

# CelcomDigi PhoneFIX (“Add Ons”)

This Add Ons is 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”) (Celcom and Digi collectively known as “CelcomDigi, “We”, “Our”, or “Us”) and is supported by our third-party service provider, Swap Device Solutions Sdn. Bhd. [Company No. 201301018804 (1048634-U)] (“SWAP”).

The full terms and conditions applicable to the selected products and/or services are as set out in the CelcomDigi Terms and Conditions available on our [website](#), including the CelcomDigi Privacy Notice (“General Terms”); all of which form an integral part of these specific terms and conditions (“Terms and Conditions”).

Unless otherwise defined herein, all terms and references used herein shall carry the same meaning as set out in the General Terms. In the event of any conflict or inconsistency between these specific Terms and Conditions and the General Terms, these specific Terms and Conditions herein shall prevail.

1. Each Customer (as defined below) agrees that he/she has read and understood the Terms and Conditions and by his or her purchasing/subscribing to the Add Ons, each subscriber agrees to be bound by the Terms and Conditions.
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 reserve 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. The Add Ons

### 5.1. Availability

- 5.1.1. CelcomDigi PhoneFIX ("Add Ons") will be available starting 20 November 2025.
- 5.1.2. This Add Ons service is provided by SWAP, a third-party service provider. CelcomDigi shall not be liable for any acts, omissions, or service failures by SWAP, except to the extent required by law.
- 5.1.3. CelcomDigi reserve the right to modify, suspend, or discontinue the Add Ons at any time without prior notice.

## 5.2. Eligibility

- 5.2.1. Subscription to this Add Ons requires the Customer to be an active subscriber of a CelcomDigi postpaid or prepaid mobile plan ("Customer").
- 5.2.2. This Add Ons is available for all devices belonging to the Customer that are determined by SWAP to be Eligible Devices, regardless of whether the devices were purchased directly from CelcomDigi. Customer is required to complete SWAP's Device Diagnostic Test to determine the condition of the Eligible Device for subscription under the Add Ons. For clarity, the determination of what constitutes an "Eligible Device" is made solely by SWAP, and may include criteria such as device model, condition and functionality. The criteria for Eligible Devices are subject to change at SWAP's sole discretion and CelcomDigi do not have any authority or influence over such determination.

## 5.3. Scope of this Add Ons

- 5.3.1. This Add Ons provide repair and/or exchange services for Eligible Devices, subject to the terms and conditions set by SWAP. The scope of service may include, without limitations: screen repairs; battery replacements; device diagnostics and other services as listed on the CelcomDigi website or communicated to the Customer.
- 5.3.2. As part of this Add Ons, Customers are entitled to submit service requests for either a repair or a device exchange of an Eligible Device ("Service Request").
- 5.3.3. This Add Ons service and each Service Request are managed by SWAP, subject to the verification of the device eligibility and compliance with these Terms and Conditions. CelcomDigi shall not be liable for any acts, omissions, or service failures by SWAP, except to the extent required by law.

#### 5.4. Subscription Fee

- 5.4.1. The applicable Add Ons Subscription Fee shall be determined based on the value tier of the Eligible Device, as set out in the Table 1 below.
- 5.4.2. The Subscription Fee will be charged to the Customer's account on a monthly basis in accordance with the selected tier of the Eligible Device.
- 5.4.3. CelcomDigi reserve the right to review and revise the Subscription Fees and value tiers from time to time. Any changes will be communicated via prior notice published on the [CelcomDigi website](#) or through official communication channels.
- 5.4.4. The Customer agrees that the subscription to this Add Ons shall be automatically renewed on a monthly basis unless terminated or cancelled in accordance with the applicable terms

Tiers	Device Value (RM)		ADD ONS SUBSCRIPTION FEE
			Monthly Subscription Fee (RM)
1	0.00	500.00	3.00
2	501.00	1,000.00	5.00
3	1,001.00	1,500.00	6.00
4	1,501.00	3,000.00	10.00
5	3,001.00	6,000.00	17.00
6	above 6,000.00		20.00

#### 5.5. Service Request Fee

- 5.5.1. The applicable Service Request Fee shall be determined based on the value tier of the Eligible Device, as set out in Table 2 below. The Service Request Fee for repair or device exchange shall be payable by the Customer at the time of each Service Request, directly to SWAP. Any updates or changes to the Service Request terms or fees will be communicated to the Customer by SWAP via their official channels, including publication on the SWAP website. To clarify, this Service Request is offered directly by SWAP and is subject to SWAP's Terms and Conditions.

5.5.2. All Service Requests are subject to assessment and approval by SWAP.

5.5.3. For any issues related to a Service Request, Customer may contact SWAP's service hotline at 03-7940 2099 from 9 a.m. to 6 p.m. local time (GMT+8) from Monday to Friday, excluding Saturday, Sunday and public holidays.

Tiers	Device Value (RM)		SERVICE REQUEST FEE	
			Repair Fee (RM)	Device Exchange Fee (only payable if the Registered Device is BER*) (RM)
1	0.00	500.00	30.00	50.00
2	501.00	1,000.00	50.00	110.00
3	1,001.00	1,500.00	100.00	200.00
4	1,501.00	3,000.00	200.00	410.00
5	3,001.00	6,000.00	330.00	660.00
6	above 6,000.00		470.00	950.00

5.6. All fees mentioned above are exclusive of applicable tax, unless otherwise stated. Any applicable Sales and Service Tax (SST) or other government-imposed taxes shall be charged in addition to the stated fees and will be reflected in the Customer's bill accordingly.

## 5.7. Subscription, Coverage and Claim

5.7.1. Customer's subscription to the Add Ons is subject to successful payment of the Subscription Fee and compliance with the eligibility criteria.

5.7.2. The following are expressly excluded from coverage under the Add Ons. SWAP shall have no obligation to repair, replace, or provide any services in connection with:

- i. Loss of the Eligible Device for any reason;
- ii. Cosmetic or non-functional damage to the Eligible Device;
- iii. Intentional, negligent, or improper use of the Eligible Device;
- iv. Unauthorized repairs of the Eligible Device;
- v. Environmental or external conditions, including acts of God;
- vi. Software corruption or damage to the Eligible Device due to viruses or malware;

- vii. Accessories of the Eligible Device; or
- viii. Pre-existing damage on the Eligible Device.

5.7.3. The claims entitlement under the Add Ons shall be subject to the terms and limits specified by SWAP, including the number of claims allowed per subscription period, applicable fees, and device eligibility.

5.7.4. The claims entitlement under the Add Ons are as follows:

PhoneFIX	
Protection Coverage	
Damage	Yes
Claims Fulfilment Type / Limit	
Repair	3 times in 12-Month Rolling Period (Note: The 12-Month Rolling Period is calculated from the acceptance date of the first successful Service Request by the Customer and expires 12 consecutive months thereafter.)
Exchange under BER* only	1 time per active subscription (Note: Upon a BER claim, the PhoneFIX subscription will be terminated.)

\*"BER" means beyond economic repair is a condition where the estimated cost of repair (including parts, labour, logistics and diagnostics) exceeds the current market value of the device or where repair is not technically feasible.

## 6. Cancellation and Termination

6.1. The Customer's subscription to the Add Ons will commence upon successful subscription and will remain active unless cancelled or terminated in accordance with these terms.

### 6.2. Cancellation

6.2.1. The Customer may cancel the subscription to the Add Ons at any time by submitting a cancellation request through the CelcomDigi Application.

6.2.2. Re-subscription to a previously cancelled Add Ons subscription under Clause 6.2.1 is permitted, provided that: (a) no Service Request has been submitted within twelve (12) months from the end date of the previous subscription

period; and (b) the Add Ons subscription was not terminated by CelcomDigi. Upon re-subscription, a new subscription period and the billing cycle date shall commence from the date of re-subscription. For the avoidance of doubt, the 12-Month Rolling Period shall continue to be calculated from the original commencement date of the Add Ons subscription.

- 6.2.3. In addition to Clause 6.2.2 above, re-subscription to a previously cancelled Add Ons subscription is permitted for the purpose of initiating a Service Request for Device Exchange, provided that: (a) a new device has been issued to the Customer as part of the Device Exchange process within twelve (12) months from the end date of the previous subscription period; and (b) the Add Ons subscription has not been terminated by CelcomDigi. For the avoidance of doubt, re-subscription due to Device Exchange is allowed after the expiry of the 12-Month Rolling Period from the end of the initial subscription period of the Add Ons.

### 6.3. Termination

- 6.3.1. CelcomDigi may immediately terminate the Customer's subscription to the Add Ons if any of the following circumstances arise:

- i. Suspected fraud or misuse of the Add Ons;
- ii. Non-payment of the applicable Subscription Fee;
- iii. Breach of any provision of these Terms and Conditions;
- iv. Misrepresentation or concealment of material facts, or any fraudulent activity related to the devices, the Add Ons, the Customer's ownership of the Eligible Device, or any Service Request;
- v. Tampering with, or removal, alteration, or obliteration of the IMEI (International Mobile Equipment Identity) number of the device;
- vi. Transfer of ownership of the device;

- 6.3.2. Upon termination of the Customer's subscription to the Add Ons:

- i. No refund will be issued, regardless of whether any Service Request has been made;
- ii. CelcomDigi will no longer be responsible for providing any services under these Terms and Conditions. The Customer shall not have any claims against CelcomDigi or its authorised service agents, employees, directors, or representatives in relation to the terminated subscription;
- iii. No Service Request may be submitted following the termination date;
- iv. The Customer will not be eligible to re-subscribe to this same Add Ons using the same Eligible Device. However, the Customer may subscribe to this Add Ons for a different Eligible Device that has not been previously registered under this Add Ons.

## 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 Add Ons 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 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 by the Customer.
5. CelcomDigi shall not be liable for any loss, damage, cost, or expense incurred by the Customer or any third party, whether direct, indirect, incidental, consequential, or special, arising out of or in connection with the Customer's subscription to or use of the Add Ons, including but not limited to any failure, interruption, error, omission, or delay in the provision of services, or any unauthorized access or use of the device. This includes, without limitation, any issues resulting from network failure, system downtime, technical malfunction, or third-party actions beyond CelcomDigi's reasonable control.
6. 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.
7. All other terms and conditions governing the use of any of CelcomDigi mobile telecommunication services shall apply herein mutatis mutandis.