



## FREQUENTLY ASKED QUESTIONS (FAQ)

### SPECIAL DATA PACKAGE SPM/STPM 2021

Malaysian Communications and Multimedia Commission (MCMC)

#### 1. What is the Special Data Package SPM/STPM 2021?

The Special Data Package SPM/STPM 2021 is provided by the telecommunications service providers, offering an exclusive Internet Plan with 15GB of data quota valid for 30 days, priced at an affordable RM20, until 30 April 2021

#### 2. Who is eligible to sign-up for this special data package?

Eligibility will be

- a. Students who are sitting for examinations ie Sijil Pelajaran Malaysia (SPM) and Sijil Tinggi Persekolahan Malaysian (STPM) in 2021, whose year of birth is between 2001 and 2004, as determined by each package by the Telcos.
- b. This package is now extended to students of higher learning institutions under 22 years of age, following the announcement by Prime Minister under the ‘Perlindungan Ekonomi & Rakyat Malaysia’ (PERMAI) assistance package on 18 January 2021.

Students may refer to their respective service providers for more details on the eligibility of the offer.

#### 3. When will this special data package be made available to students?

This package is made available for purchase from 6 January 2021 with Celcom, Digi, Maxis and U Mobile, and TM from 11 January 2021 respectively. The offer will expire on 30 April 2021.

Students may refer to their respective service providers for more details.

#### 4. How can eligible students purchase this special data package?

Students can refer to their respective service providers for more information on how to purchase the Internet Plan. Please click on the related website links below:



Service Provider	Website Link
Celcom	<a href="http://www.celcom.com.my/personal/prepaid/plans/internet-plans">www.celcom.com.my/personal/prepaid/plans/internet-plans</a>
Digi	<a href="http://www.digi.my/spm-stpm">www.digi.my/spm-stpm</a>
Maxis	<a href="https://www.hotlink.com.my/en/support/internet/spm-stpm-2021-package">https://www.hotlink.com.my/en/support/internet/spm-stpm-2021-package</a>
U Mobile	<a href="http://u.my/spmstpm">http://u.my/spmstpm</a>
TM	<a href="http://www.unifi.com.my/personal/mobile/bebas">www.unifi.com.my/personal/mobile/bebas</a>

**5. How will this special data package be utilised?**

Based on the processes and terms of each Service Providers, students can use the data quota immediately upon successful purchase for any or all types of internet-related web or app services. Each package is subject to terms and conditions of the respective Service Providers.

**6. How much data will a student enjoy with this special package?**

Students will enjoy 15GB of data quota with 30 days validity.

**7. If a student has existing data quota in their prepaid plan, and purchases this special data package, is this counted as additional quota?**

Yes. Should a student have an existing data quota from another plan and purchases this Special Data Package SPM/STPM 2021, the student will get an additional 15GB data quota on top of the existing data quota.

For more information on data quotas, students may refer to their respective service providers' terms and conditions.

**8. Which data quota will be utilised first? The Special Data Package or my existing data plan quota?**

Students may refer to their respective service providers for more information on the utilisation of data quotas.

**9. What happens to my unused data quota after 30 April 2021?**

If you subscribe to the package on the final day, i.e. 30 April 2021, you will be able to use your data quota until the end of the 30-day validity period. Thereafter, the package and the data quota will expire.

**10. Is a student who has subscribed to the Special Data Package SPM/STPM also gets to enjoy the free 1GB data package?**

Yes. One can enjoy the free 1GB Internet data plan on top of the subscribed package, which includes Special Data Package SPM/STPM 2021.

*This FAQ updated on 19 January 2021 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)

