

Juara Video Pass

The subscription to the Juara Video Pass for the Internet Service for Celcom Xpax (“Internet Service”) shall be subject to and shall be read together with Xpax general terms and conditions and the specific terms and conditions herein.

1. Availability Period
This Internet Service shall be made available from 15th August 2019 and shall continue to be available unless otherwise notified by Celcom.
2. Eligibility
The Juara Video Pass plan shall be applicable to all Celcom’s Xpax prepaid customers.
3. Subscription
 1. The Customer may subscribe to any of the following Juara Video Pass(es) to enjoy the following package:

Product	Countries	IDD Mins	Internet	Price	Validity
Juara Video Pass RM15	-	-	-2GB High Speed Internet -Free YouTube, Facebook, IMO & Iflix (Capped 15GB/month and 500MB/day)	RM15	30 Days (Auto-renew)
Juara Video Pass RM28	Indonesia	20	-4GB High Speed Internet - 60GB YouTube, Facebook, IMO & Iflix (Capped 2GB/day)	RM28	
	Bangladesh	20			
	Nepal	10			
	Myanmar	10			
	Philippines	10			
	Thailand	20			
	India	20			

	Vietnam	20			
	China	20			

2. The Customer can subscribe to any of the respective Juara Video Pass via any of the following manners ("Subscription"):
 1. USSD *141# and follow the instructions therein; or
 2. Over the counter (Celcom Bluecube outlet & authorized Celcom dealers).
3. Upon each successful Subscription, the Customer shall receive an SMS confirmation of the Customer's Subscription from Celcom.
4. The Subscription fee of RM15 or RM28 will be deducted from the Customer's main account.
4. Subject to Clause 2 (a) above:
 1. In the event where the Customer's account is within the period of fifty (50) days after the expiry of the validity period ("Grace Period"), they shall not be able to use the Internet Service unless the Customer performs a reload transaction.
 2. The Customer can also check the validity period or balance of the Internet quota via USSD by dialing *141# directly from the Customer's mobile phone.
 3. The Customer is allowed to have multiple Subscriptions before the expiry of the validity period of the existing Juara Video Pass.
5. Data Usage
 1. Customer can re-purchase, buy add on or purchase any mobile internet passes during the validity of the Subscription and both Subscriptions will co-exist.
 2. The 15GB of YouTube, Facebook, IMO and Iflix are capped to 500MB/day.
 3. The 60GB YouTube, Facebook, IMO, and Iflix are capped to 2GB/day.
 4. The speed for both 60GB and 15GB of YouTube, Facebook, IMO, and Iflix are capped to 1MBPS.
 5. Customer shall receive a notification upon reaching the maximum limit of the volume quota.
 6. Once Customers have fully utilized the Internet quota, their Internet speed shall be throttled to 64KBps.
 7. For avoidance of doubt, in order of priority, your Internet usage will be deducted from:

Level	Usage
First	15GB or 60GB for Youtube, Facebook, IMO, Iflix (With active high-speed internet quota)
Second	2GB or 4GB high speed Internet

6. The Renewal

1. Upon expiry of the validity period of the Subscription, the Subscription shall be renewed automatically. Customer shall be informed via SMS reminder prior to the auto-renewal to notify them on the option to opt out from the Subscription.
2. Pursuant to the above clause, Customers can opt out from the Subscription via the channels below:
 - SMS by sending "STOP" <keyword> to 28882
 - USSD by dialing *141# and follow the instructions therein.
3. When Customer opt out from the Subscription, the package shall be removed upon the expiry of their previous Subscription.
4. If the Customer subscribed to multiple Subscriptions for the same country at the same time, both the Subscriptions shall be removed.
5. The Subscription will be automatically renewed every 30 days at 11.59pm at day 30th.
6. Customers' account must be active within validity period in order to perform auto renewal.
7. Insufficient credit balance will lead to failure of auto-renewal. Customer will receive unsuccessful SMS notification on the failure of auto-renewal.
8. The unused IDD Minutes shall be forfeited upon auto renewal.
9. The unused data shall be forfeited and refreshed upon auto renewal.
10. If Customers' accounts are suspended, the remaining package shall no longer be used and will be forfeited upon expiry.
11. Throttle quota will not be rolled over.

7. Multiple subscriptions

The multiple Subscriptions mechanism are as follows;

1. If Customer subscribed to Juara Video Pass RM28 and subsequently subscribes to Asia Pass Weekly RM9;
 - All Subscription will co-exist.
 - The package (Data/IDD/Freebies) will expire on its own validity.
 - Both Subscriptions will auto-renew upon expiry.
2. If Customer subscribed to multiple Juara Video Passes for country with the same IDD minutes, e.g. Juara Video Pass RM28 + Juara Video Pass RM28
 - The previous Subscription will be forfeited.
 - The package (Data/IDD/Freebies) will expire on its own validity.
 - Only the latest Subscription will auto-renew upon expiry.

3. If Customer subscribed to multiple Juara Video Passes for country with different IDD minutes, e.g. Juara Video Pass RM28 Indonesia + Juara Video Pass RM28 Nepal
 - All Subscription will co-exist.
 - The package (Data/IDD/Freebies) will expire on its own validity.
 - Both Subscriptions will auto-renew upon expiry.
8. Things we may do to the Service(s)

We reserve the rights at any time, without being liable to you or any third party, to interrupt, bar, suspend, restrict the Service for such time as we see fit or terminate, discontinue or disconnect the Service if your usage:

 1. Shows excessive usage or placing unusual burdens on our Network;
 2. Is for unlawful activities or for suspected fraudulent activities;
 3. Unusual calling patterns inconsistent with normal, individual plan use, for example, regular calls of short duration or calls to multiple numbers in a short period of time;
 4. Using our Service(s), minutes, SMS' or data (SIM boxing, bulk SMS service or aggregate minutes) wholesale on our Network;
 5. Is for commercial/non-personal purposes.