

CelcomDigi 5G Home WiFi

This **CelcomDigi Home WiFi** made available by CelcomDigi Mobile Sdn. Bhd. [Company No. 197601002188 (27910-A)] (formerly known as Celcom Mobile Sdn. Bhd.) ("**Celcom**") and CelcomDigi Telecommunications Sdn. Bhd. [Company No. 199001009711 (201283-M)] (formerly known as Digi Telecommunications Sdn. Bhd.) ("**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 [Celcom Privacy Notice](#) and [Digi Privacy Notice](#) 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>.

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 eighteen (18) 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.

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 (Plan + Premium Router)	5G Home WiFi (Plan + Free Router)
Monthly Commitment Fee	RM199	RM199
Promotional Monthly Commitment Fee	RM149	RM149
Promotion Period	Limited time offer UNLIMITED	
Monthly Internet Quota		
Contract	24 months	24 months
Router Price	RM99	RM0 (Free)
Plan Advance Payment	RM200 (Rebate RM20 x 10 months)	RM100 (Rebate RM10 x 10 months)
Non-Malaysian Deposit Fee	RM500 (registration with Passport)	
Service Penalty	Remaining balance based on months left on the contract	Remaining balance based on months left on the contract
Device	Dual Mode 5G/4G router Note: Customer will receive one unit of 5G home router (compatible with 4G+/4G), 1 adaptor, 1 LAN cable and 1 router box.	Dual Mode 5G/4G router Note: Customer will receive one unit of 5G home router (compatible with 4G+/4G), 1 adaptor, 1 LAN cable and 1 router box.

- 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 CelcomDigi 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 MyDigi 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. 5G Service Activation

- 3.1. 5G Service will be activated upon successful registration.
- 3.2. In the event that 5G connection is lost during the use of Service or within the contract period, you will still be able to use the Home WiFi service using a 4G connection.

4. Upfront or Advance Payment

- 4.1. If you are a passport holder, you shall pay an additional “Non-Malaysian Deposit” of RM500.
- 4.2. For 5G Home WiFi with Premium or Free Router, you shall pay an advance payment of RM200 or RM100 respectively upon activation, depending on the router that you choose. This advance payment shall be rebated to your monthly bill over a 10-month period.
- 4.3. For 5G Home WiFi with Premium Router, you shall pay RM99 router price in addition to the RM200 advance payment. The RM99 is a charge for the Premium Router.
- 4.4. For 5G Home WiFi with Free Router, you shall get the router for free. Only RM100 advance payment is applicable.
- 4.5. For CelcomDigi 5G Home WiFi Plan only, one-month advance payment of your monthly commitment plan may be applicable.

- 4.6. There will be a one-time processing fee of RM10 for administration, processing of the application and maintenance of the Customer's connectivity charged to Customers who register CelcomDigi 5G Home WiFi Plan. This fee is charged to the first bill. In addition, Customers who register a CelcomDigi 5G Home WiFi Plan will be charged an additional one-time SIM fee of RM5 for the provision of new SIM Card to the Customers.

5. Period of Agreement

- 5.1. 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.
- 5.2. Pursuant to this clause, you can request service termination at any Celcom Blue Cube and Digi Store and CelcomDigi Store.
- 5.3. You will be charged a penalty based on the remaining amount of the contract (i.e. RM149.00 x 24 months of the contract) or a minimum of RM500.00 (whichever is higher) if you choose to terminate your service before the end of the contract period

Total Penalty	RM3,576
Prorated Total Penalty	$RM3,576 / 24\text{months} = RM149/\text{month}$
Number of months subscribed (from date of subscription until date of cancellation)	10 months
Total Penalty (at remaining balance) to be paid by Customer	$RM149 \times \text{Balance of contracted months} = RM149 \times (24 - 10 = 14) = RM2,086$

6. Period of Agreement

- 6.1. 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:

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

7. Ownership of CelcomDigi 5G Home WiFi Router

- 7.1. 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 lock solely for usage of CelcomDigi sim card.
- 7.2. 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

8. Exclusion of 5G Home WiFi Router Warranties

- 8.1. 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.

9. Damage to the 5G Home WiFi Router

- 9.1. 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.

10. CelcomDigi 5G Home WiFi - Rebate

- 10.1. There is special rebate for Celcom/ Digi Postpaid Customer to enjoy (subject to the Customers fulfilling the eligibility criteria under the terms herein) which are as follows: -

Package	5G Home WiFi (Plan + Premium Router)	5G Home WiFi (Plan + Free Router)
Promotional Monthly Fee	RM149	RM149
Rebate	RM70 x 24 months	RM70 x 24 months
Net Monthly Fee	RM79	RM79
Contract	24 months	24 months

11. Granting Mechanics

- 11.1. The rebate may take up to 60 days to start being reflected in your CelcomDigi Home WiFi bill. The monthly rebate is for 24 months only.
- 11.2. Each National Registration Identity Card (NRIC) is eligible only to 1 Home product rebate. Either Home WiFi or Home Fibre, whichever comes first.
- 11.3. The Postpaid plan must be within same billing provider to be eligible for a rebate.

12. Disclaimer

- 12.1. 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.
- 12.2. 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, CelcomDigi will not assure constant connectivity if you use peer-to-peer or file sharing programs.

12.3. Your usage of our Service is subject to the CelcomDigi Fair Usage Policy.