

CelcomDigi Prepaid 5G Biru Plan

This CelcomDigi Prepaid 5G Biru Plan (“**Plan**”) is a prepaid plan made available by CelcomDigi Mobile Sdn. Bhd. (formerly known as Celcom Mobile Sdn. Bhd.) [Company No. 197601002188 (27910-A)] (“**Celcom**”) subject to the terms and conditions provided herein.

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Celcom.

- Where application services are bundled with the Plan, Celcom 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 Celcom does not entitle the Customers to any claim or compensation against Celcom (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.
- Celcom 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. Celcom shall not refund nor compensate the Customer in any manner whatsoever in such situations.
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- Celcom 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 Celcom shall not be liable to the Customers for any loss or inconvenience resulting therefrom.

1. Eligibility

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

2. Registration

To register for the CelcomDigi Prepaid 5G Biru 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 Celcom or Celcom's appointed dealer. The Customer's CelcomDigi Prepaid 5G Biru Plan account shall be deemed successfully registered upon receipt of a confirmation SMS from Celcom.

3. Plan Rates

3.1. The following rates shall apply to the CelcomDigi Prepaid 5G Biru 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. Celcom will deduct the value of Service used from the Customer's CelcomDigi Prepaid 5G Biru Plan at the rates stipulated above and/or as may be imposed by Celcom from time to time without prior notice.
- 3.3. The rates for International Roaming and International Direct Dial (IDD) are as published on CelcomDigi's official website.

4. Free Basic Internet

- 4.1. CelcomDigi Prepaid 5G Biru Plan comes with free basic Internet that is subject to the monthly Fair Usage Policy of 500MB with a speed 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 will 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 will be forfeited.
- 4.4. This Free Basic Internet will 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 Biru accounts are active. To keep the CelcomDigi Prepaid 5G Biru account active, the Customer is required to perform a credit reload or subscribe to a Monthly Pass or a One-Time Pass or purchase of an Extra Credit Validity. Any prepaid credit or balance in the CelcomDigi Prepaid 5G Biru 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	Validity Period
CelcomDigi Prepaid 5G Biru (A04)	Preloaded MSISDN	RM10	RM6	5 days
CelcomDigi Prepaid 5G Biru (A05)	Preloaded MSISDN	RM5	RM0	5 days

- 5.3. Upon expiry of the validity period, the Customer will have sixty (60) days to reactivate the account, failing which their mobile number or account will 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 of an Extra Credit Validity or perform a credit reload for Prepaid services will 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 will be suspended from usage until the account is reactivated via credit reload, subscription of a Monthly Pass or One-Time Pass or purchase of an Extra Credit Validity.

6.3. Customers must perform a credit reload, subscribe to a Monthly Pass or One-Time Pass 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 will result in termination of the Plan and any unutilised prepaid credit will be forfeited.

6.4.

Lifecycle Status	Description
<p>Active Period (Follows Internet subscription validity)</p>	<p>Prepaid account will 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 • Subscribe to any CelcomDigi Prepaid 5G Biru 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 an Extra Credit Validity
<p>Grace Period (60 days)</p>	<p>CelcomDigi Prepaid account will 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 an Extra Validity Extension, 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</p>

	voice calls, send SMS or consume mobile data. To reactive a prepaid account in grace period, subscribers are required to perform a credit reload of any amount or purchase an Extra Validity Extension.
Termination	CelcomDigi Prepaid account will be terminated once the Grace Period is lapsed. Subsequently, the prepaid account number (MSISDN) will be recycled upon termination of Prepaid account.

7. Change of Plan

7.1. Existing Celcom Prepaid customers of any prepaid plan can request for a change of plan from existing Celcom Prepaid rate plans to CelcomDigi Prepaid 5G Biru Plan via

7.1.1. UMB *118*1#

7.1.2. SMS 28882

7.1.3. In-store (via PULSE)

7.1.4. eStore

7.2. The Change of Plan process is free of charge.

7.3. Upon successful change to CelcomDigi Prepaid 5G Biru 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 will be carried forward to CelcomDigi Prepaid 5G Biru.

7.3.3. Customers' Credit Balance or any outstanding Credit Advance will be carried forward to CelcomDigi Prepaid 5G Biru.

7.3.4. The Grace Period will be reset to 60 days.

7.3.5. Customers are only entitled to carry forward selected CelcomDigi Prepaid 5G Biru internet plans and other presubscribed remaining internet plan validity and quota balance will be forfeited.

8. Reload and Validity Period

8.1. Customer's CelcomDigi Prepaid 5G Biru account validity will 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	100 days
RM200	RM200	RM188.68	200 days

Note: Minimum reload denomination is RM5 and maximum is RM200

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

8.3. Each reload amount Credit Validity period (days) extension will be effective from the date of Customer's successful of reload individually and will 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 Biru account Grace period end date.

8.5. The Customer will be notified via SMS on the new credit validity period upon successful reload.

8.6. Customers can only maintain up to RM1,000 credit balance in their CelcomDigi Prepaid 5G Biru account at any point of time.

9. Auto Reload via CelcomDigi app

- 9.1. 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.
- 9.2. The Auto Reload Service shall be applicable to all Celcom Prepaid Customers who subscribe to the Auto Reload Service for credit reload purposes.
- 9.3. Customers can subscribe for and unsubscribe from the Auto Reload Service via CelcomDigi app.
- 9.4. Celcom may, at its discretion, allow the reload to be paid through a third-party credit or charge card ("**Auto Reload Service**") subject to the Terms and Conditions of the Auto Reload.
- 9.5. If the Customer chose to register for the Auto Reload, the Customer shall be responsible for informing Celcom immediately via CelcomDigi app or Celcom Contact Centre if their devices, credit or charge card is lost, stolen, expired or terminated or if they want to unsubscribe from the Auto-Reload feature.
- 9.6. By registering for the Auto Reload Service, the Customer authorises Celcom 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.
- 9.7. The credit cards or debit cards accepted by Celcom for the Auto Reload Service are Visa card or MasterCard issued by financial institutions/banks incorporated in Malaysia.
- 9.8. 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">○ RM5○ RM10○ RM15○ RM20○ RM30

	<ul style="list-style-type: none"> ○ RM50 ○ RM100
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10. Validity Extension

10.1. Validity Extension shall be applicable to all Celcom Prepaid customers who purchase of an Extra Credit Validity.

10.2.

Extra Credit Validity	Price	Validity
RM1 for 1 Day	RM1	1 day
RM2 for 3 Days	RM2	3 days
RM8 for 15 Days	RM8	15 days

10.3. The Customer can subscribe to any of the respective 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 receive an SMS notification from Celcom to notify on the successful Subscription under the respective Validity Extension.

10.5. Upon successful Subscription, the Customer shall receive the respective validity based on the subscription on top of Customer current credit validity.

10.5.1. Prepaid account - status active

Example: Credit expiry on 5th September 2024. Subscribe to Validity Extension RM1 for 1 Day on 1st September 2024. New credit expiry will be on 6th September 2024

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 will be on 2nd September 2024

10.5.3. Multiple Subscription

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

Then subscribe to another Validity Extension RM2 for 3 Days on the same day, 1st September 2024. New credit expiry will be on 4th September 2024.

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

10.7. Multiple subscriptions of Validity Extensions are allowed.

11. Internet Passes

11.1. The Internet Pass in the table listed per clause 11.2 shall be applicable for new CelcomDigi Prepaid 5G Biru customers. New CelcomDigi Prepaid 5G Biru 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 Hyper 30	RM30	50GB	-	-	Shared with Internet Quota	Unlimited All Net	30 days	✓
5G Hyper 35	RM35	100GB	-	-	Shared with Internet Quota	Unlimited All Net	30 days	✓
5G Power 35	RM35	Unlimited @ 18Mbps	100GB	-	Shared with FUP	Unlimited All Net	30 days	✓
5G Power 45	RM45	Unlimited @ 48Mbps	200GB	-	Shared with FUP	Unlimited All Net	30 days	✓
5G Power+ 55	RM55	Unlimited @ 100Mbps	200GB	Viu Premium	Shared with FUP	Unlimited All Net	30 days	✓

5G Power+ 65	RM65	Unlimited	200GB	Amazon Prime Video	Shared with FUP	Unlimited All Net	30 days	✓
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11.2.1. Note:

- 11.2.1.1. Passes with Unlimited Quota (4G/5G) are subjected to the Fair Usage Policy, as outlined in Clauses 12 and 14.
 - 11.2.1.2. Any unutilised Internet & FUP quota shall not be carried forward and shall be expired upon expiry of the Subscription.
 - 11.2.1.3. For internet passes without a specific internet speed in Mbps, the internet speeds are provided on best effort basis and may vary according to the 5G/4G network capacity, signal strength, and coverage in the applicable geographic area.
 - 11.2.1.4. 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 will continue to enjoy uninterrupted 4G connectivity on Celcom’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 any of 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 authorized CelcomDigi dealers.
- 11.2.3. Upon each successful Subscription, the Customer shall receive an SMS notification from Celcom 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 will 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 will 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 stated under clause 11.2, the Auto Renewal will be applied for the newest subscription only. The existing Monthly Pass will be removed upon expiry.

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 will 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

11.2.10. 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 the [CelcomDigi app](#):

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

11.2.11. Note:

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

11.2.11.2. Quota Top Up is high-speed internet.

11.2.11.3. 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 will continue to enjoy uninterrupted 4G connectivity on Celcom's network.

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

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

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

11.2.12.2. [CelcomDigi app](#)

11.2.13. Upon each successful Subscription, the Customer shall receive an SMS notification from Celcom to notify on the successful Subscription upon

which the Customer can start to enjoy the Quota Top Up immediately afterwards.

11.2.13.1. 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.

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

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

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

11.2.15. 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
	RM2.30	Unlimited Video Streaming	6 Hours
Daily	RM3	3GB	1 Day
	RM6	9GB	3 Days
	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 in CelcomDigi website	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 will continue to enjoy uninterrupted 4G connectivity on Celcom's 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 subjected to the Fair Usage Policy. Upon full utilization of the Fair Usage Policy, internet usages will 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 Celcom 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 allowed to subscribe for more than one Monthly Pass. Both the existing and new Monthly Pass will co-exist and have its respective expiry date based on the subscription date. However, only the new Monthly Pass will be auto renewed, and the existing Monthly Pass will be removed upon expiry. The internet quota consumption for the Monthly Passes will be prioritised according to the Monthly Pass expiry date. Any unutilized internet quota will be forfeited if the Monthly Internet Pass has been removed.
- 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 will follow the expiry date of the Monthly Pass. Any unutilized quota will 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 will co-exist and have its respective expiry date based on the subscription date. The internet consumption for the One-Time Pass will be prioritised according to the individual One-Time Pass expiry date. Any unutilised internet quota will 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 Biru 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 will 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 will 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 Celcom 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 Celcom's Fair Usage Policy which is posted on [Celcom - All General Terms and Conditions](#). Celcom 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 Celcom's Fair Usage Policy.