

Free FTTR with CelcomDigi Fibre 1Gbps Plan Offer

This **Free FTTR with CelcomDigi Fibre 1Gbps Plan Offer** ("Campaign") is made available by CelcomDigi Mobile Sdn. Bhd. (formerly known as Celcom Mobile Sdn. Bhd.) [Company No. 197601002188 (27910-A)] and CelcomDigi Telecommunications Sdn. Bhd. (formerly known as Digi Telecommunications Sdn. Bhd.) [Company No. 199001009711 (201283-M)] 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's and Digi's general terms and conditions of ("General Terms and Conditions"), the respective Celcom's and Digi's Privacy Notice / Data Protection Statement and Data Protection Obligations / Fair Usage Policy found on Celcom's and Digi's website at <https://www.celcomdigi.com/terms-and-conditions> , 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. Duration of Campaign

This Campaign shall commence from 30th July 2025 onwards ("Campaign Period"). Any extension or discontinuation thereof shall be at the sole discretion of CelcomDigi.

2. Eligibility

This Campaign offer shall be applicable to all new subscribers of CelcomDigi Fibre 1Gbps plan who are existing subscribers of Celcom, Digi or CelcomDigi Postpaid ("Customer" or "you").

The requirements above are non-exhaustive and may be amended by CelcomDigi from time to time.

3. Campaign Mechanics

- 3.1. To participate in this Campaign, the Customer must be a new subscriber of CelcomDigi Fibre 1Gbps plan and an existing subscriber of Celcom, Digi or CelcomDigi Postpaid 60 and above within the Campaign Period.
- 3.2. The Customer acknowledges and agrees that CelcomDigi FTTR add-on offered under this Campaign is tied to a 24-month CelcomDigi Fibre 1Gbps plan contract. Early termination of the contract will result in a device penalty in addition to any other penalties imposed pursuant to the CelcomDigi Fibre 1Gbps plan terms and conditions that can be found here.

4. The device penalty is calculated as follows:

- 4.1. Multiply the number of months remaining in the 24-month contract by the monthly value of CelcomDigi FTTR add-on (For example, RM1,920 divided by 24 months, which equals to RM80 per month)
5. The Customer is entitled to a free CelcomDigi FTTR 1+1 layout ("Product") as specified in the table below:

CelcomDigi FTTR Layout 1+1

Items Included:

<u>CelcomDigi FTTR Layout</u>	<u>1+1</u>
<u>Items Included:</u>	
Master unit	1 unit
Slave unit	1 unit
ATB 4 port/Splitter	1 unit
ATB 2 port	1 unit
Transparent Optical Cable	Up to 50.5m

Any non-standard installation is subject to additional costs that is payable by the Customer to the respective installers at the point of installation.

6. The installation fee of the Product does not include relocation of the point of installation. Any additional requests for relocation will be subject to an additional fee.
7. The installation set up excludes any set up of port forwarding devices or any internal server.

8. The Customer acknowledges and agrees that the name on the Customer's CelcomDigi Fibre 1Gbps plan subscription must correspond with the name on CelcomDigi FTTR add-on. Any disparity or inconsistency between the Customer's name is subject to review by CelcomDigi. CelcomDigi reserves the right to take appropriate actions, including but not limited to withholding services or imposing penalties, as deemed necessary to ensure compliance with this requirement.
9. Any cancellation or change of mind request by the Customer less than 72 hours prior to the confirmed installation appointment will result in a RM200 penalty fee.

Exclusion of CelcomDigi FTTR Warranties

The CelcomDigi FTTR warranties shall not be applicable upon the occurrence of any of the following events:

- a) the expiry of the respective FTTR parent, FTTR child and access terminal box (ATB) warranty period;
- b) the serial number or warranty seal have been altered, defaced or removed;
- c) the labels have been destroyed, moved or modified;
- d) the serial number differs from the serial number captured in the system
- e) based on the Customer's acknowledgment of the service activation; and/or
- f) it has incurred damage due to abnormal use, misuse, neglect, accident, alteration or tampering by the Customer.

Damage to the CelcomDigi FTTR Add-On Devices

- a) The Customer is liable for any loss or damage to CelcomDigi FTTR devices included in the Customer's package, in the case of (including but not limited to) fire, theft, negligence, willful destruction or improper usage during the contract period.
- b) The Customer shall be charged based on the service penalty for the replacement of the lost or damaged devices, which may be revised by CelcomDigi from time to time.

Disclaimer

This CelcomDigi FTTR add-on is provided to the Customer 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 CelcomDigi FTTR including but not limited to:

1. availability, accessibility, timeliness, continuous and uninterrupted use of the service or secure access to the Internet; and
2. sequence, accuracy, completeness, timeliness or the security of any data, content or information provided to the Customer as part of the service.

Internet speed is contingent upon various factors such as modem capability, location, coverage, distance from communications towers and concurrent users. The total internet quota for each fibre plan is specified at the point of sale, as outlined in the sales material.

Upon depletion of the allocated internet quota, the speed will be reduced until the next billing cycle. The Customer may purchase additional quota at the Customer's own expense. To uphold a quality browsing experience for all CelcomDigi subscribers, CelcomDigi does not guarantee constant connectivity when the Customer engages in peer-to-peer or file sharing activities.

The Customer's usage of CelcomDigi's services is subject to CelcomDigi's Fair Usage Policy which can be found on CelcomDigi's website [here](#).

General Terms and Conditions

CelcomDigi reserves the sole and absolute right to withdraw, amend, omit and/or vary any part or the whole of the Terms and Conditions without prior notice and the Customer shall be bound to observe, perform, and comply with the Terms and Conditions herein and any amendments thereof.

CelcomDigi's decisions in any matter in relation to the Terms and Conditions shall be final and conclusive. Any request for appeal or review shall not be entertained.

CelcomDigi shall not be liable for any claim by the Customer or third-party claims or losses of any nature, including but not limited to, loss of profits, punitive, indirect, special, incidental, or consequential damages or for other damages and any related claims of any nature, including direct, indirect, third party, consequential or other damages resulting from or in connection with these Terms and Conditions.

CelcomDigi disclaims any and all liability for loss or damage to property or any personal injury or loss of life resulting from or in connection with this Campaign.

The Customer acknowledges and agrees that CelcomDigi reserves the right to disqualify / reject any purchase, order or participation under this Campaign if the Customer is in breach of its obligations or any of these Terms and Conditions. Notwithstanding the above, CelcomDigi reserves the right to reject any entry or the Customer at its sole and absolute discretion without having to assign any reasons whatsoever and without any ensuing obligations nor liabilities.

CelcomDigi does not take any responsibility in the event that the Customer is prevented from participating in this Campaign, as a result of certain technical restrictions, other limitations or force majeure which include but not limited to regulatory and/or Government directive, act of God etc.

The processing of the Customer's personal data will be in accordance with CelcomDigi's Privacy Notices: (1) Celcom and (2) Digi. Additional personal data processing will be covered in Section H below, if applicable.

Except as expressly mentioned herein, CelcomDigi shall not be responsible for any expenses and costs including out-of-pocket expenses related to or as a consequence of participating in this Campaign.

In the event any of these Terms and Conditions is invalid, illegal and unenforceable under any applicable law or for any reason whatsoever, the legality and enforceability of the remaining provisions shall not be affected.

No delay or indulgence by CelcomDigi in enforcing any terms or conditions herein shall constitute a waiver by CelcomDigi of the Customer's breach of these Terms and Conditions.

These Terms and Conditions herein shall be construed and governed by the laws of Malaysia. In the event of a dispute, the courts of Malaysia shall have exclusive jurisdiction.

Processing of Personal Data

CelcomDigi only collects personal data that is necessary for this Campaign such as your name, phone number and email address.

CelcomDigi only processes the Customer's personal data for purposes of processing and assessing the Customer's eligibility and participation herein.

All personal data provided is stored on CelcomDigi's secured servers as long as necessary for the processing.

The Customer's personal data may be shared with CelcomDigi's partners and service providers to help CelcomDigi run this Campaign. CelcomDigi may also have legal obligations to provide the Customer's Personal Data to the authorities.

The Customer has the right to:

- a) withdraw the Customer's participation in this Campaign;
- b) access and correct the Customer's personal data; and
- c) request CelcomDigi to stop processing the Customer's personal data.

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