

penjana

Pelan Jana Semula Ekonomi Negara

FREQUENTLY ASKED QUESTIONS (FAQ)

FREE 1GB FOR EDUCATION AND PRODUCTIVITY RELATED SERVICES

Malaysian Communications and Multimedia Commission (MCMC)

1. Is this new daily 1GB Productivity Internet offered for free?

- Yes. As many Malaysians will continue to work and learn from home, and aligned with the government's short-term recovery plan, mobile service providers namely Celcom Axiata Berhad ("Celcom"), Digi Telecommunications Sdn Bhd ("Digi"), Maxis Berhad ("Maxis"), U Mobile Sdn Bhd ("U Mobile") and unifi mobile will continue to support the rakyat's work and learning needs. This offer is dedicated to access a range of productivity and information-related services.

2. Can this free daily 1GB Productivity Internet be used throughout the day?

- Yes. To continue supporting productivity related services, service providers in partnership with MCMC, have decided to extend the free daily 1GB Productivity Internet offering to 24 hours, from the existing 8 am to 6 pm.



3. When will the 24 hour free daily 1GB Productivity Internet be made available?

- Active customers can enjoy it from 1 July 2020 until 31 December 2020, subject to technical readiness of the respective service providers.

4. Who will be able to enjoy this free daily 1GB Productivity Internet offer?

- All active postpaid and prepaid customers of Celcom, Digi, Maxis, U Mobile and unifi mobile will be able to enjoy this service from their respective service providers except those who are on unlimited data plans, fibre and home wireless plans. Customers may refer to their respective service providers to check on their eligibility for this offer.

5. How much data can a customer redeem?

- Customers can redeem up to 30GB data per month for free (1GB daily), subject to redemption process determined by their respective service providers. The free daily 1GB Productivity Internet offer is provided to customers over and above their existing data quota. For example, if a customer has already subscribed to a monthly 30GB package, the customer will get an additional 1GB per day at no additional charge.

6. How long can customers enjoy the free daily 1GB Productivity Internet offer?

- This offer is available for redemption until 31 December 2020.



7. How can I redeem the free daily 1GB Productivity Internet Offer?

- Customers can refer to their respective service providers for more information. Please find below the website links of each of the respective service providers:

Service Provider	Website Link for reference
Celcom	https://www.celcom.com.my/support/faq/personal#personal-shop-covid-19-support
Digi	https://community.digi.com.my/t5/Let-s-Inspire/DigiCares-Enjoy-Free-1GB-for-Education-Productive-and/ba-p/76436
Maxis	https://www.maxis.com.my/campaigns/stay-home-stay-connected/free-1gb/?_ga=2.36125033.859280807.1591502710-1470709251.1589709485&_gac=1.45812496.1591502776.EAIaIQobChMI8P_3yunu6QIV030rCh21GAyQEAAAYASAAEgJHCfD_BwE#maxis-customers-faq
U Mobile	https://www.u.com.my/support/selfhelp/faqs/64/5753
TM	https://unifi.com.my/sites/default/files/html/assets_mobile/doc/postpaid/FAQ-Complimentary-Daily-1GB-LTE%20Pass-unifi-Mobile-Postpaid%20-Prepaid%20ver5a_30062020.pdf

Note: Please refer to your respective service providers for the updated FAQ links

8. Is it a one-time or a daily redemption of the free daily 1GB Productivity Internet Offer?

- Customers can refer to their respective service providers for more information.



9. Which data quota will be utilised first? The free daily 1GB Productivity Internet or my existing data plan quota?

- Usage on productivity and information-related services will utilise the free daily 1GB Productivity Internet first. Once your free daily 1GB Productivity Internet quota is exhausted, it will utilise customer's existing data plan quota.

10. What happens to my unused free daily 1GB Productivity Internet data after 24 hours?

- Unused data cannot be carried forward to the next day.

11. What information-related apps/services/websites that provide zero-rated access?

- Service providers will also continue to offer free and unlimited access to a range of information-related apps and services to ensure Malaysians stay updated on the latest credible news on COVID-19.

Customers will continue to enjoy zero-rated unlimited access to the following applications and services for the same duration: Gerak Malaysia, MySejahtera and MyTrace applications, and important health and news sources such as Ministry of Health (MOH) and World Health Organisation



(WHO) websites; and free calls to the Crisis Preparedness and Response Centre (CRPC) hotline.

Please refer to your respective service providers for the full list of zero-rated access to websites.

12. How do customers get access to non-productivity related services?

- Customers who wish to access videos, social media, gaming and music sites may continue to do so by utilising their existing data plan. Please refer to your respective service providers for details on available plans.

13. Are there any affordable packages made available for those in the B40 income category?

- Service providers have developed affordable packages for customers to choose from and this includes unlimited data packages, in the event the free daily 1GB Productivity Internet data has been fully utilised. Please refer to your respective service providers for details on available packages.

This FAQ was updated on 30 June 2020 and is subject to further refinements from time to time. Please refer to your respective service providers for the latest updates.

Prepared by:

Malaysian Communications and Multimedia Commission (MCMC)

