

# Raja Kombo 5G

This Raja Kombo 5G ("**Plan**") is a prepaid plan made available by CelcomDigi Telecommunications Sdn. Bhd. [Company No. 199001009711 (201283-M)] ("**Digi**") subject to the terms and conditions provided herein.

The full terms and conditions of the use of the selected products and/or services is subject to the Digi General Terms and Conditions ("**General Terms and Conditions**"), respective CelcomDigi's Privacy Notice / Data Protection Statement and Data Protection Obligation found on CelcomDigi's website at [CelcomDigi's 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 Digi.

- Where application services are bundled with the Plan, Digi 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 Digi does not entitle the Customers to any claim or compensation against Digi (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.
- Digi 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. Digi shall not refund nor compensate the Customer in any manner whatsoever in such situations.

- Digi 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>.
- 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 Raja Kombo 5G 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 Raja Kombo 5G Plan account shall be deemed successfully registered upon receipt of a confirmation SMS from Digi.

### 3. Rate Plans

3.1. The following rates shall apply to the Raja Kombo 5G 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 will deduct the value of Service used from the Customer's Raja Kombo 5G 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 CelcomDigi's official website.

### 4. Free Basic Internet

4.1. Raja Kombo 5G 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 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 Raja Kombo 5G accounts are active. To keep the Raja Kombo 5G 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 Raja Kombo 5G account cannot be exchanged or redeemed for cash.
- 5.2. 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 a Super Long Life 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 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 will result in termination of the Plan and any utilised prepaid credit will be forfeited.

6.4.

<b>Lifecycle Status</b>	<b>Description</b>
<p><b>Active Period (Follows Internet subscription validity)</b></p>	<p>Prepaid account will be activated when a CelcomDigi Prepaid subscriber:</p> <ul style="list-style-type: none"> <li>• Performs a credit reload to prepaid account, thus extending its account validity; or</li> <li>• Subscribes to any Raja Kombo 5G Monthly Plan or One-Time Pass. This is attributed to Always Active feature which streamlines both account validity and Internet validity upon Internet subscription; or</li> <li>• Purchase a Super Long Life.</li> </ul>
<p><b>Grace Period (60 days)</b></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 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> <p>To reactive a prepaid account in grace period, subscribers are required to perform a credit reload of any amount.</p>
<p><b>Termination</b></p>	<p>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.</p>

## 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 Raja Kombo 5G 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 Raja Kombo 5G 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 Raja Kombo 5G.

7.3.3. Customers' Credit Balance or any outstanding Talktime Advance will be carried forward to Raja Kombo 5G.

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

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

## 8. Reload and Validity Period

8.1. Customer's Raja Kombo 5G 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	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 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 Raja Kombo 5G account Grace period end date.
- 8.5. The Customer will 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 Raja Kombo 5G account at any point of time.

## 9. Super Long Life Validity Extension

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

9.2.

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

- 9.3. The Customer can subscribe to any of the respective Super Long Life validity extension via any of the following manners:
  - 9.3.1. UMB \*118\*3# and follow the instructions therein; or
  - 9.3.2. [CelcomDigi App](#).
- 9.4. Upon each successful Subscription, the Customer will be notified by Digi upon the successful purchase of the respective Super Long Life.
- 9.5. Upon successful purchase, the credit validity of the Customer will be extended from the date of purchase.
  - 9.5.1. Prepaid account - status active
    - 9.5.1.1. 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.
    - 9.5.1.2. Example 2: Credit expiry on 5th September 2024. Subscribe to Validity Extension RM108 for 365 Days on 1st September 2024. New credit expiry will be on 31st August 2025.
  - 9.5.2. 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.
- 9.6. This Validity Extension is a One-Time subscription and does not have an auto-renewal feature.

## 10. Internet Plans

- 10.1. The Internet Pass in the table listed per clause 10.2 shall be applicable for new Raja Kombo 5G customers. New Raja Kombo 5G customers may subscribe to any of the following Internet Plans:

## 10.2. Monthly Pass

Internet Plan	Price	Base Quota (5G/4G)	Unlimited Quota* (5G/4G)	Bundled Content	Hotspot (5G/4G)	Domestic Calls	IDD Calls	Validity	Auto Renewal
<b>5G 30 (Raja Kombo)</b>	RM30	6GB (100 mbps)	Unlimited Youtube, Tiktok, Facebook, Instagram, MO, X (3mbps)	-	-	-	45 mins (Bangladesh, Indonesia, India, China, Vietnam, Thailand, Nepal, Myanmar, Pakistan, Philippines) 60 mins (Bangladesh, Indonesia, India, China, Vietnam, Thailand, Nepal, Myanmar, Pakistan, Philippines)	30 days	✓
<b>5G 35 (Raja Kombo)</b>	RM35	30GB (100mbps)	Unlimited Youtube, Tiktok, Facebook, Instagram, MO, X (3mbps)	-	-	Unlimited All Net		30 days	✓
<b>SpeedST REAM</b>	As published on <a href="#">CelcomDigi website</a>	-	Unlimited (48mbps)	As published on <a href="#">CelcomDigi website</a>	Shared with Unlimited quota	Unlimited All Net	-	30 days	✓
<b>5G 30 (Juara Keren)</b>	RM30	-	Unlimited (3mbps)	-	3GB (100mbps)	-	60 mins (Bangladesh, Indonesia)	30 days	✓
<b>5G 35 (Juara Keren)</b>	RM35	-	Unlimited (6mbps)	-	3GB (100mbps)	120 mins, then RM0.30 /min	120 mins (Bangladesh, Indonesia)	30 days	✓

10.2.1 Note:

10.2.1.1. Unutilised quota will not be carried forward and will expire on the respective expiry of the subscription.

10.2.1.2. Base Quota (5G/4G) is high-speed internet.

10.2.1.3. 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 Digi's network.

10.2.1.4. The Monthly Pass is available for use within Malaysia and is not extended to roaming usage.

10.2.1.5. Unlimited Quota\* (5G/4G) 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.

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

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

10.2.2.2. [CelcomDigi App](#); or

10.2.2.3. Any authorized Celcom and Digi dealers.

10.2.3. 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.

10.2.4. 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.

10.2.5. 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.

10.2.6. 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.

#### 10.2.7. **Auto-Renewal**

- 10.2.7.1. Auto Renewal is when previous subscribed Monthly Pass will always continue to be subscribed with sufficient Credit Balance for Monthly Pass charges deduction.
- 10.2.7.2. Auto renewal is applied to all Monthly Passes stated under clause 10.2 passes, unless stated otherwise.
- 10.2.7.3. Multiple subscriptions of the Monthly Passes at any point of time is not allowed as stated under clause 10.5.1.

#### 10.2.8. **Content Bundle Access**

- 10.2.8.1. The Customer who subscribes to the SpeedSTREAM pass stated under clause 11.2 herein shall be able to enjoy the chosen Content Bundle Access.
- 10.2.8.2. Below are the Content Bundle Access available with the SpeedSTREAM Monthly Pass:

- a) Disney+ Hotstar (Basic)
- b) Viu Premium
- c) iQIYI Standard VIP
- d) Vision+ Premium
- e) sooka
- f) Prime Video

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

#### 10.2.9. **Quota Top Up**

- 10.2.8.4. 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 (4G/5G)	Validity
All-usage	RM10	20GB	Quota Top Up follows Monthly Pass Internet validity

10.2.9. Note:

10.2.9.1. Data rollover is not applicable for Quota Top Ups.

10.2.9.2. Quota Top Up is high-speed internet.

10.2.9.3. 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 the Digi network.

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

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

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

10.2.10.2. [CelcomDigi App](#).

10.2.11. 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.

10.2.12. 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.

10.2.13. 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 will expire as well.

10.2.13.1. Example 1

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

10.2.13.2. Example 2

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

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

10.3. **One-Time Pass**

Category	Price	Quota (5G/4G)	Validity
Hourly	RM1	Unlimited	1 Hour
Daily	RM3	3GB	1 Day
	RM6	9GB	3 Days
	RM6	300GB High-Speed Video Pass	4 days
	RM7	2025GB	4 days
Weekly	RM12	20GB	7 Days
	RM15	Unlimited (6mbps) & Calls + 2GB Hotspot	7 Days
Monthly	As published on <a href="#">CelcomDigi website</a>	StreamMORE + Content Bundle Access & Internet Quota	30 Days
	RM25	10GB	30 Days
	RM65	500GB Base Quota & Hotspot + Calls (Pay Per Use)	28 Days

10.3.1. Note:

- 10.3.1.1. Data rollover is not applicable for One-Time Passes.
- 10.3.1.2. One-Time Passes are high-speed internet.
- 10.3.1.3. 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 the Digi network.
- 10.3.1.4. The One-Time Pass is available for use within Malaysia and is not extended to roaming usage.
- 10.3.1.5. 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.
- 10.3.1.6. Selected StreamMORE passes come with auto-renewal. The Terms and Conditions for each Content Bundle Access are available [here](#).

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

- 10.3.2.1. UMB \*118\*2# and follow the instructions therein; or
- 10.3.2.2. [CelcomDigi App](#).

10.3.3. 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.

10.3.4. 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.

#### 10.4. **Multiple Subscription**

- 10.4.1. Monthly Pass: Customers are not allowed to subscribe for more than one Monthly Pass at any point of time. The existing Monthly Pass will be unsubscribed and the remaining validity and quota balance (if any) will be forfeited if Customer subscribes to a new Monthly Pass.
- 10.4.2. 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 unutilised quota (if any) will be forfeited upon expiry of the Monthly Pass or Quota Top Up.
- 10.4.3. 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 expire 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 (if any) will be forfeited upon expiry of the One-Time Pass.

#### 11. **Unlimited Pass Fair Usage Policy ("FUP") for Internet Quota**

- 11.1. The Customer who subscribes to any of the Raja Kombo 5G Internet passes stated herein is subject to the Fair Usage Policy ("**FUP**") of the unlimited internet quota.
- 11.2. The speed limit varies for each pass as stated herein under clause 10.2.
- 11.3. Upon full utilisation of the FUP, the speed will be reduced to 512kbps until the Internet Pass expires.
- 11.4. Once the Customer has fully utilised the Additional Internet Quota purchased, the Customer's data usage shall be throttled to the speed of 64KBps.

#### 12. **Unlimited Calls to all Network**

- 12.1. 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 10.2.

- 12.2. 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).
- 12.3. 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.

### **13. 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.