

CelcomDigi Prepaid 5G Kuning Plan

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- Digi reserves the right to make any alteration or changes to the Terms and Conditions or any part thereof or suspend the Subscription or any part thereof without prior notice and Digi shall not be liable to the Customers for any loss or inconvenience resulting therefrom.

1. Eligibility

- 1.1. This plan is eligible for new Digi Prepaid activation customers, Mobile Number Portability (MNP) customers or customers requesting for change rate plan from

other Digi Prepaid Plans.

- 1.2. To use any of the Prepaid Mobile Services, the Customer must be at least twelve (12) years old.
- 1.3. Customers are only allowed to register for the Service a maximum of five (5) Digi Prepaid accounts.

2. Registration

To register for the CelcomDigi Prepaid 5G Kuning Plan starter pack(s), Customers shall provide an original copy of their National Registration Identification Card (NRIC), passport, MyPR, MyKAS, iKAD or IMM13/IMMP to Digi or Digi's appointed dealer. The Customer's CelcomDigi Prepaid 5G Kuning Plan account shall be deemed successfully registered upon receipt of a confirmation SMS from Digi.

3. Plan Rates

- 3.1. The following rates shall apply to the CelcomDigi Prepaid 5G Kuning Plans:

Type of Service	Condition	Rate (RM)
Voice Call	To all networks within Malaysia	30sen/min (60 sec/Block)
Video Call	To all networks within Malaysia	30sen/min (60 sec/Block)
SMS	To all networks within Malaysia	20sen/SMS
MMS	To all networks within Malaysia	50sen/SMS
Basic Internet (Data)	Only for active line	500MB/month (Speed at 64kbps)

- 3.2. Digi shall deduct the value of Service used from the Customer's CelcomDigi Prepaid 5G Kuning Plan at the rates stipulated above and/or as may be imposed by Digi from time to time without prior notice.
- 3.3. The rates for [International Roaming](#) and [International Direct Dial \(IDD\)](#) are as published on Digi's official website.

4. Free Basic Internet

- 4.1. CelcomDigi Prepaid 5G Kuning Plan comes with free basic Internet that is subject to the monthly Fair Usage Policy of 500MB with a speed of up to 64kbps ("Free Basic Internet").
- 4.2. The Customer may continue to enjoy the Free Basic Internet as long as their account validity is still active. If the Customer's account validity is inactive, the Free Basic Internet shall be temporarily disconnected until the account is reactivated.
- 4.3. Any unused quota from the Free Basic Internet is not entitled to carry forward and shall be forfeited.
- 4.4. This Free Basic Internet shall be refreshed every first of the month.

5. Credit Expiry/Validity

- 5.1. The Customer's prepaid credit or airtime balance can only be used when their CelcomDigi Prepaid 5G Kuning accounts are active. To keep the CelcomDigi Prepaid 5G Kuning account active, the Customer is required to perform a credit reload or subscribe to a Monthly Pass or a One-Time Pass or a Super Long Life. Any prepaid credit or balance in the CelcomDigi Prepaid 5G Kuning account cannot be exchanged or redeemed for cash.
- 5.2. The preloaded airtime and validity period for each starter pack is as follows:

Starter Pack	SIM Type	Starter Pack RRP	Bundled Credits	Internet Pass	Validity Period
CelcomDigi Prepaid 5G Kuning (A03)	Preloaded MSISDN	RM10	RM0	10GB	3 days

- 5.3. Upon expiry of the validity period, the Customer shall have sixty (60) days to reactivate the account, failing which their mobile number or account shall be automatically terminated without any further notice.

6. Account Lifecycle

- 6.1. Subscription to a Monthly Pass, or subscription to a One-Time Pass, or purchase a Super Long Life or perform a credit reload for Prepaid services shall determine the number of active-days to make calls, SMS, and access to the internet ("Active

Period").

- 6.2. After the end of the Active Period, Customers can only receive incoming calls and SMS until the next subscription up or sixty (60) days from the end of Active Period, whichever is earlier ("Credit Grace Period"). During the Credit Grace Period, all or any balance from unutilised prepaid credit and/or unutilised mobile internet data shall be suspended from usage until the account is reactivated via credit reload, subscription of a Monthly Pass or One-Time Pass or purchase of a Super Long Life.
- 6.3. Customers must perform a credit reload, subscribe to a Monthly Pass or One-Time Pass or purchase a Super Long Life to resume full Service(s) of the Plan before the end of the Credit Grace Period. Failure to do so before the end of the Credit Grace Period shall result in termination of the Plan and any utilised prepaid credit shall be forfeited.
- 6.4.

Lifecycle Status	Description
Active Period (Follows Internet subscription validity)	<p>Prepaid account shall be activated when a CelcomDigi Prepaid subscriber:</p> <ul style="list-style-type: none">• Performs a credit reload to prepaid account, thus extending its account validity or• Subscribes to any CelcomDigi Prepaid 5G Kuning Monthly Plan or One-Time Pass. This is attributed to Always Active feature which streamlines both account validity and Internet validity upon Internet subscription• Purchase a Super Long Life
Grace Period (60 days)	<p>CelcomDigi Prepaid account shall go into grace period upon expiry of account validity.</p> <p>The grace period serves as an interval for CelcomDigi Prepaid subscribers to perform a credit reload, purchase a Super Long Life, subscribe to a new or renew Internet plan subscription upon expiry.</p> <p>During grace period, subscribers can continue to receive incoming voice calls and SMS, but cannot make any originating voice calls, send SMS or consume mobile data.</p>

	To reactive a prepaid account in grace period, subscribers are required to perform a credit reload of any amount.
Termination	CelcomDigi Prepaid account shall be terminated once the Grace Period is lapsed. Subsequently, the prepaid account number (MSISDN) shall be recycled upon termination of Prepaid account.

7. Change of Plan

- 7.1. Existing Digi Prepaid customers of any prepaid plan can request for a change of plan from existing Digi Prepaid rate plans to CelcomDigi Prepaid 5G Kuning Plan via:
 - 7.1.1. UMB *128*1
 - 7.1.2. In-store
- 7.2. The Change of Plan process is free of charge.
- 7.3. Upon successful change to CelcomDigi Prepaid 5G Kuning Plan:
 - 7.3.1. Customers are not allowed to change back to their original plan.
 - 7.3.2. Customers' original plan's account lifecycle active period shall be carried forward to CelcomDigi Prepaid 5G Kuning.
 - 7.3.3. Customers' Credit Balance or any outstanding Talktime Advance shall be carried forward to CelcomDigi Prepaid 5G Kuning.
 - 7.3.4. The Grace Period shall be reset to 60 days.
 - 7.3.5. Customers are only entitled to carry forward selected CelcomDigi Prepaid 5G Kuning internet plans and other presubscribed remaining internet plan validity and quota balance shall be forfeited.

8. Reload and Validity Period

8.1. Customer's CelcomDigi Prepaid 5G Kuning account validity shall be extended (days) upon every successful reload based on the following Reload Amount and Credit Validity Period table.

8.2.

Reload Amount	Reload Amount (After SST 6%)		Credit Validity Period
	Malaysian	Non-Malaysian	
RM5	RM5	RM4.72	5 days
RM10	RM10	RM9.43	10 days
RM30	RM30	RM28.30	30 days
RM50	RM50	RM47.17	50 days
RM100	RM100	RM94.34	120 days
RM150	RM150	RM141.51	120 days
RM200	RM200	RM188.68	120 days

Note: Minimum reload denomination is RM5 and maximum is RM200

- The Customer shall receive credit based on reload amount after Service Tax 6% (SST)
- Non-Malaysian shall be subjected to 6% SST

8.3. Each reload amount Credit Validity period (days) extension shall be effective from the date of Customer's successful of reload individually and shall not be accumulative.

8.4. No change of the Customer's existing validity period if the Credit Validity extension of the reload is shorter than the existing validity period or before Customer's CelcomDigi Prepaid 5G Kuning account Grace period end date.

8.5. The Customer shall be notified on the new credit validity period upon successful reload.

8.6. Customer can only maintain up to RM1,000 credit balance in his CelcomDigi Prepaid 5G Kuning account at any point of time.

9. Auto Reload via CelcomDigi app

- 9.1. Digi may, at its discretion, allow the reload to be paid through a third-party credit or charge card ("Auto Reload Service") subject to this Terms and Conditions.
- 9.2. The Auto Reload Service shall be applicable to all Digi Prepaid Customers who subscribe to the Auto Reload Service for credit reload purposes.
- 9.3. The Auto Reload Service shall take effect on the date of Customer's successful sign-up of the Auto Reload Service and shall continue to be in force until terminated in accordance with the Terms and Conditions.
- 9.4. The Auto Reload Service shall be applicable to all Digi Prepaid Customers who subscribe to the Auto Reload Service for credit reload purposes.
- 9.5. Customers can subscribe for and unsubscribe from the Auto Reload Service via CelcomDigi app.
- 9.6. If the Customer registers the Auto Reload Service, the Customer shall be responsible to inform Digi immediately via CelcomDigi app or CelcomDigi Contact Centre if his/her device, credit or charge card is lost, stolen, expired or terminated or if they want to unsubscribe from the Auto Reload feature.
- 9.7. By registering for the Auto Reload Service, the Customer authorises Digi to verify the information provided by the Customer with the credit card issuer or any third party as may be necessary, including but not limited to, forwarding other details to the card issuer, financial institution and other relevant parties for and in connection with the Auto Reload Service.
- 9.8. The credit cards or debit cards accepted by Digi for the Auto Reload Service are Visa card or MasterCard issued by financial institutions/banks incorporated in Malaysia.
- 9.9. Customer may choose options for the reload amount and selection of date for the Auto Reload Service as below.

Preferred Date	Between the 1st and the 28th of the month
Reload Amount	<ul style="list-style-type: none"><input type="radio"/> RM5<input type="radio"/> RM10<input type="radio"/> RM30<input type="radio"/> RM50<input type="radio"/> RM100

10. Super Long Life Validity Extension

10.1. Super Long Life validity extension shall be applicable to all Digi Prepaid customers who subscribe to the Super Long-Life extensions.

10.2.

Super Long Life	Price	Validity
RM1 for 1 Day	RM1	1 day
RM108 for 365 Days	RM108	365 days

10.3. The Customer can subscribe to any of the respective Super Long Life validity extension via any of the following manners:

10.3.1. UMB *118*3# and follow the instructions therein; or

10.3.2. [CelcomDigi app.](#)

10.4. Upon each successful Subscription, the Customer shall be notified by Digi upon the successful purchase of the respective Super Long Life.

10.5. Upon successful purchase, the credit validity of the Customer shall be extended from the date of purchase.

10.5.1. Prepaid account - status active

Example 1: Credit expiry on 5th September 2024. Subscribe to Validity Extension RM1 for 1 Day on 1st September 2024. New credit expiry remains on 5th September 2024.

Example 2: Credit expiry on 5th September 2024. Subscribe to Validity Extension RM108 for 365 Days on 1st September 2024. New credit expiry shall be on 31st August 2025.

10.5.2. Prepaid account - status expired

Example: Credit expiry on 31st August 2024. Subscribe to Validity Extension RM1 for 1 Day on 1st September 2024. New credit expiry shall be on 2nd September 2024.

10.6. This Validity Extension is a One-Time subscription and does not have an auto-renewal feature.

11. Internet Plans

11.1. The Internet Pass in the table listed per clause 11.2 shall be applicable for new CelcomDigi Prepaid 5G Kuning customers. New CelcomDigi Prepaid 5G Kuning customers may subscribe to any of the following Internet Plans:

11.2. Monthly Pass

Pass Name	Price	Internet Quota (5G/4G)	FUP Quota	Bundled Content	Hotspot (5G/4G)	Calls	Validity	Auto Renewal
5G Power+ 65	RM65	Unlimited	200GB	Prime Video	Unlimited	Unlimited All Net	30 days	✓
5G Power+ 55	RM55	Unlimited @ 100Mbps	200GB	Viu Premium	Unlimited	Unlimited All Net	30 days	✓
5G Power 45	RM45	Unlimited @ 48Mbps	200GB	-	Unlimited	Unlimited All Net	30 days	✓
5G Power 35	RM35	Unlimited @ 18Mbps	100GB	-	Unlimited	Unlimited All Net	30 days	✓
5G Hyper 35	RM35	100GB	-	-	Shared with Internet Quota	Unlimited All Net	30 days	✓
5G Hyper 30	RM30	50GB	-	-	Shared with Internet Quota	Unlimited All Net	30 days	✓
5G 25 (High Speed)	RM25	30GB	-	-	3GB	Unlimited All Net	30 days	✓
5G 29 (High Speed)	RM29	35GB	-	-	6GB	Unlimited All Net	30 days	✓
5G NX 25 (High Speed)	RM25	40GB	-	-	Shared with Internet Quota	Unlimited All Net	30 days	✓
5G UV 30 (Unlimited)	RM30	Unlimited @ 18 Mbps	100GB	-	Unlimited	Unlimited All Net	30 days	✓
5G NX 35 (high Speed)	RM35	100GB	-	-	Shared with Internet Quota	Unlimited All Net	30 days	✓
5G 35 (Unlimited)	RM35	Unlimited @ 3 Mbps	80GB	-	3GB @ 3 Mbps	Unlimited All Net	30 days	✓
5G 39 (High Speed)	RM39	75GB	-	-	6GB	Unlimited All Net	30 days	✓
5G 39 (Unlimited)	RM39	Unlimited @ 12 Mbps + 55GB	200GB	-	3GB	Unlimited All Net	30 days	✓
5G UV 40 (Unlimited)	RM40	Unlimited @ 24 Mbps	200GB	-	Unlimited	Unlimited All Net	30 days	✓

5G 49 (High Speed)	RM49	105GB	-	-	10GB	Unlimited All Net	30 days	✓
5G 69 (High Speed)	RM69	155GB	-	-	15GB	Unlimited All Net	30 days	✓

11.2.1. Note:

- 11.2.1.1. Monthly Passes with Unlimited Quota (5G/4G) are subject to the Fair Usage Policy, as outlined in Clauses 12 and 14.
- 11.2.1.2. Any unutilised Internet Quota & FUP Quota shall not be carried forward and shall be forfeited upon expiry of the Subscription.
- 11.2.1.3. For monthly passes without a specific internet speed in Mbps, the internet speeds are provided on a best effort basis and may vary according to the 5G/4G network capacity, signal strength, and coverage availability in the applicable geographic area.
- 11.2.1.4. Customers shall have a 5G capable, supported and enabled mobile device with updated software version, with a 4G LTE enabled SIM and within the 5G network coverage areas to enjoy 5G. Customers who are located outside the 5G network coverage areas shall continue to enjoy uninterrupted 4G connectivity on Digi's network.
- 11.2.1.5. The Monthly Pass is available for use within Malaysia and is not extended to roaming usage.

11.2.2. The Customer can subscribe to the respective Monthly Passes via any of the following manners ("Subscription"):

- 11.2.2.1. UMB *118*2# and follow the instructions therein; or
- 11.2.2.2. [CelcomDigi app](#); or
- 11.2.2.3. Any CelcomDigi physical retail and franchise outlets.

11.2.3. Upon each successful Subscription, the Customer shall receive an SMS notification from Digi to notify on the successful Subscription upon which the Customer can start to enjoy the Monthly Pass immediately afterwards.

11.2.4. Customers can check the validity period and/or available quota balance of the Monthly Pass via the [CelcomDigi app](#) or by dialling *118*2*4# for direct dial UMB from the Customer's mobile phone.

11.2.5. Upon expiry of the validity period of the Monthly Pass, the Subscription shall be renewed automatically. The Customer shall be informed via SMS prior to the auto-renewal to notify them of the option to opt out from the Subscription.

11.2.6. Pursuant to the above clause, the Customer can opt out from the Monthly Pass Subscription via the [CelcomDigi app](#) or UMB menu *118*2*5# and follow the instructions therein.

11.2.7. Auto-Renewal

11.2.7.1. Auto Renewal is when previous subscribed Monthly Pass shall always continue to be subscribed with sufficient Credit Balance for Monthly Pass charges deduction.

11.2.7.2. Auto renewal is applied to all Monthly Passes stated under clause 11.2 passes, unless stated otherwise.

11.2.7.3. Multiple subscriptions of the Monthly Passes at any point of time is not allowed.

11.2.8. Content Bundle Access

11.2.8.1. The Customer who subscribes to the Power+ or SpeedSTREAM pass stated under clause 11.2 herein shall be able to enjoy the chosen Content Bundle Access.

11.2.8.2. The Content Bundle Access available with the Power+ Monthly Passes:

11.2.8.2.1. Viu Premium (with Power+ 55)

11.2.8.2.2. Prime Video (with Power+ 65)

11.2.8.3. The Content Bundle Access available with the SpeedSTREAM Monthly Pass:

11.2.8.3.1. Disney+ (Basic)

11.2.8.3.2. Viu Premium

11.2.8.3.3. iQIYI Standard VIP

11.2.8.3.4. Vision+ Premium

11.2.8.3.5. Prime Video

11.2.8.4. The Terms and Conditions for each Content Bundle Access are available [here](#).

11.2.9. Quota Top Up

11.2.9.1. If Customer require more Internet Quota upon fully utilizing the Base Quota (4G/5G), they may purchase the following Quota Top Up by performing direct dial via UMB menu as per instructions provided hereunder or via [CelcomDigi app](#):

Category	Price	Quota (5G/4G)	Validity
All-usage	RM10	20GB	Quota Top Up follows Monthly Pass Internet validity

11.2.9.2. Data rollover is not applicable for Quota Top Up.

11.2.9.3. Quota Top Up is high-speed internet.

11.2.9.4. Customers need to be on a 5G capable, supported and enabled mobile device with updated software version, with a 4G LTE enabled SIM, within the 5G network coverage areas to enjoy 5G. Customers who are located outside the 5G network coverage areas shall continue to enjoy uninterrupted 4G connectivity on the Digi network.

11.2.9.5. The Quota Top Up is available for use within Malaysia and is not extended to roaming usage.

11.2.10. The Customer can subscribe to any of the respective Passes via any of the following manners ("Subscription"):

11.2.10.1. UMB *118*2# and follow the instructions therein; or

11.2.10.2. [CelcomDigi app](#)

11.2.11. Upon each successful Subscription, the Customer shall receive an SMS notification from Digi to notify on the successful Subscription upon which the Customer can start to enjoy the Quota Top Up immediately afterwards.

11.2.12. Customer can check the validity period and/or available balance of the Quota Top Up via the [CelcomDigi app](#) or by dialing *118*2*4# for direct dial UMB from the Customer's mobile phone.

11.2.13. The validity of the Quota Top Up follows the validity of the subscribed Monthly Pass. Upon expiry of the validity period of the Monthly Pass, the Quota Top Up Subscription shall expire as well.

11.2.13.1. Example 1
Monthly Pass expires on 30th June 2024. Subscribe to Quota Top Up RM6 for 15GB on 1st June 2024. Quota Top up shall expire on 30th June 2024.

11.2.13.2. Example 2
Monthly Pass expires on 30th June 2024. Subscribe to Quota Top Up RM6 for 15GB on 15th June 2024. Quota Top up shall expire on 30th June 2024.

11.2.14. The Auto Renewal feature is not applicable for Quota Top Up.

11.3. One-Time Pass

Category	Price	Quota (5G/4G)	Validity
Hourly	RM1	Unlimited*	1 Hour
	RM2	Unlimited Video Streaming	6 Hours
Daily	RM3	3GB	1 Day
	RM6	9GB	3 Days
	RM6	Unlimited Video Streaming	1 Day
	RM6	300GB High-Speed Video Pass	4 Days
	RM7	1,000GB	3 Days
	RM8	2,025GB	4 Days
Weekly	RM8	299GB	7 Days (9pm - 9am)
	RM12	20GB	7 Days
	RM14	2,000GB	9 Days

	RM15	Unlimited (6Mbps) & Calls + 2GB Hotspot	7 Days
Monthly	As published on <u>CelcomDigi website</u>	StreamMORE + Content Bundle Access & Internet Quota	30 Days
	RM65	500GB Base Quota & Hotspot + Calls (Pay Per Use)	28 Days

11.3.1. Note:

- 11.3.1.1. Data rollover is not applicable for One-Time Passes
- 11.3.1.2. One-Time Passes are high-speed internet
- 11.3.1.3. Customers need to be on a 5G capable, supported and enabled mobile device with updated software version, with a 4G LTE enabled SIM, within the 5G network coverage areas to enjoy 5G. Customers who are located outside the 5G network coverage areas shall continue to enjoy uninterrupted 4G connectivity on the Digi network.
- 11.3.1.4. The One-Time Pass is available for use within Malaysia and is not extended to roaming usage.
- 11.3.1.5. Unlimited Quota* (4G/5G) is subject to the Fair Usage Policy. Upon full utilization of the Fair Usage Policy, internet usages shall be deducted from the Free Basic Internet.
- 11.3.1.6. Selected StreamMORE passes come with auto-renewal. The Terms and Conditions for each Content Bundle Access are available [here](#).

11.3.2. The Customer can subscribe to the respective Passes via any of the following manners (“**Subscription**”):

- 11.3.2.1. UMB *118*2# and follow the instructions therein; or
- 11.3.2.2. [CelcomDigi app](#).

11.3.3. Upon each successful Subscription, the Customer shall receive an SMS notification from Digi to notify on the successful Subscription upon which the Customer can start to enjoy the One-Time Pass immediately afterwards.

11.3.4. Customer can check the validity period and/or available balance of the One-Time Pass via the [CelcomDigi app](#) or by dialing *118*2*4# for direct dial UMB from the Customer's mobile phone.

11.4. **Multiple Subscriptions**

- 11.4.1. Monthly Pass: Customers are not allowed to subscribe for more than one Monthly Pass at any point of time. The existing Monthly Pass shall be unsubscribed and the remaining validity and quota balance (if any) shall be forfeited if Customer subscribes to a new Monthly Pass.
- 11.4.2. Quota Top Up: There is no limit on the number of Quota Top Up purchase. Both the existing and new Quota Top Up shall follow the expiry date of the Monthly Pass. Any unutilised quota (if any) shall be forfeited upon expiry of the Monthly Pass or Quota Top Up.
- 11.4.3. One-Time Pass: There is no limit on the number of One-Time Pass purchase. Both the existing and new One-Time Pass shall co-exist and have its respective expiry date based on the subscription date. The internet consumption for the One-Time Pass shall be prioritised according to the individual One-Time Pass expiry date. Any unutilised internet quota (if any) shall be forfeited upon expiry of the One-Time Pass.

12. **Unlimited Pass Fair Usage Policy (“FUP”) for Internet Quota**

- 12.1. The Customer who subscribes to any of the CelcomDigi Prepaid 5G Kuning Internet passes stated herein is subject to the Fair Usage Policy (“FUP”) of the unlimited internet quota.
- 12.2. The FUP varies for each weekly and monthly pass, which is up to 20GB for weekly passes and up to 200GB for monthly passes.
- 12.3. Unless assigned with a hotspot-specific quota, hotspot usage is also subject to the FUP quota of the respective internet passes with unlimited internet.
- 12.4. The speed limit varies for each pass as stated herein under clause 11.2.
- 12.5. Upon full utilisation of the FUP, the speed shall be reduced to 512kbps until the Internet Pass expires.
- 12.6. Once the Customer has fully utilised the Additional Internet Quota purchased, the Customer's data usage shall be throttled to the speed of 64KBps.

13. Unlimited Calls to all Network

- 13.1. The Customer who subscribes to any of the Monthly Passes stated herein shall enjoy the Unlimited Calls subject to the validity period of the Monthly Passes under clause 11.2.
- 13.2. The Unlimited Calls apply to all networks and for domestic usages only (i.e. within Malaysian networks) excluding video calls, calls to toll-free numbers, or numbers with special charges (i.e. 1-300/1-800/600, 121, TM100, 1MOCC, IDD calls to Singapore & IDD/border calls to Brunei).
- 13.3. This Plan is for standard person-to-person calls or texts and not for any commercial and/or non-personal usage. Non-standard usage includes but not limited to non-multiple simultaneous calling, conference calling, re-supply, call centre usage, telemarketing, bulk messaging, application-to-person communication, continuously call forwarding, auto-dialling, machine-to-machine communication (including using your SIM card in any other devices), Cellular Trunking Units (CTUs), or any other activity Digi considers to be non-standard usage. Excessive, commercial and/or non-personal usage may be subjected to pay-per-use call rates.

14. Fair Usage Policy

The Customer's use of the Service shall be subject to the terms and conditions of Digi's Fair Usage Policy which is posted on [Digi - All General Terms and Conditions](#). Digi reserves the right to manage the Customer's allocated bandwidth including but not limited to reducing/throttling the surf speed, interrupt, suspend, cancel, limit the right of access, or terminate the Customer's bandwidth to the internet service in accordance with Digi's Fair Usage Policy.