

# CelcomDigi Postpaid 5G Plan

This CelcomDigi Postpaid 5G Plan (“**Plan**”) is a postpaid plan made available by Celcom Mobile Sdn Bhd (Company No. 197601002188 (27910-A)) (“**Celcom**”) and Digi Telecommunications Sdn. Bhd. (Company No. 199001009711 (201283-M)) (“**Digi**”) subject to the terms and conditions provided herein.

(Individually known as Celcom or Digi and collectively known as “**CelcomDigi**” for the purpose of this Terms & Conditions).

The full terms and conditions of the use of the selected products and/or services is subject to the respective Celcom and Digi General Terms and Conditions of Celcom and Digi (“General Terms and Conditions”), respective Celcom’s and Digi’s Privacy Notice / Data Protection Statement and Data Protection Obligations / Fair Usage Policy found on respective Celcom’s and Digi’s website at <https://www.celcom.com.my/legal/terms-and-conditions/personal> and [www.digi.com.my](http://www.digi.com.my) all of which form an integral part of full terms and conditions of the products and/or services (collectively referred to as the “**Terms and Conditions**”). All terms and references used herein shall be the same as the General Terms and Conditions unless otherwise defined.

You acknowledge that you have read and fully understood these Terms and Conditions. Your use of the products and/or services, upon activation, constitutes unconditional acceptance to be bound by these Terms and Conditions as may be amended from time to time by CelcomDigi.

1. Where application services are bundled with the Plan, CelcomDigi reserves the sole and absolute right to cease, alter or suspend or substitute the application services bundled offerings at any time without prior notice. For the avoidance of doubt, such alteration, cancellation, termination or suspension by CelcomDigi does not entitle the Customers to any claim or compensation against CelcomDigi (in cash or in kind) for any and all loss or damage suffered or incurred by the Customers as a direct or indirect result of the act of alteration, cancellation, termination or suspension.
2. CelcomDigi shall not be responsible in any way in the event that the Customer’s subscription of the Plan was activated by a third party without his/her consent. CelcomDigi shall not refund nor compensate the Customer in any manner whatsoever in such situations.
3. CelcomDigi reserves the rights at its absolute discretion without liability to vary, delete or add to any of these Terms and Conditions, including but not limited to any feature for the Plans, from time to time without prior notice to the Customer as it deems fit. Continued use of this Plan and/or service following any changes to these Terms and Conditions constitutes an acceptance to those changes (if any). Customer accepts to be responsible for regularly reviewing information on the Plan at <https://www.celcomdigi.com>.

**CelcomDigi Postpaid 5G Plan ("Plan")****a. Principal Lines**

1. Customers can register up to a maximum of Fifteen (15) lines for every NRIC or Passport Number (as the case may be) under the Plan.
2. The Plan and the eligible add-ons (where applicable) are subject to change from time to time without prior notice and the benefits or any part thereof of the principal lines are non-transferable.
3. Charges published are exclusive of all applicable taxes including service tax.
4. The Plan will be made available from 1<sup>st</sup> December 2023 except for CelcomDigi Postpaid 5G 260 which will made available from 3<sup>rd</sup> January 2024.
5. The Plan are listed as follows:

	CelcomDigi Postpaid 5G 80	CelcomDigi Postpaid 5G 100	CelcomDigi Postpaid 5G 120	CelcomDigi Postpaid 5G 140	CelcomDigi Postpaid 5G 160	CelcomDigi Postpaid 5G 260
Monthly Commitment (RM)	80	100	120	140	160	260
5G Speed Tier	Essential	Advance	Advance	Premium	Premium	Ultimate
Mobile Internet Quota	90GB (4G/5G)	150GB (4G/5G)	Unlimited (4G/5G)	Unlimited (4G/5G)	Unlimited (4G/5G)	Unlimited (4G/5G)
Hotspot Internet	Shared with Mobile Internet Quota	Shared with Mobile Internet Quota	20GB	100GB	300GB	Unlimited
Voice Call	Unlimited to all network					
SMS (all network)	RM0.20/SMS					
Video Call (all network)	RM0.20/min					
MMS (all network)	RM0.20/MMS					
IDD Calls	IDD calls rate varies by country. Click <a href="#">here</a> find out the IDD charge.					
Advance Payment	RM80	RM100	RM120	RM140	RM160	RM260
Supplementary Line (Family line + gadget sim)	Up to 6 Lines					
Plan Benefits						
Supplementary Line (50% Discount)	N/A	N/A	N/A	N/A	Applicable to all gadget sim and family line	
Fibre	Free 6 months CelcomDigi Fibre 300Mbps (New Fibre Only) subject to <a href="#">CelcomDigi Fibre T&amp;Cs</a> Note: This rebate is not applicable if Customer's Plan changes to a non-CelcomDigi Postpaid 5G Plan or terminates the postpaid/fibre line.					Free Lifetime Fibre  (New & Existing Fibre) subject to <a href="#">CelcomDigi Fibre T&amp;Cs</a>
Plan Offerings Options (Contract)						

Freedom Add-Ons Contract	RM10 Rebate (12 months contract)		
Device Contract	Pakej MegaJimat	Easy360	

**b. Supplementary Lines**

- Each Principal Line is eligible to register up to a maximum Six (6) Supplementary Lines subject to the eligibility as follows:

	CelcomDigi Postpaid 5G Family	CelcomDigi Postpaid 5G Family Plus	CelcomDigi Postpaid 5G Gadget SIM	CelcomDigi Postpaid 5G Gadget SIM Plus
Monthly Commitment (RM)	40	50	30	50
Eligible Principal Plan	CelcomDigi Postpaid 80 and above	CelcomDigi Postpaid 120 and above	CelcomDigi Postpaid 80 and above	
Plan Speed	Essential	Advance	Essential	Advance
Monthly Internet Quota	90GB (4G/5G)	Unlimited (4G/5G)	30GB (4G/5G)	300GB (4G/5G)
Hotspot Internet	Shared with Monthly Internet	20GB	Shared with Monthly Internet	Shared with Monthly Internet
Voice Call (all network)	Unlimited		N/A	N/A
SMS (all network)	RM0.20/SMS		N/A	N/A
Video Call (all network)	RM0.20/min		N/A	N/A
MMS (all network)	RM0.20/MMS		N/A	N/A
IDD Calls	IDD calls rate varies by country. Click <a href="#">here</a> find out the IDD charge.		N/A	N/A
Device Contract	N/A	Easy360	N/A	Easy360

- All Supplementary Lines must be signed up with CelcomDigi Postpaid 5G Principal Plan only.
- Any eligible add-ons for the Supplementary Lines are subject to change from time to time without compensation or prior notice and the benefits or any part thereof of the Supplementary Lines are non-transferable.

**c. Charges**

- This section shall apply to both Principal and Supplementary Line(s).
- Charges published are exclusive of all applicable taxes including service tax.

3. The Customer shall, upon the submission of his/her application for registration, pay Celcom and/or Digi the Advance Payment and/or Deposit (as the case may be) and such other fees, charges and taxes as required by Celcom and/or Digi. In addition to Advance Payment, non-Malaysian Customers are required to pay a Deposit of such sum as shall be determined by Celcom and/or Digi from time to time. Any Deposit paid may be applied, forfeited, utilized, off set or refunded to the Customer at Celcom's and/or Digi's sole and absolute discretion.
  4. There will be a one-time processing fee for administration, processing of the application and maintenance of the Customer's connectivity ("**Fee**") charged to Customers who register a postpaid line as New, MNP and/or Prepaid to Postpaid. This Fee is charged to the first postpaid bill. In addition, Customers who register a postpaid line as New and/or MNP will be charged an additional one-time SIM fee for the provision of new SIM Card to the Customers.
  5. All rates depicted for voice calls with the bundled Mobile Internet Quota ("**Bundled Offers**") apply only when used within Malaysia (to all domestic networks).
  6. All other services that are not included as part of the Bundled Offers including but not limited to SMS, MMS, International Direct Dialing (IDD), International Roaming (IR) etc. are chargeable based on usage on a Pay-As-You-Use (PAYU) basis and rates applicable are based on standard rates, subject to CelcomDigi's pricing for such services as amended from time to time.
  7. For more information on roaming rates, please click [here](#).
  8. For more information on IDD rates, please click [here](#).
  9. Usage on calls, SMS and MMS beyond the cap of the Bundled Offers will be charged on the basis of Pay-As-You-Use (PAYU) in addition to the applicable Monthly Commitment Fee.
  10. The Principal Line of the SIM Card shall be solely and wholly liable for all charges incurred for all the Supplementary Line(s) upon the activation of the said SIM Card(s). The Principal Line of the SIM Card reserves the right to terminate the services offered under the Supplementary Line by giving notice in writing to Celcom and/or Digi but shall still remain solely and wholly liable for all charges incurred under the Supplementary Line(s), up to and including the effective date of termination.
  11. CelcomDigi is under no responsibility whatsoever to verify the transactions of the Supplementary Line with the Principal Line.
- d. Auto Billing Discount**
1. Auto Billing Discount is not applicable to CelcomDigi Postpaid 5G Plan.
- e. Mobile Internet Quota**
1. This section shall apply to both Principal and Supplementary Line(s).

2. All Mobile Internet Quota allocated in the Plan / Bundled Offers is exclusively for domestic usage only.
3. All Mobile Internet Quota that is bundled with the Plan is non-shareable to any of the Supplementary Plans.
4. The internet speed of the Mobile Internet Quota that is bundled in with the Plan are speed capped at the following speed for download and upload purposes. For the avoidance of doubt, the internet speed displayed in the Table (a) below are the maximum speed that can be achieved and are not the internet speed that Customer will enjoy at all times.

	Download (mbps)	Upload (mbps)	FUP Speed
Essential 5G	100	25	-
Advance 5G	300	75	10mbps
Premium 5G	500	125	10mbps
Ultimate 5G	Uncapped	Uncapped	10mbps

Table (a)

5. Except where provided in these Terms and Conditions, if the Customer does not fully utilise the Mobile Internet Quota allocation, the balance of unutilised Mobile Internet allocation shall be forfeited at the end of the bill cycle.
6. Plans with fixed Mobile Internet Quota: Data services will be restricted once the usage exceeded the quota allocated. Customer may opt to purchase Mobile Internet Quota Top Up to continue the usage at regular speed. Data services allocated within the Plan(s) is exclusively for domestic usage only.
7. Plans with Unlimited Mobile Internet Quota: Data services will be throttled once the usage exceeded the Fair Usage capping according to the Fair Usage Policy. Refer Table (b) below for the capping under Fair Usage Policy:

CelcomDigi Postpaid 5G 120	CelcomDigi Postpaid 5G 140	CelcomDigi Postpaid 5G 160	CelcomDigi Postpaid 5G 260	CelcomDigi Postpaid 5G Family Plus
300GB	1000GB	1000GB	2000GB	300GB

Table (b)

#### f. Unlimited Calls

1. This section shall apply to both Principal and Supplementary Line(s)
2. Unlimited Calls allocated with the Plan:
  - i. Applies to domestic mobile/fixed on-net and off-net usages (excluding video calls, calls to special numbers, calls to toll-free 1-300/1-800 numbers and calls to 121 numbers).
  - ii. Strictly for standard person-to-person calls; and not meant for any commercial/non-personal usages. For any excessive usage, or on suspicion of fraud, any illegal practice

or unusual activity in respect of the Customer's Account with Celcom and/or Digi, CelcomDigi at its sole and absolute discretion reserves the right at any time without being liable to the Customer or any third party to discontinue, disconnect, interrupt, bar or suspend the service for such period of time as Celcom and/or Digi shall deem fit.

- iii. Non-transferable, whether by operation of law or otherwise, either to any other person, entity or any other Postpaid account.
- iv. Can only be utilised domestically i.e. within Malaysian networks only. Calls made when overseas are subjected to roaming charges. The Customer shall be charged based on the call rates imposed by the respective Celcom and Digi roaming operators for call usage while roaming with Celcom's and Digi's overseas roaming partners.

**g. Roaming Passes**

- 1. For more information on roaming passes, click [here](#).

**h. Supplementary Line (50% Discount)**

- 1. Supplementary Line 50% Discount is only available for CelcomDigi Postpaid 5G 160 Plan and CelcomDigi Postpaid 5G 260 Plan. The 50% discount on the supplementary lines is applicable to up to 6 supplementary plans under the same billing account of the Principal Line and must always maintain CelcomDigi Postpaid 5G 160 Plan and CelcomDigi Postpaid 5G 260 Plan at all times.
- 2. If the Customer changes from CelcomDigi Postpaid 5G 160 Plan and CelcomDigi Postpaid 5G 260 Plan to other plans, the supplementary lines shall be charged at full price.
- 3. The Supplementary Line 50% Discount applies to the following:
  - a. CelcomDigi Postpaid 5G Family
  - b. CelcomDigi Postpaid 5G Family Plus
  - c. CelcomDigi Postpaid 5G Gadget SIM
  - d. CelcomDigi Postpaid 5G Gadget SIM Plus

**i. Free Lifetime Fibre**

- 1. Free Lifetime CelcomDigi Fibre 300 Mbps via rebate of RM139 ("Rebate") on fibre services is available for Customer that subscribes to CelcomDigi Postpaid 5G 260 and have an existing CelcomDigi Fibre Plan under the same NRIC.
- 2. The following fibre plans are entitled for the Rebate:
  - i. CelcomDigi Fibre 300Mbps
  - ii. CelcomDigi Fibre 500Mbps – Top up RM20/month
  - iii. CelcomDigi Fibre 800Mbps – Top up RM110/month
  - iv. CelcomDigi Fibre 1Gbps – Top up RM150/month

For the avoidance of doubt, Customers will need to top up for any fibre plans with higher speed of more than 300Mbps.

3. The rebate will only be applied if customer has a CelcomDigi Postpaid 5G 260 and an eligible CelcomDigi Fibre Plan under one NRIC. If one of the pair is missing, the rebate will not be applied.
4. If the fibre activation is delayed or failed, the Monthly Commitment Fee of the CelcomDigi Postpaid 5G 260 Plan shall remain the same. Customer may choose to downgrade his/her plan. If Customer has taken a contract on CelcomDigi Postpaid 5G 260 Plan, an early termination fee will be incurred when downgrading.

**Freedom Add-Ons Terms and Conditions ("Freedom Add-Ons")**

1. This Freedom Add-Ons is a Twelve (12) months Contract that provides additional savings to the Customers in the form of billing rebate ("**Term**").
2. During the Term, the Customer may opt to change from one Freedom Add-Ons to another or to add devices offerings ("**Change(s)**") subject to the following conditions:
  - i. If Customer performs a Change after a period of less than 2 months from commencement of the said contract, Customer shall pay RM30 as penalty fee for premature termination of the said contract;
  - ii. If Customer performs a Change after a period of more than 2 months, penalty fee will be waived;
  - iii. Subject to the effective date of the Change, all benefits from the previous contract shall be forfeited and new contract date shall commence on the effective date of the Change.
  - iv. CelcomDigi reserves the right to charge any administrative fee for each Change request by the Customers.
3. During the Term, the Customer may opt to upgrade his/her Plan to a higher value plan whereby the terms of the contract shall remain unchanged.
4. During the Term, the Customer may opt to downgrade his/her Plan to a lower value plan whereby the terms of the contract shall be terminated and Customer shall pay RM30 as penalty fee for termination of the said contract.



**Easy360 Terms and Conditions ("Easy360")**

1. This Easy360 is a mobile device offering on contract base whereby the Customer shall subscribe to a 24-month or 36-month Contract for purchase of devices.
2. This Easy360 is made available to all new and existing customers of CelcomDigi Postpaid 5G Plan with the following eligibility:
  - i. Malaysians aged 18 years old and above;
  - ii. Acceptable eligibility score by CelcomDigi, which will determine if the Customer is eligible for a waiver or discount on Advance Payment of any device. The Customer hereby consents to CelcomDigi to conduct all the relevant due diligence checks on the Customer.
  - iii. Customer must provide original NRIC for registration.
3. Customers are only allowed to sign up to two (2) Easy360 under one NRIC. Only and ONE MSISDN for one (1) Easy360 contract.
4. Auto-billing is mandatory for credit card payment by the Customers.
5. All successful registration cannot be cancelled. No refund will be entertained, and an early termination fee will be imposed for Customers terminating prematurely. The early termination fee is calculated based on the remaining Monthly Commitment Fee of the contract period.
6. The Principal Line that subscribes to Easy360 shall receive an additional RM10 / month rebate on the Monthly Commitment Fee. The rebate will be valid until the expiration or termination of the contract.
7. Customer accepts and acknowledges that CelcomDigi reserves the right to block the device / IMEI when:
  - i. Device reported as lost and stolen.
  - ii. Suspected of fraud or found to have committed fraud.
  - iii. Overdue payments.
8. Customers expressly and knowingly agree and consent to permit CelcomDigi (including any third party vendor, or representative who provide services) to make disclosures and provide notices to the Customer in electronic form, including but not limited to e-mail and text messaging, instead of providing such notices and disclosures in hardcopy by post mail. The Customer consents and agrees that the Customer's agreement herein shall relate to all forms, disclosures, and notices required under applicable law and shall remain valid until such time as the Customer may exercise the Customer's right to revoke this consent by notifying CelcomDigi.
9. Customers accept and acknowledge that the device is subject to the device manufacturer's standard warranty and CelcomDigi shall not be responsible and/or liable for the device and/or for any loss and/or damage whatsoever suffered by the Customer and/or any other party in respect of the device. CelcomDigi is not responsible for replacing Customer's device or any part thereof that is lost, stolen, damaged or defective which is not covered under the manufacturer's warranty. The Customer shall be responsible for the repair and maintenance of

the device. Should a defect or fault fall within the ambit of the manufacturer's warranty, repairs shall be subject to the applicable warranty issued by the device manufacturer.

**Pakej MegaJimat Terms and Conditions ("Pakej MegaJimat")**

1. This Pakej MegaJimat is a mobile device offering on contract base, whereby Customer shall subscribe by paying a pre-determined Advance Payment and subscribe to either a 12-month Contract or a 24-month Contract. The sum of the Advance Payment and Monthly Commitment Fee shall be subject to the selection of the devices. All devices are subject to availability.
2. Pakej MegaJimat is made available to all new and existing customers of CelcomDigi for Postpaid with the following eligibility:
  - a. 18 years old and above
  - b. Malaysians and Non-Malaysians
  - c. Customer is on CelcomDigi Postpaid 5G 80
3. Pakej MegaJimat is available for the following categories:
  - a. New and existing Customer
  - b. Mobile Number Portability (MNP)
  - c. Change of Plan
  - d. Prepaid to Postpaid
4. The Advance Payment shall be refunded into the monthly billing over a period of 10 months commencing from the first month of the contract.
5. Customers that subscribes to Pakej MegaJimat will receive an additional RM10 / month rebate on the Monthly Commitment Fee. The rebate will be valid until the expiration or termination of the contract.
6. Only customer that are on CelcomDigi 5G Postpaid 80 plan is eligible to sign up this Contract Offering. For the avoidance of doubt, eligibility shall always be assessed in the name of the Customer registered under the Principal Line.
7. All successful registrations cannot be cancelled. No refund will be entertained, and an early termination fee will be imposed for Customers terminating prematurely. The early termination fee is calculated based on the remaining Monthly Commitment Fee of the contract period.
8. Customers are only allowed to sign up to two (2) Pakej MegaJimat under one NRIC Only and ONE MSISDN for one (1) Pakej MegaJimat contract.
9. Customer accepts and acknowledges that CelcomDigi reserves the right to block the device / IMEI when:
  - a. Device reported as lost and stolen.
  - b. Suspected of fraud or found to have committed fraud.
  - c. Overdue payments.

10. Customers expressly and knowingly agree and consent to permit CelcomDigi (including any third party vendor, or representative who provide services) to make disclosures and provide notices to the Customer in electronic form, including but not limited to e-mail and text messaging, instead of providing such notices and disclosures in hardcopy by post mail. The Customer consents and agrees that the Customer's agreement herein shall relate to all forms, disclosures, and notices required under applicable law and shall remain valid until such time as the Customer may exercise the Customer's right to revoke this consent by notifying CelcomDigi.
11. Customers accept and acknowledge that the device is subject to the device manufacturer's standard warranty and CelcomDigi shall not be responsible and/or liable for the device and/or for any loss and/or damage whatsoever suffered by the Customer and/or any other party in respect of the device. CelcomDigi is not responsible for replacing Customer's device or any part thereof that is lost, stolen, damaged or defective which is not covered under the manufacturer's warranty. The Customer shall be responsible for the repair and maintenance of the device. Should a defect or fault fall within the ambit of the manufacturer's warranty, repairs shall be subject to the applicable warranty issued by the device manufacturer.