clause(s) will be applied accordingly.