

# PhoneCARE (Enterprise Business)

## 1. What is PhoneCARE?

PhoneCARE is a mobile device care plan that allows you to swap or replace your device for any reason, subject to the applicable CelcomDigi PhoneCARE terms and conditions.

## 2. Who is eligible for PhoneCARE?

PhoneCARE is available to all CelcomDigi postpaid customers under the following conditions:

- For new CelcomDigi postpaid subscribers, you need to purchase a new mobile phone with any CelcomDigi device plan.
- For existing CelcomDigi postpaid subscribers renewing to a new CelcomDigi device plan

## 3. What are the services offered in PhoneCARE?

There are two types of services offered:

- **Phone Swap:**
  - You can swap your device for a like-for-like or new up to three times a year. Upon making a swap request, you are required to return your enrolled device in exchange for the replacement.
- **Phone Replacement:**
  - If your device is no longer in your possession, you can receive a like-for-like replacement with the same or a similar model, up to three times a year.
  - No report is required for the replacement.

**Note:** All services are provided by our partner, Asurion Technology Malaysia Sdn. Bhd., and a service request fee applies. For more details, please visit <https://phonecare.asurion.com/>.

## 4. What fee do I need to pay?

Two types of fees apply, and they vary based on the type of device and the CelcomDigi recommended retail price. Please refer to the pricing table below for details

### **Subscription Fee**

This fee is charged throughout your subscription period and can be paid on a monthly basis, charged directly to your postpaid bill.

Device Recommended Retail Price (RRP)	Monthly Fee	
	Device Swap	Device Swap & Replace
RM0 - RM500	RM4	RM8
RM501 - RM1,000	RM6	RM12
RM1,001 - RM1,500	RM8	RM18
RM1,501 - RM3,000	RM12	RM25
RM3,001 - RM6,000	RM21	RM35
Above RM6,000	RM24	RM45

*All fees are exclusive of 6% SST which will be collected, if applicable.*

### **Service Request Fee**

This fee is charged when you request a device swap or replacement. Please refer to the pricing table below for details. Payment must be made directly to the PhoneCARE service provider, Asurion, via credit card or cash on delivery.

<b>Device Recommended Retail Price (RRP)</b>	<b>Device Swap (each request)</b>	<b>Device Replacement (each request)</b>
RM0 - RM500	RM60	RM120
RM501 - RM1,000	RM120	RM240
RM1,001 - RM1,500	RM220	RM440
RM1,501 - RM3,000	RM440	RM880
RM3,001 - RM6,000	RM700	RM1,400
Above RM6,000	RM1,000	RM2,000

*All fees are exclusive of 6% SST which will be collected, if applicable.*

**5. Is there any contract period for PhoneCARE?**

PhoneCARE subscriptions auto-renew on a monthly basis.

For postpaid users, PhoneCARE service will continue along with your postpaid mobile plan subscription.

**6. I have a multi-SIM device. Can I enroll in PhoneCARE?**

Yes, you can enroll in a multi-SIM device in PhoneCARE. The primary IMEI of this device will be used as the 'registered IMEI' which will serve as the reference for your PhoneCARE services.

**7. Does the PhoneCARE service include SIM-enabled wearable devices like Apple Watch (cellular version)?**

No, PhoneCARE does not include SIM-enabled wearable devices.

**8. How many devices can I enroll to PhoneCARE under my mobile plan?**

You can register only one device under a mobile plan.

**9. What will happen to my PhoneCARE if I do not pay my bill?**

The PhoneCARE service will automatically terminate if your CelcomDigi account is suspended for more than 60 days.

**10. What should I do if I want to make a swap or replacement service request?**

- If you are a CI PhoneCARE customer, you can submit a swap or replacement request [here](#).
- If you are a CO PhoneCARE customer, download the service request form here and email the completed form to: [phonecareenterprise@asurion.com](mailto:phonecareenterprise@asurion.com)

**11. What are the operating hours for PhoneCARE online portal?**

The PhoneCARE online portal is available 24 hours a day.

**12. Are any supporting documents required to make a swap or replacement service request?**

No supporting documents are required for the service request, as long as your swap only or swap & replace subscription is active with no call bar on your CelcomDigi account.

**13. Will I receive a brand-new phone package for my swap or replacement service request?**

When you swap or replace your device, you will receive:

- A like-for-like, refurbished or new device of:
  - Same model and memory capacity (RAM/ROM);
  - Similar kind, quality, and functionality;
  - Potential difference in make, model, and/ or colour;
  - For refurbished devices, it will be refurbished by OEM authorized service providers.
- Accessories (e.g., earpieces, chargers, cables) are not included.

#### 14. When will my device be delivered?

Your device will be delivered within 3 hours if you are in the Klang Valley and the service request is made before 3:00 p.m. daily.

Refer to the table below for delivery times based on location:

Location	Service Request received	Completed time*
Klang Valley	Before 12 pm	<3 hours
	After 12 pm	<24 hours
Peninsular Cities	Before 12 pm	<24 hours
	After 12 pm	<48 hours
Peninsular Others	Before 12 pm	<72 hours
	After 12 pm	<72 hours
East Malaysia Cities	Before 12 pm	<24 hours
	After 12 pm	<48 hours
East Malaysia Others	Before 12 pm	<72 hours
	After 12 pm	<72 hours

Major cities include: Johor Bahru, Melaka, Kuantan, Ipoh, Pulau Pinang, Butterworth, Seremban, Kota Bharu, Kuala Terengganu, Alor Setar, Kangar, Kota Kinabalu and Kuching

- For service requests submitted after 12:00 p.m., delivery will occur on the next working day excluding Sundays and public holidays.
- For deliveries outside of the Klang Valley, delivery will be made within 3 days, excluding Sundays and public/ state holidays.
- For Kedah, Kelantan and Terengganu, no delivery will be made on Fridays or public/ state holidays.

#### 15. How many times can I swap or replace my phone?

You can make up to three service requests (either swap or replace) within a rolling 12-month period from the day of your first service request. For example, if you made your first service request on 1st August 2024, you can make your second and third request any time before 1st August 2025. However, your 4th service request can only be made after 1st August 2025.

#### 16. What happens to my PhoneCARE service if I change my mobile plan?

Your PhoneCARE service will carry over to your new mobile plan. You will not be required to make the upfront payment again for the PhoneCARE service.

#### 17. What will happen to my PhoneCARE service if I request to change my mobile number?

Your PhoneCARE service will remain active under your new mobile number.

#### 18. Will PhoneCARE accept a device under a swap only plan if the device IMEI cannot be retrieved?

In cases where the device cannot be turned on or is damaged beyond recognition, we will accept the swap based on the same make and model as the original enrolled device. The swap will be verified to ensure it is made by and delivered to the actual enrolled customer.

**19. I found my lost device. Can I request to unblock the IMEI for my device?**

If you find your lost device and inform us before accepting delivery of the replacement, we will unblock your IMEI and cancel the service request. However, if you have already accepted the replacement device, you must return the found device to CelcomDigi.

**20. Can I request to opt-out of my PhoneCARE service?**

Yes, you can request to opt-out of the PhoneCARE service. Please reach out to your respective dealer or account manager to process this. Please note that you will not be able to re-enroll to PhoneCARE with the same device once terminated.