

CelcomDigi Postpaid 5G Plan / CelcomDigi One Plan

This CelcomDigi Postpaid 5G Plan / CelcomDigi ONE Plan (“**Plan**”) is a postpaid plan made available by CelcomDigi Mobile Sdn. Bhd. (formerly known as Celcom Mobile Sdn. Bhd.) [Company No. 197601002188 (27910-A)] (“**Celcom**”) and CelcomDigi Telecommunications Sdn. Bhd. (formerly known as 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**”), CelcomDigi’s Privacy Notice / Data Protection Statement and Data Protection Obligations found on CelcomDigi’s website at [CelcomDigi 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>.

CelcomDigi Postpaid 5G Plan / CelcomDigi One ("Plan")

1. Principal Lines

- 1.1. Customers can register up to a maximum of Fifteen (15) lines for every National Registration Identity Card ("NRIC") or Passport Number (as the case may be) under the Plan.
- 1.2. 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.
- 1.3. Charges published are exclusive of all applicable taxes including service tax.
- 1.4. The Plan will be made available from 1 December 2023 except for CelcomDigi Postpaid One Pro which will made available from 3 January 2024. CelcomDigi Postpaid 5G SE plans will be available from 1 March 2024. CelcomDigi One Ultra will be available from 11 June 2024. CelcomDigi One Lite will be available from 16 July onwards.
- 1.5. The Plan are listed as follows:

	CelcomDigi Postpaid 5G 40 SE	CelcomDigi Postpaid 5G 60 SE	CelcomDigi Postpaid 5G 80	CelcomDigi Postpaid 5G 100	CelcomDigi Postpaid 5G 120	CelcomDigi Postpaid 5G 140	CelcomDigi Postpaid 5G 160	CelcomDigi One Lite	CelcomDigi One Pro	CelcomDigi One Ultra
Monthly Commitment (RM)	40	60	80	100	120	140	160	200	260	320
5G Speed Tier	Essential	Essential	Essential	Advance	Advance	Premium	Premium	Advance	Ultimate	Ultimate
Monthly All Usage Quota & Hotspot	80GB (5G/4G)	200GB (5G/4G)	300GB (5G/4G)	500GB (5G/4G)	Unlimited (5G/4G)	Unlimited (5G/4G)	Unlimited (5G/4G)	500GB (5G/4G)	Unlimited (5G/4G)	Unlimited (5G/4G)
	40GB (5G/4G)	100GB (5G/4G)	150GB (5G/4G)	250GB (5G/4G)				250GB (5G/4G)		
	+	+	+	+				+		
	Bonus 40GB*	Bonus 100GB*	Bonus 150GB*	Bonus 250GB*				Bonus 250GB*		
	(5G/4G)	(5G/4G)	(5G/4G)	(5G/4G)				(5G/4G)		
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 here to find out the IDD rates.									
Advance Payment	RM40	RM60	RM80	RM100	RM120	RM140	RM160	RM200	RM260	RM320

Supplementary Line (Family line + gadget sim)	N/A	Up to 2 Lines	Up to 6 lines							
Plan Benefits										
Supplementary Line (50% Discount)	N/A	N/A	N/A	N/A	N/A	N/A	Applicable to all Gadget SIM and Family line	N/A	Applicable to all Gadget SIM and Family line	
Included CelcomDigi Postpaid 5G Family Plus	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2 Lines
Disney+ (Premium) Subscription	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Included
Fibre/5G Home WiFi	N/A	Free 6 months CelcomDigi Fibre 300Mbps (New Fibre Only) subject to CelcomDigi Fibre T&Cs Note: This rebate is not applicable if Customer's Plan changes to a non-CelcomDigi Postpaid 5G Plan or terminates the postpaid/fibre line.						5G Home WiFi with 100Mbps speedcap + Router included (subject to CelcomDigi 5G Home WiFi T&Cs)	Choose between 300Mbps Fibre Included (subject to CelcomDigi Fibre T&Cs) OR 5G Home WiFi + Router included (subject to CelcomDigi 5G Home WiFi T&Cs)	
5G Home WiFi Router Upfront (only applicable if Customer chooses 5G Home WiFi with One plan)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Waived	Waived	Waived
Plan Offerings Options (Contract)										
Freedom Add-Ons Contract	20GB (12 months contract)	35GB (12 months contract)	RM10 Rebate (12 months contract)** (Only for new CelcomDigi Customers)							
			N/A	N/A	Free Roaming Singapore, Indonesia, Thailand 5GB + 15 minutes					
	N/A	Free IDD 30 mins	Free IDD 30 mins	Free IDD 30 mins	Free IDD 60 mins					
Mega Add-Ons Contract	N/A	Viu Premium RM3.90/mth								
	N/A	Disney+ (Basic) RM12.90/mth								
	N/A	Disney+ (Premium) RM27.90/mth								
	N/A	MobileSHIELD RM4.00/mth								
	N/A	Roaming Singapore, Indonesia, Thailand 30GB + 15 minutes RM30/mth				Roaming Singapore, Indonesia, Thailand 30GB + 15 minutes RM20/mth				
	N/A	Roaming 82 Countries - 80GB + 15 minutes RM60/mth				Roaming 82 Countries - 80GB + 15 minutes RM35/mth				
Device Contract	N/A	N/A	Pakej MegaJimat	Easy360				N/A	Easy360	

Table 1

* Bonus Quota is available for a limited time only. For full details, please refer to the [CelcomDigi Postpaid Bonus Quota Terms and Conditions](#).

**Freedom Add-Ons Contract with RM10 rebate is applicable only for new CelcomDigi Customers.

2. Supplementary Lines

2.1. Each CelcomDigi Postpaid 5G 80 and above & CelcomDigi One Principal Line is eligible to register up to a maximum Six (6) Supplementary Lines subject to the eligibility as follows.

2.2. Each CelcomDigi Postpaid 5G 60 SE Principal Line is eligible to register up to maximum two (2) Supplementary Lines subject to the eligibility as follows.

	CelcomDigi Postpaid 5G Family SE	CelcomDigi Postpaid 5G Family	CelcomDigi Postpaid 5G Family Plus	CelcomDigi Postpaid 5G Gadget SIM	CelcomDigi Postpaid 5G Gadget SIM Plus
Monthly Commitment (RM)	30	40	50	30	50
Eligible Principal Plan	CelcomDigi Postpaid 60 SE and above CelcomDigi One	CelcomDigi Postpaid 80 and above CelcomDigi One	CelcomDigi Postpaid 120 and above CelcomDigi One Pro/Ultra Note: CelcomDigi One Lite is not eligible for this family plan	CelcomDigi Postpaid 80 and above CelcomDigi One	
Plan Speed	Essential	Essential	Advance	Essential	Advance
Monthly All Usage Quota & Hotspot	15GB (4G/5G)	90GB (4G/5G)	Unlimited (4G/5G)	30GB (4G/5G)	300GB (4G/5G)
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 here find out the IDD charge.			N/A	N/A
Device Contract	N/A		Easy360	N/A	Easy360

Table 2

2.3. All Supplementary Lines must be signed up with CelcomDigi Postpaid 5G Principal Plan / CelcomDigi One Principal Plan only.

2.4. 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.

3. Charges

3.1. This section shall apply to both Principal and Supplementary Line(s).

3.2. Charges published are exclusive of all applicable taxes including service tax.

- 3.3. 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.
- 3.4. 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.
- 3.5. All rates depicted for voice calls with the bundled Mobile Internet Quota ("**Bundled Offers**") apply only when used within Malaysia (to all domestic networks).
- 3.6. 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.
- 3.7. For more information on roaming rates, please click [here](#).
- 3.8. For more information on IDD rates, please click [here](#).
- 3.9. 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.
- 3.10. 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.
- 3.11. CelcomDigi is under no responsibility whatsoever to verify the transactions of the Supplementary Line with the Principal Line.

4. Auto Billing Discount

- 4.1. Auto Billing Discount is not applicable to CelcomDigi Postpaid 5G Plan / CelcomDigi One Plan.

5. Mobile Internet Quota

- 5.1. This section shall apply to both Principal and Supplementary Line(s).
- 5.2. All Mobile Internet Quota allocated in the Plan / Bundled Offers is exclusively for domestic usage only.
- 5.3. All Mobile Internet Quota that is bundled with the Plan is non-shareable to any of the Supplementary Plans.
- 5.4. 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	Maximum speed	Maximum Speed	10mbps

Table 3

- 5.5. 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.
- 5.6. Plans with fixed Mobile Internet Quota: Data services will be restricted once the usage exceeds 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.
- 5.7. Plans with Unlimited Mobile Internet Quota will be subject to Fair Usage Policy ("FUP"). More info on FUP can be found [here](#) for Customer on Celcom network (refer to page 36) and [here](#) for Customer on Digi network (refer to page 40)

6. Unlimited Calls

6.1. This section shall apply to both Principal and Supplementary Line(s)

6.2. Unlimited Calls allocated with the Plan:

6.2.1. 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).

6.2.2. 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.

6.2.3. Non-transferable, whether by operation of law or otherwise, either to any other person, entity or any other Postpaid account.

6.2.4. Can only be utilised domestically i.e. within Malaysian networks. Calls made while overseas are subject 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.

7. Roaming Passes

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

8. Supplementary Line (50% Discount)

8.1. Supplementary Line 50% Discount is only available for CelcomDigi Postpaid 5G 160 Plan / CelcomDigi One Pro / CelcomDigi One Ultra. 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 / CelcomDigi One Pro / CelcomDigi One Ultra at all times.

- 8.2. The 50% discount on the supplementary lines for Family and Gadget SIM cannot be combined with other discount offers. Customers who upgrade to the CelcomDigi Postpaid 5G 160 plan or CelcomDigi One Pro or CelcomDigi One Ultra and add Family and /or Gadget SIM shall receive the 50% discount only once as part of package. No additional 50% discount shall apply.
- 8.3. If the Customer is on CelcomDigi One Ultra and has 2 lines of Free CelcomDigi Postpaid 5G Family Plus, the 50% discount on the supplementary lines is applicable to up to 4 supplementary plans under the same billing account of the Principal Line.
- 8.4. If the Customer changes from CelcomDigi Postpaid 5G 160 Plan / CelcomDigi One Pro / CelcomDigi One Ultra to other plans, the supplementary lines shall be charged at full price.
- 8.5. The Supplementary Line 50% Discount applies to the following:
 - 8.5.1. CelcomDigi Postpaid 5G Family SE
 - 8.5.2. CelcomDigi Postpaid 5G Family
 - 8.5.3. CelcomDigi Postpaid 5G Family Plus
 - 8.5.4. CelcomDigi Postpaid 5G Gadget SIM
 - 8.5.5. CelcomDigi Postpaid 5G Gadget SIM Plus