

# Malaysia Service – User Guide

by Celcom



## ACTIVATING YOUR SERVICE

**This service requires registration once you arrive in Malaysia.**

It is very easy to activate your new service. Just follow the instructions below and you'll be ready to call once you reach your destination:

1. Travel to your destination
- 2. Go to an authorized Celcom Service Centre**
- 3. The representative will register your SIM card**
4. Break out the SIM Card from the plastic card
5. Then insert this SIM Card in your phone.
6. Make sure your phone battery has been charged
7. Switch your phone on
8. Enter the PIN Code (if required)

Your Malaysia SIM card will provide you with a Malaysia cellular phone number, which can be found on the front of your SIM card package. Your Malaysia phone number begins with **013**.

Your Malaysia service will be automatically activated after placing your first outgoing call.

## HOW TO RECHARGE (ADD AIR TIME)

To recharge your Malaysia service, please follow the instructions below

- Purchase a Celcom airtime voucher
- Scratch off the protective layer to reveal your recharge voucher code
- Dial 190 from your Malaysia cell phone and follow the voice prompts, you will be instructed to enter the 16 digit voucher code

OR

- Scratch off the protective layer to reveal your recharge voucher code
- Dial \*122\* followed by your 16 digit number voucher code and the # key, then press the call or send key. For example if your 16 digit top-up voucher is 1234567891023456, you will need to enter \*122\*1234567891023456# then press the call or send key.

## MAKING INTERNATIONAL CALLS

To make an international call, simply enter all numbers starting with the '+', followed by the country code (1 for the US/Canada), area code and phone number. For example, to call (213) 337-5555 you would dial +12133375555.

## **RECEIVING CALLS**

Family & friends need to dial the international direct dialing prefix for the country they are calling from followed by your new number. For example, from the US/Canada they should dial 011, 60 (Malaysia) and your new number bar the leading 0 (zero).

## **BALANCE**

To check your balance, please

- Dial 1990 from your Malaysia cell phone (charges may apply) – You will hear your balance in English

OR

- Dial \*124# then press the call or send key – Your balance will appear in the screen

## **CUSTOMER SERVICE**

To reach customer service, please

- Dial 1111 from your Malaysia cell phone (charges may apply)

OR

- Dial 03-3630 8888 from a fixed line or payphone (local call charges apply)

We are available to you 24 hours a day, 7 days a week.

## **VOICEMAIL**

To access your voicemail, please

- Dial 1313 from your Malaysia cell phone (charges may apply)

If your voicemail service is not English, please

- Dial 1313 from your Malaysia cell phone (charges may apply)
- Press 2 at the first prompt
- Press 2 at the second prompt
- Press 2 for English
- Press # to accept

## **SERVICE EXPIRATION**

Your unused airtime balance will be forfeited 45 days after your airtime validity expires. If you do not recharge your Malaysia service for an additional 55 days, your Malaysia SIM card will automatically be terminated which means you will need to purchase another SIM card and a new number will be provisioned.

Airtime voucher validity:

Recharge Amount	Validity Period
RM 10	7 days
RM 20	15 days
RM 30	30 days
RM 50	50 days