

## Detailed Package Points: Juara Keren 5G Plan

### 3. Plan Rates:

- Voice Call: 30 sen/min to all networks within Malaysia (60 sec/block).
- Video Call: 30 sen/min to all networks within Malaysia (60 sec/block).
- SMS: 20 sen/SMS to all networks within Malaysia.
- MMS: 50 sen/SMS to all networks within Malaysia.
- Basic Internet: 500MB/month at 64kbps for active lines.
- International Roaming and IDD rates: As per Celcom's official website.

### 4. Free Basic Internet:

- Monthly 500MB at 64kbps, subject to active account validity.
- Unused quota cannot be carried forward.
- Refreshed on the 1st of every month.

### 5. Credit Expiry/Validity:

- Account active upon credit reload, Monthly Pass, or Extra Credit Validity.
- 60 days grace period after validity expiry to reactivate, after which the account is terminated.

### 6. Account Lifecycle:

- Active Period: Depends on credit reload or subscription.
- Grace Period: 60 days to receive incoming calls/SMS but cannot make outgoing calls/SMS or use data.
- Termination: Post grace period, account and number are terminated.

### 7. Change of Plan:

- Methods: UMB (\*118\*1#), SMS (28882), in-store, or eStore.

- Free process; original plan cannot be restored once changed.

#### 8. Reload and Validity Period:

- Minimum reload: RM5. Maximum reload: RM200.
- Validity extension based on reload amount (e.g., RM5 extends 5 days).
- Maximum credit balance: RM1,000.

#### 9. Auto Reload:

- Available via Celcom Life app.
- Accepted cards: Visa, MasterCard (Malaysia-issued).
- Reload amounts: RM5, RM10, RM15, RM20, RM30, RM50, RM100.
- Reload date selection: Between 1st and 28th of the month.

#### 10. Validity Extension:

- Options: RM1 for 1 day, RM2 for 3 days, RM8 for 15 days.
- Subscription via UMB (\*118\*3#) or Celcom Life App.
- Extensions are one-time and do not auto-renew.

#### 11. Internet Plans:

- Monthly Pass:
  - Price: RM35.
  - Base Quota: 20GB (100mbps).
  - Unlimited YouTube: 3mbps.
  - IDD Minutes: 120 mins (Bangladesh, Indonesia).
  - Validity: 30 days. Auto-renewal applicable.
  - Fair Usage Policy applies for unlimited quota.

- Quota Top-Up:

- Price: RM6 for 15GB.

- Validity: Follows Monthly Pass validity.

- High-speed internet without data rollover.