

CelcomDigi 5G home WiFi Terms and Conditions (T&C)

CelcomDigi 5G home WiFi is a wireless internet access service for your home ("home WiFi Service"). This home WiFi Service is made available by Celcom Mobile Sdn Bhd ("Celcom") and Digi Telecommunications Sdn Bhd ("Digi") and is subject to the terms and conditions provided herein ("Terms and Conditions"). You acknowledge that you have read and fully understood these Terms and Conditions. Your use of the home WiFi Service, upon activation, constitutes unconditional acceptance to be bound by these Terms and Conditions, as may be amended from time to time by Celcom and Digi.

1. Eligibility

- 1.1. The Service is only available in selected coverage areas within the 5G network. To find out whether you are within the coverage area, you may check your address by visiting <https://www.digital-nasional.com.my/interactive-map>
- 1.2. You can register for the Service by visiting any Celcom & Digi Stores. You can only register for the Service if you are aged twenty-one (21) years old and above. For registration purposes, you are required to provide your personal information including but not limited to contact number, e-mail address and the Service address for router installation. For avoidance of doubt, CelcomDigi reserves the right to examine and verify your identity and personal information through biometric means.
- 1.3. You can register a maximum of two (2) accounts for the Service with different addresses used for said registration. Celcom reserves the right to refuse any registration for the Service in the event you fail to comply with this clause.

2. Package

- 2.1. If your subscription to the Service is made pursuant to a Package Plan, you shall be subjected to the additional terms and conditions applicable to the Package Plan.
- 2.2. Your subscription will allow you to enjoy the following package:

Package Name	5G home WiFi	5G home WiFi (Plan Only)
Monthly Commitment Fee	RM199.00	RM139.00
Promotional Monthly Commitment Fee	RM149.00	RM99.00
Promotion Period	Limited time offer	Limited time offer
Monthly Internet Quota	UNLIMITED	UNLIMITED
Contract	24 months	No Contract
Plan Advance Payment	-	RM99.00
Upfront Payment Fee	RM480.00 Rebate RM20 x 24 months	-
Non Malaysian Deposit Fee	RM500.00 (registration with Passport)	
Service Penalty	Remaining balance based on months left on the contract	Not Applicable
Device	Dual Mode 5G/4G router	Not Applicable

	Note: Customer will receive one unit of 5G home router (compatible with 4G+/4G), 1 adaptor, 1 LAN cable and 1 router box.	
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- 2.3. CelcomDigi reserves the right to amend the Package Plan from time to time at its discretion or to withdraw the Packages at any time without assigning reasons for such withdrawal, and migrate you to another package or promotional package as Celcom deems fit.
- 2.4. The Plan(s) applies to local data usage only, whereby International Voice and SMS inclusive Roaming services are excluded. Data call usage charges and additional services as subscribed by you shall be charged in addition to the Plan's applicable charges.
- 2.5. You can monitor data usage, Internet quota balance and monthly bills via the Celcom Life App and My Digi App.
- 2.6. The unlimited internet quota is subject to our Fair Usage Policy (FUP) and is capped at 1000GB. Upon full utilization of the Internet quota, you shall receive a notification from CelcomDigi via your registered email. Notwithstanding this, you may continue using the Internet at a reduced speed of 512kbps.
- 2.7. CelcomDigi reserves the right to withhold and block all downloads from any Torrent Site

3. Add On Internet

- 3.1. Customers can subscribe to any of the following Internet Add On plans:

Package Name	Internet Add On Plus Daily	Internet Add On Plus Monthly	Internet Add On Plus Monthly
Price	RM10	RM40	RM70
Internet Quota	50GB	20GB	40GB
Validity	24 hours	As per bill cycle	

- 3.2. Internet Add On Plus Daily comes with 24 hours validity. Upon subscribing to the package, customers will have the next 24 hours to utilize their quota.
- 3.3. Internet Add On Plus Monthly validity is as per customers' bill cycle.
- 3.4. Upon expiry of the Internet Add On package, any unutilized quota will be forfeited.
- 3.5. Upon renewal of bill cycle, any unutilized data from the Internet Add On Plus Monthly quota will be forfeited.

4. 5G Service Activation

- 4.1. 5G Service will be activated upon successful registration.
- 4.2. In the event that 5G connection is lost during the use of Service or within the contract period, customers will still be able to use the home WiFi service using a 4G connection.

5. Upfront or Advance Payment

- 5.1. If you are a passport holder, you shall pay an additional "Non Malaysian Deposit" of RM500
- 5.2. For 5G home WiFi with device, you are required to pay an Upfront Payment of RM480 upon Activation. The Upfront Payment collected will be rebated to you and reflected in your monthly bill over a 24-month period based on the value of (RM20 x 24 months)

5.3. For CelcomDigi 5G home WiFi Plan only, one month advance payment of your monthly commitment plan may be applicable.

6. Period of Agreement

6.1. This Agreement shall take effect from the Activation date of the Service and shall continue to be in force until terminated in accordance with these Terms and Conditions. For avoidance of doubt, the Activation date of the Service by default is also deemed to be the same as the registration date.

6.2. Pursuant to this clause, the Customer can request service termination at any Celcom Blue Cube and Digi Stores.

6.3. You will be charged a penalty based on the remaining amount of the contract (RM149 x 24 months of the contract) or a minimum of RM500 (whichever is higher) if you choose to terminate your service before the end of the contract period

Total Penalty	RM3,576.00
Prorated Total Penalty	$RM3,576.00 / 24\text{months} = RM149.00/\text{month}$
Number of months subscribed (from date of subscription until date of cancellation)	10 months
Total Penalty (at remaining balance) to be paid by Customer	$RM149.00 \times \text{Balance of contracted months} = RM149.00 \times (24 - 10 = 14) = RM2,086.00$

7. CelcomDigi 5G home WiFi Router's Condition

7.1. The CelcomDigi 5G home WiFi Router comes with a twenty-four (24) months warranty ("CelcomDigi 5G home WiFi Router Warranty Period"). For the avoidance of doubt, the warranty does not cover damages or loss of the CelcomDigi 5G home WiFi Router resulting from:

- normal wear and tear;
- unauthorised disassembly, repair, alteration or modifications including unauthorised connection carried out by you on the CelcomDigi 5G home WiFi Router;
- misuse, abuse, negligence or accident howsoever caused to the CelcomDigi 5G home WiFi Router;
- improper testing, operation, maintenance, installation, or any alteration or modification of the CelcomDigi 5G home WiFi Router; and
- corrosion, rust or the use of wrong voltage or natural oxidation.

8. Ownership of CelcomDigi 5G home WiFi Router

- The CelcomDigi 5G home WiFi Router remains the property of CelcomDigi during the period of agreement. You may keep the modem if you terminate the agreement during the active contract period provided you made full payment of the service penalty and any outstanding balance. However, use of device shall still locked solely for usage of CelcomDigi sim card.
- Notwithstanding the above, you will obtain ownership and title to the modem upon service termination during active or upon expiry of your contract period. For clarity purposes, in the event you opt for service cancellation after the expiry, no return of the modem is required

9. Exclusion of 5G home WiFi Router Warranties

- 9.1. The warranties shall not be applicable upon the following events:
- (a) the expiry of the respective 5G home WiFi Warranty Period.
 - (b) the serial number or warranty seal have been altered, defaced or removed;
 - (c) the labels have been destroyed, moved or modified; and
 - (d) the serial number differs from the serial number captured in the system based on your acknowledgment of the Service Activation.

10. Damage to the 5G home WiFi Router

- 10.1 You shall be responsible for paying for the loss of or damage to the 5G home WiFi router, in the case of (including but not limited to) fire, theft, negligence, willful destruction or improper usage during the contract period. You shall be charged based on the Service Penalty for the replacement of the lost or damaged 5G home WiFi router.

11. Disclaimer

- 11.1 This Service is provided on a "best effort" basis. CelcomDigi disclaims all liability and makes no express or implied representation or warranties of any kind in relation to the Service including but not limited to:

- a) availability, accessibility, timeliness, continuous and uninterrupted use of the Service or secure access to the Internet; and
- b) sequence, accuracy, completeness, timeliness or the security of any data, Content or information provided to you as part of the Service.

- 11.2 Speed depends on factors such as router capability, location, coverage, distance from communications tower and number of simultaneous users. Total Internet quota for each Plan is specified during point of sales as contained in the sales material. Once your allocated internet quota finishes, the speed will be managed to a lower speed until your next billing cycle. To continue enjoying the home WiFi Service at regular speeds, you can opt for additional quota, which can be purchased. To ensure all our users enjoy a quality browsing experience, Celcom will not assure constant connectivity if you use peer-to-peer or file sharing programs.

- 11.3 Your usage of our Service is subject to the Celcom Fair Usage Policy.