



FREQUENTLY ASKED QUESTIONS

THE MALAYSIAN FAMILY YOUTH PACKAGE

Malaysian Communications and Multimedia Commission (MCMC)

1. What is The Malaysian Family Youth Package?

- The Malaysian Family Youth Package is an exclusive, new prepaid package for teenagers and students to gain Internet access for online learning from home without any data constraints while increasing productivity. This package is subjected to the terms and conditions set by the service providers.

2. What is offered through The Malaysian Family Youth Package?

- Students can utilise 20GB of data for 3 months for only RM30 (RM10/month) for daily productivity activities as well as unlimited basic Internet. With this package, students will be able to do activities such as sending messages and surfing the Internet.



- The allocated 20GB of data can be used for all activities including downloading videos or online games. The designated quota is to allow users to relax and access entertainment. The package aims to ease teenagers' and students' burden without worrying to buy top up every month.
- This package includes 1GB daily free data (up to 90GB for 3 months) for productivity. Please refer to the respective service provider for more information.

3. Who are eligible for this package?

- Teenagers and students including postgraduates can enjoy this package.

4. How to sign-up for this package?

- Teenagers and students **under** the age of 21 just need to provide their MyKad during registration, and students **over** the age of 21 are to provide their Student ID or their higher learning institution e-mail address (depending on the terms and conditions set by the respective service providers) at the registration. Eligible candidates are encourage to register and take advantage of this offer to smoothen their online learning and other daily activities.



5. Who are the participating service providers?

- The service providers involved in this initiative are Celcom Axiata Berhad (Celcom), Digi Telecommunications Sdn Bhd (Digi), Maxis Berhad (Maxis), U Mobile Sdn Bhd (U Mobile), Telekom Malaysia Berhad (TM), YTL Communications Sdn Bhd (YES), BeONE Network Sdn Bhd (BeONE) and Tune Talk Sdn Bhd (Tune Talk).

6. What is the duration to register for this package?

- Registration will be open from 15 October 2021 - 30 April 2023.

7. Are prepaid users eligible to subscribe to this package?

- Yes. This is an exclusive prepaid package tailor-made for teenagers and students including postgraduates.

8. How to check if my residential area has coverage in order to subscribe to this package?

- You are advised to check for network coverage availability at your respective area via <https://jendela.my/map/>. Please refer to your respective service provider for more information.



Service Provider	Website Link for Reference
Celcom	https://www.celcom.com.my/personal/prepaid/pakej-remaja-keluarga-malaysia
Digi	https://www.digi.com.my/prepaid/pakej-remaja-keluarga-malaysia
Maxis	https://www.hotlink.com.my/ms/faq/campaigns/pakej-keluarga-malaysia/remaja/
U Mobile	https://www.u.com.my/en/personal/support/terms-conditions/promotion/remaja-km30-package
TM	https://home.unifi.com.my/sites/default/files/html/assets_mobile/doc/bebas/FAQ-Pakej-Remaja-Keluarga-Malaysia-ver4a_181022.pdf
YES	https://www.yes.my/docs/faq/campaign-promotion/pakej-yes-remaja-keluarga-malaysia-promotion/
BeONE	https://beone.com.my/pakejremaja/

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

This FAQ updated on 9 November 2022 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)**

