

CelcomDigi MobileSHIELD ("Add-Ons")

CelcomDigi MobileSHIELD refers to an endpoint security solution powered by F-Secure Sdn. Bhd. and made available by CelcomDigi to all its customers. CelcomDigi MobileSHIELD is designed to protect mobile devices against a range of digital threats, including but not limited to device security vulnerabilities, online scams, privacy breaches, and identity theft. However, no security solution can guarantee complete protection or block every risk 100% of the time. While CelcomDigi MobileSHIELD adds a strong layer of defense, Customers remain responsible for exercising caution and practicing safe browsing habits. CelcomDigi shall not be liable for any loss or damage arising from threats that bypass the protection offered by CelcomDigi MobileSHIELD.

The full terms and conditions of the use of the selected products and/or services are as set out at [CelcomDigi](#) website ("**General Terms**"), including CelcomDigi Privacy Notice as set out at [CelcomDigi Privacy Notice](#) all of which form an integral part of full terms and conditions of the said products and/or services (collectively, the "**Terms and Conditions**").

All terms and references used herein shall be the same as the General Terms unless otherwise defined. In the event there is a conflict or inconsistency between these Terms and Conditions and the General Terms, the Terms and Conditions herein shall take precedence.

1. Each Customer (as defined below) acknowledges that they have carefully read, fully understood, and expressly agree to be legally bound by the Terms and Conditions. Furthermore, by subscribing to or purchasing the Add Ons, the Customer agrees to be subject to MobileSHIELD Privacy Policy as applicable. The Customer's use of the Add Ons constitutes acceptance of all terms set forth therein.
2. CelcomDigi do not guarantee or warrant the availability of the Add Ons and the Customer(s) acknowledges and agrees that the Add Ons is provided on an "as is" basis.
3. CelcomDigi reserve the right to revise, modify and/or change these terms and conditions at any time at CelcomDigi's sole discretion without providing notice to Customers. Continued use of this Add Ons service following any changes to these terms and conditions constitutes an acceptance to those changes (if any). Customers are advised to visit this page periodically to review the terms and conditions.
4. CelcomDigi reserves the right to terminate, suspend or block a Customer's usage of its services for any reason at any time without prior notice. In such event, there shall be no claims and / or compensation or whatsoever by the Customer against CelcomDigi for any and all losses or damages suffered or incurred by the Customer as a direct or indirect result of the act of alteration, cancellation, termination or

suspension thereof.

5. Add Ons

(a) Availability

This Add Ons shall commence from 9 a.m. on 30 July 2025.

Any changes or discontinuation thereof shall be at the sole discretion of CelcomDigi.

(b) Eligibility

The Add Ons shall be applicable to all CelcomDigi Postpaid and Prepaid customers (herein defined as "**Customer**").

(c) Add Ons Subscription

The table below states the details of Add Ons comprises of Offer 1 and Offer 2 subscription ("**Subscription**"):

Offer 1: MobileSHIELD Add-on

Plans	Offer	Subscription Fee*	Renewal Cycle
Prepaid	MobileSHIELD + 1GB	RM10	Monthly, Auto-renewal
Postpaid	MobileSHIELD + 1GB	RM10	Monthly, Auto-renewal

Table 1

* Subscription Fee is exclusive of the 6% Sales and Service Tax (SST).

1.1 This Offer 1 shall be purchased through CelcomDigi App, Celcom Life App or MyDigi App, depending on the applicable App, or by walk-in to any of CelcomDigi's physical retail or franchise outlets.

1.2 This Offer 1 shall be applicable to the Customers on the following Postpaid plans:

CelcomDigi Plans	Celcom Plans	Digi Plans
CelcomDigi Postpaid 5G 30 XV	XPAX POSTPAID 28	Digi Postpaid 40 2021
CelcomDigi Postpaid 5G 40 SE	XPAX POSTPAID 40	Digi Postpaid 60 2021
CelcomDigi Postpaid 5G 50 XV	XPAX POSTPAID 60	Digi Postpaid 60 DS 2021
CelcomDigi Postpaid 5G 60 SE	XPAX POSTPAID UNLIMITED 75	Digi Postpaid 60S DS 2021
CelcomDigi Postpaid 5G 60 XV	XPAX Basic 35	Digi Postpaid 90 2021
CelcomDigi Postpaid 5G 80	XPAX Basic 35 Unlimited	Digi Postpaid 90 DS 2021
CelcomDigi Postpaid 5G 80 DS	XPAX Basic 55	Digi Postpaid 120 2021
CelcomDigi Postpaid 5G 100	XPAX Basic 55 Unlimited	Digi Postpaid 120 DS 2021

CelcomDigi Postpaid 5G 100 DS	MEGA	Digi Postpaid 150 2021
CelcomDigi Postpaid 5G 120	MEGA 80	Digi Postpaid 150 DS 2021
CelcomDigi Postpaid 5G 120 DS	MEGA 98	Digi Postpaid Family 20 2021
CelcomDigi Postpaid 5G 140	MEGA 128	Digi Postpaid Family 30 2021
CelcomDigi Postpaid 5G 140 DS	MEGA 158	Digi Postpaid Family 45 2021
CelcomDigi Postpaid 5G 160	MEGA 188	Digi Postpaid Family 45 Unlimited
CelcomDigi Postpaid 5G 160 DS	Family Line	Digi Postpaid Family 45 DS 2021
CelcomDigi Postpaid 5G Family 30	MEGA Unlimited Family Line	Digi Postpaid 55 Infinite
CelcomDigi Postpaid 5G Family SE	LITE	Digi Postpaid 65 Infinite
CelcomDigi Postpaid 5G Family 40		Digi Postpaid 75 Infinite
CelcomDigi Postpaid 5G Family 50		Digi Postpaid 85 Infinite
CelcomDigi Postpaid 5G Family 50 DS		Digi Postpaid 50 2022
CelcomDigi Postpaid 5G Gadget 30		Digi Postpaid 70 2022
CelcomDigi Postpaid 5G Gadget 50		Digi Postpaid 80 2022
CelcomDigi Postpaid 5G Gadget 50 DS		Digi Postpaid 200 2022
CelcomDigi Postpaid 5G Family 50 (ONE)		
CelcomDigi Postpaid 5G Family 50 DS(ONE)		
CelcomDigi ONE Lite		
CelcomDigi ONE Lite DS		
CelcomDigi ONE Pro		
CelcomDigi ONE Pro DS		
CelcomDigi ONE Ultra		
CelcomDigi ONE Ultra DS		

Table 2

1.3 This Offer 1 shall be applicable to the Customers on the following Prepaid plans:

CelcomDigi Plans	Celcom Plans	Digi Plans
CelcomDigi Prepaid 5G Biru	New SOX Plan	DiGi Best Prepaid v4
CelcomDigi Prepaid 5G Kuning	Xmid Plan	DiGi Easy Prepaid v3
Raja Kombo 5G	SOX-UOX Plan	Digi Prepaid Best 2017
	Celcom Xpax Plan	Digi Prepaid LiVE
	Xpax Turbo Plan	Raja Kombo
	Travel Pack	Raja kombo
	Xmax Plan	Digi Prepaid NEXT
	X2 Plan	Digi PREPAID NEXT
	Blue Plan	Digi prepaid NEXT
	Xpax24 Plan	
	XPAX Plan	
	Xpax Youth Plan	
	Magic SIM Plan	
	Celcom Xpax Plan	
	Celcom XPAX Pantas Plan	
	Blue Khas Plan	
	New UOX Plan	
	IOX Plan	
	Xpax Plan	
	Holiday SIM Pack	
	XPAX PANTAS Plan	
	Juara Keren 5G Plan	

Table 3

Offer 2: Mega Add-Ons MobileSHIELD

Plans	Offer	Subscription Fee*	Renewal Cycle
CelcomDigi Postpaid 5G 60 SE CelcomDigi Postpaid 5G 80 CelcomDigi Postpaid 5G 80 DS CelcomDigi Postpaid 5G 100 CelcomDigi Postpaid 5G 100 DS	MobileSHIELD + 1GB	RM4/month	Monthly Auto-renewal, with a 12-month contract
CelcomDigi Postpaid 5G 120 CelcomDigi Postpaid 5G 120 DS CelcomDigi Postpaid 5G 140 CelcomDigi Postpaid 5G 140 DS CelcomDigi Postpaid 5G 160 CelcomDigi Postpaid 5G 160 DS CelcomDigi ONE Lite CelcomDigi ONE Lite DS CelcomDigi ONE Pro CelcomDigi ONE Pro DS CelcomDigi ONE Ultra CelcomDigi ONE Ultra DS	MobileSHIELD + 1GB	RM1/month	Monthly Auto-renewal, with a 12-month contract

Table 4

* Subscription Fee is exclusive of the 6% Sales and Service Tax (SST).

- 2.1 By subscribing to Mega Add-Ons MobileSHIELD, Customers agree to be charged a fixed monthly subscription price throughout a 12-month contract period ("**Term**"), starting from the date of successful Mega Add-Ons MobileSHIELD subscription.
- 2.2 This Offer 2 shall be purchased through CelcomDigi App, Celcom Life App or MyDigi App, depending on the applicable App, or by walk-in to any of CelcomDigi's physical retail or franchise outlets.
- 2.3 Offer 2 is available only to Customers who do not have an existing active contract on the same Mobile Station International Subscriber Directory Number ("**MSISDN**")

since each MSISDN may have only one (1) active contract with CelcomDigi at a time.

- 2.4 An early termination fee shall apply if the contract is terminated before end of the Term. The fee shall be calculated as [Recommended Retail Price \(RRP\)](#) × Remaining month in the Term.

Example:

If there is five (5) months remaining in the Term, the early termination fee is calculated as: *RM10.00 (RRP) × 5 months = RM50.00*

- 2.5 Upon termination, the MobileSHIELD subscription shall be cancelled immediately.

(d) Other Conditions

- i. The Subscription cannot be transferred to any other mobile number.
- ii. Customers shall maintain an active Celcom or Digi line to subscribe to the Add Ons. For clarity, active means the Customers shall be able to make and return calls.

This Add Ons is not available to Customers with any outstanding bills and/or if their line is suspended or deactivated by CelcomDigi.

- iii. The Customers' Subscriptions shall be renewed according to its validity. CelcomDigi will send an SMS notification upon successful renewal. However, CelcomDigi does not guarantee the timeliness of the Subscription renewal and shall not bear responsibility for any damages incurred directly or indirectly due to a delayed or failed renewal within the stipulated renewal window as stated in this clause.
- iv. If the renewal fails for any reason whatsoever, CelcomDigi will send notification via SMS to the Customer to inform the Customer of the failure. Failure of renewal may be due to inter alia either insufficient credit in the Customer's main credit balance OR the Customer is currently in inactive status due to validity. However, CelcomDigi shall not bear responsibility for any damages incurred directly or indirectly due to or consequences of failure to send out the SMS notification within

the stipulated renewal window as stated in this clause.

- v. In the event of a failed renewal due to insufficient credit or suspended status due to validity, CelcomDigi shall renew such subscription once the Customers had made the necessary top up or reload.
- vi. The Add Ons are on auto-renewed subscription. THE CUSTOMERS MUST TERMINATE THEIR SUBSCRIPTION IF THEY WISH TO DISCONTINUE THEIR SUBSCRIPTION.

General Terms

1. CelcomDigi shall not be responsible in any way in the event that the Customer's subscription is activated by a 3rd party without their consent. CelcomDigi shall not refund nor compensate the Customer in any manner whatsoever in such situations.
2. CelcomDigi does not guarantee or warrant that there shall be no problem, defect or error in the access or usage provided by this Subscription. CelcomDigi shall not be responsible in any way whatsoever for the loss incurred directly or indirectly for such failure or any problems associated with the network in any way whatsoever.
3. CelcomDigi reserves its absolute right and discretion to apply the Fair Usage Policy if the Customer is suspected to have had abused the services or internet usage in whatsoever way including exceeding the base quota.
4. CelcomDigi shall not be liable in any manner whatsoever to the Customers or any party for any claims, proceedings, loss, damage, costs, or expenses of any kind whatsoever suffered or incurred as a direct or indirect result of the utilisation of the Products and Services.
5. The Terms and Conditions shall be governed and construed by the laws of Malaysia

and the parties shall submit to the exclusive jurisdiction of the Courts of Malaysia.

6. All other terms and conditions governing the use of any of CelcomDigi mobile telecommunication services shall apply herein mutatis mutandis.