



## FREQUENTLY ASKED QUESTIONS (FAQ)

### PAKEJ PERANTI RM1 MALAYSIA PRIHATIN

Malaysian Communications and Multimedia Commission (MCMC)

#### 1. What is “Pakej Peranti RM1 Malaysia Prihatin”?

- The *Pakej Peranti RM1 Malaysia Prihatin* is an initiative that enables all Malaysians to own/upgrade selected 4G VoLTE mobile devices at an affordable price starting from RM1. Through this initiative, everyone can afford to own/upgrade their mobile devices for better connectivity and productivity. This package is subject to terms and conditions set by the mobile service providers.

#### 2. Who are the participating mobile service providers?

- The participating mobile services providers are Celcom Axiata Berhad (“Celcom”), Digi Telecommunications Sdn Bhd (“Digi”), Maxis Berhad (“Maxis”), U Mobile Sdn Bhd (“U Mobile”), Telekom Malaysia Berhad (“TM”) and YTL Communications Sdn Bhd (YTL).



**3. Who can benefit from this “Pakej Peranti RM1 Malaysia Prihatin?”**

- All Malaysians are encouraged to participate and benefit from this package which runs from 16 August 2021 to 16 September 2021, in conjunction with National Day and Malaysia Day. Please refer to your respective service providers for more information.

**4. If I sign up for this package, will I be tied to a contract?**

- Yes. If you sign up for this package, your new line will be bound by 24-month contract. For un-contracted existing customers, a new contract will be applied to your principal line. Such tie-up is applicable due to the device subscribed. Please refer to your respective service providers for more information.

**5. Are prepaid users eligible to subscribe this package?**

- No. This package is only applicable for a new or existing post-paid subscription whereby the applicant will be subjected to 24-month contract.

**6. What are the plans offered under this package?**

- Interested 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	<a href="https://www.celcom.com.my/personal/merdeka-2021">https://www.celcom.com.my/personal/merdeka-2021</a>



Digi	<a href="http://digi.my/gemilang">http://digi.my/gemilang</a>
Maxis	<a href="https://www.maxis.com.my/en/faq/promotions/mobile/rm1-devices/">https://www.maxis.com.my/en/faq/promotions/mobile/rm1-devices/</a>
U Mobile	<a href="http://www.u.com.my/RM0.99devices">http://www.u.com.my/RM0.99devices</a>
TM	<a href="https://unifi.com.my/smartdevice/mobile">https://unifi.com.my/smartdevice/mobile</a>
YTL	<a href="https://www.yes.my/#merdeka">https://www.yes.my/#merdeka</a>

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

**7. If there is no coverage in my area, can I cancel this contract?**

- Any pre-mature termination would result in incurring a penalty as stipulated in the contract. You are advised to check for network coverage availability at your respective area in prior via <https://jendela.my/map/>. Please refer to your respective service provider for more information.

**8. Will the providers impose advance payment for this package?**

- There will be advance payment for the package and it will be rebated back to the consumers. Advance payment is required subject to credit eligibility. Please refer to your respective service provider for more information.

**9. If I terminate my subscription before my contract lapses, will the service providers impose any penalty?**



- Yes. The subscribers must complete the whole contract period of 24-months to avoid penalties imposed by their respective service providers. For early termination, there will be a penalty charge. Please refer to your respective service providers for more information.

*This FAQ updated on 24 August 2021 and is subject to further refinements from time to time. Please refer to your respective service providers for the latest updates.*

**Prepared by:**  
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