

### FAQ

#### Who is eligible for the BlackBerry Promo Plan?

- All members of the MCA National Youth Malaysia.

#### Is there a promotional time period for this Promo plan?

- The promo plan ends 30 September 2010.

#### What do I need to submit?

- Photocopy of your IC, front and back in one A4 size clearly.

#### What forms do I need to fill up?

- CELCOM Registration Form – Fill up details on section B, F and G (for supplementary lines) and put down your signature on section H.
- Read and sign on the last page of the Addendum for Terms and Conditions.

#### Where do I obtain the forms from and who do I submit to?

- Please obtain from and submit to MCA Youth Secretariat 03-21618044.

#### Where and how do I make payment?

- Payment can be made via cheque (payable to KEHZEN TECH SDN BHD). We do not accept any post dated cheque.
- For payment via Credit Card kindly contact us at 03-8060 6035 or 019 2635005 for further instruction.
- For direct debit, kindly pay to Kehzen Tech Sdn Bhd, Account no 12700-1061101438 (Al Rajhi Bank). Fax your bank-in receipt to 03-8060 8035 after payment is made as proof and please inform us at 03-8060 6035 or 019 2635005.

#### Is there any contract period for this promotion?

- Yes, 24 months.

#### Is there any penalty if I cancel the line or change my plan within 24 months?

- Penalty is RM500 for the device and RM150 if you cancel the line within 24 months.

#### Is there any Auto Billing facility available?

- Yes. Please obtain the form, fill up your details when you submit your documents for processing.
- There will be a 5% rebate off your total bill every month for this facility.

#### Can I retain my number if I am porting to CELCOM from another Telco?

- Yes you can. Just port over by retaining the original number.

#### How long is the process upon submission of forms until my line is upgraded or port over from other Telco?

##### When can I get my device?

- For existing CELCOM users, it will take about 2-4 days for upgrade of plan and approximately another 2 weeks for the device to be issued upon line activation.
- For porting over from another Telco, it will take up to 2 weeks for the porting over and another 2 weeks for the issuance of the device.
- For CELCOM new line registration, it will take about 2-4days for line activation and approximately another 2 weeks for the device to be issued upon line activation.

#### Is there a warranty period for the device?

- Yes 1 year. If there is any faulty in your device, you may send it over to Menara Celcom at Jalan Semarak KL for troubleshooting.

#### Is there a warranty period for the accessories?

- Yes, 3 months for the battery and charger.

#### If I have any questions about the plan, who can I call?

- You can contact our helpline at 019 263 5005 or 03 8060 6035.



Call Us!  
MCA Youth  
Secretariat  
03-21618044