

**ALTEL PREPAID DISCONTINUATION**  
**FREQUENTLY ASKED QUESTIONS (FAQ)**

GENERAL	<ol style="list-style-type: none"> <li>1. <b>When is the termination date of ALTEL Prepaid services?</b> The termination will be effective on 31 December 2022.</li>   <li>2. <b>Why is Altel discontinuing its prepaid services?</b> The discontinuation is due to the restructuring of business activities under ALTEL Group of Companies.</li>   <li>3. <b>What are the options available for Altel Prepaid customers?</b> Customers can choose to migrate to Host Operator (Celcom), port out to other telecommunications service providers or terminate their ALTEL number subject to the Terms and Conditions. However, your ALTEL number must be in active status to perform any of the options above.</li>   <li>4. <b>Who is eligible for credit balance refund?</b> Customers with active ALTEL number are eligible for refund. Customers who choose to port out to another telecommunications service provider are not eligible for refund as stipulated in the Mobile Number Portability (MNP) Terms and Conditions.</li>   <li>5. <b>When is the last date for me to reload the ALTEL number?</b> The last date to reload the ALTEL number is 31 October 2022.</li>   <li>6. <b>What services can and cannot be used from 4 October 2022 to 31 December 2022?</b> The services that can and cannot be used from 4 October 2022 to 31 December 2022 are summarized below: <table border="1" style="margin-top: 10px; width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #003366; color: white;"> <th>October 2022</th> <th>November 2022</th> <th>December 2022</th> </tr> </thead> <tbody> <tr><td>Number Active (YES)</td><td>Number Active (YES)</td><td>Number Active (YES)</td></tr> <tr><td>Reload (YES)</td><td>Reload (NO)</td><td>Reload (NO)</td></tr> <tr><td>Outgoing Call (YES)</td><td>Outgoing Call (YES)</td><td>Outgoing Call (NO)</td></tr> <tr><td>Incoming Call (YES)</td><td>Incoming Call (YES)</td><td>Incoming Call (YES)</td></tr> <tr><td>Purchase Data(YES)</td><td>Purchase Data(YES)</td><td>Purchase Data (NO)</td></tr> <tr><td>Call Plan (YES)</td><td>Call Plan (YES)</td><td>Call Plan (NO)</td></tr> <tr><td>ALTEL 365 (NO)</td><td>ALTEL 365 (NO)</td><td>ALTEL 365 (NO)</td></tr> <tr><td>Credit Transfer(YES)</td><td>Credit Transfer (YES)</td><td>Credit Transfer (NO)</td></tr> <tr><td>SMS In (YES)</td><td>SMS In (YES)</td><td>SMS In (YES)</td></tr> <tr><td>SMS Out (YES)</td><td>SMS Out (YES)</td><td>SMS Out (NO)</td></tr> </tbody> </table> </li> </ol>	October 2022	November 2022	December 2022	Number Active (YES)	Number Active (YES)	Number Active (YES)	Reload (YES)	Reload (NO)	Reload (NO)	Outgoing Call (YES)	Outgoing Call (YES)	Outgoing Call (NO)	Incoming Call (YES)	Incoming Call (YES)	Incoming Call (YES)	Purchase Data(YES)	Purchase Data(YES)	Purchase Data (NO)	Call Plan (YES)	Call Plan (YES)	Call Plan (NO)	ALTEL 365 (NO)	ALTEL 365 (NO)	ALTEL 365 (NO)	Credit Transfer(YES)	Credit Transfer (YES)	Credit Transfer (NO)	SMS In (YES)	SMS In (YES)	SMS In (YES)	SMS Out (YES)	SMS Out (YES)	SMS Out (NO)
October 2022	November 2022	December 2022																																
Number Active (YES)	Number Active (YES)	Number Active (YES)																																
Reload (YES)	Reload (NO)	Reload (NO)																																
Outgoing Call (YES)	Outgoing Call (YES)	Outgoing Call (NO)																																
Incoming Call (YES)	Incoming Call (YES)	Incoming Call (YES)																																
Purchase Data(YES)	Purchase Data(YES)	Purchase Data (NO)																																
Call Plan (YES)	Call Plan (YES)	Call Plan (NO)																																
ALTEL 365 (NO)	ALTEL 365 (NO)	ALTEL 365 (NO)																																
Credit Transfer(YES)	Credit Transfer (YES)	Credit Transfer (NO)																																
SMS In (YES)	SMS In (YES)	SMS In (YES)																																
SMS Out (YES)	SMS Out (YES)	SMS Out (NO)																																

**MIGRATE TO  
HOST OPERATOR  
(CELCOM) AND  
REFUND**

**1. Can I choose to migrate and request for a credit balance refund?**  
Yes. You may opt to migrate to Host Operator (Celcom) and request a refund starting from 4 October 2022 until 30 November 2022.

**2. How do I request for migration and credit balance refund?**  
You need to fill up the “Refund and Migrate Form” on the following link :

[https://altel.my/refund\\_and\\_number\\_migration/](https://altel.my/refund_and_number_migration/)

(Please be informed that this form applies to one (1) ALTEL number only. Please repeat this process for each ALTEL number if you have more than one (1) ALTEL number)

**3. How will my ALTEL number be migrated to Host Operator (Celcom) network?**  
Please walk in to the nearest Celcom Blue Cube to perform porting process latest by 30 November 2022.

**4. What will happen if I did not complete the number migration to Host Operator (Celcom)? Will I still receive my credit balance refund?**  
You will still receive your credit balance refund. However, your ALTEL number will be suspended from 1 December 2022 onwards.

**5. Am I allowed to cancel my migration request after submitting the Migrate and Refund Form? Will I still receive my credit balance refund?**  
Yes. You can cancel your migration request if you have not completed the steps explained in Question 3 above by contacting ALTEL Customer Care at 13388 (Toll-free). If you have completed the steps explained in Question 3, you are not allowed to cancel the migration request. You will still receive your credit balance refund.

**6. What is the plan for my number once migrated into Host Operator (Celcom)?**  
By default, all migrated ALTEL numbers will be using Celcom Prepaid - Xpax Basic Prepaid Pack.

**7. Can I transfer my credit balance to the new Host Operator (Celcom)?**  
No. Your credit balance will be deposited into your bank account.

	<p>8. <b>Can I migrate my ALTEL Number to Host Operator (Celcom) if I already have 5 existing prepaid numbers registered in Celcom?</b> No. You need to perform transfer of ownership on you ALTEL number by 15 November 2022 before you are able to migrate the ALTEL Numbers to Host Operator (Celcom). Please contact ALTEL Customer Care at 13388 (Toll-free) to perform the transfer of ownership process.</p> <p>9. <b>How long does it take for my Altel number to migrate to the Host Operator (Celcom)?</b> It is expected to take 3 working days after your porting request is made at Celcom Blue Cube.</p> <p>10. <b>I do not want to request for refund of the credit balance, can I switch to the Host Operator (Celcom) immediately?</b> Please walk in to the nearest Celcom Blue Cube to perform porting process latest by 30 November 2022. You do not have to fill the “Refund and Migrate Form” if you do not intend to request for the refund.</p>
<b>TERMINATE ALTEL NUMBER AND REFUND</b>	<p>1. <b>How do I terminate my ALTEL number and request a refund?</b> You need to fill up the “Termination and Refund Form” on the following link :</p> <p><a href="https://altel.my/refund_and_number_termination/">https://altel.my/refund_and_number_termination/</a></p> <p>(Please be informed that this form applies to one (1) ALTEL number only. Please repeat this process for each mobile number if you have more than one (1) ALTEL number)</p> <p>2. <b>When will my ALTEL number be terminated?</b> Number termination will take effect within 10 working days upon receiving your request for ALTEL number termination.</p> <p>3. <b>I do not want to request for refund. Can I terminate my ALTEL number without filling out the Termination and Refund Form?</b> Yes. Please call ALTEL Customer Care at 13388 (Toll-free) to request for number termination.</p> <p>4. <b>Am I allowed to cancel my termination request after submitting the Termination and Refund Form?</b> No.</p>

<p><b>MNP PORT OUT (Mobile Number Portability)</b></p>	<ol style="list-style-type: none"> <li>1. <b>Can I retain my existing ALTEL number and change my service provider?</b> Yes. You may keep your ALTEL number and port out to other telecommunications service providers via MNP (Mobile Number Portability).</li> <li>2. <b>If I port out to another service provider, am I still entitled to request a refund?</b> No. You are not entitled to a refund as stipulated in the Mobile Number Portability (MNP) Terms and Conditions.</li> <li>3. <b>When is the last date to port out to another service provider?</b> You can port out to another service provider from 4 October 2022 until 15 November 2022. 15 November 2022 is the last date to port out.</li> <li>4. <b>What happens to my credit balance if I decide to port out?</b> Your credit balance will be forfeited as stipulated in the Mobile Number Portability (MNP) Terms and Condition.</li> </ol>
<p><b>ALTEL 365 VALIDITY</b></p>	<ol style="list-style-type: none"> <li>1. <b>What will happen to my remaining ALTEL 365 validity?</b> You will receive a refund if your ALTEL 365 validity balance is more than two (2) months.</li> <li>2. <b>What is the calculation for the ALTEL 365 validity refund?</b> Scenario 1 : 6 months RM28/365 days : 0.076 cents/day 180 days (6 months) x 0.076 cents/day =RM13.68  Scenario 2 : 10 months RM28/365 days : 0.076 cents/day 304 days (10 months) x 0.076 cents/day =RM23.10</li> <li>3. <b>How do I request refund for my remaining ALTEL 365 validity?</b> You need to select “Balance Validity ALTEL 365” under Type of Refund section when filling the Refund and Termination Form or Refund and Migrate Form.</li> </ol>
<p><b>CREDIT BALANCE REFUND</b></p>	<ol style="list-style-type: none"> <li>1. <b>When is the last date to request for credit balance refund?</b> The last date to request credit balance refund is on 30 November 2022.</li> </ol>

	<p><b>2. What will be my credit balance refund amount?</b> The refund amount will be based on the final credit balance before the migration or termination of your ALTEL number.</p> <p><b>3. How do I receive my refund?</b> The refund will be deposited into your registered bank account via electronic transfer.</p> <p>(The bank account holder name must be the same name as registered for the ALTEL number).</p> <p><b>4. When will I receive the refund?</b> You will receive the refund from 1 December 2022 to 31 December 2022.</p>
--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------