

Terms And Conditions - Mega Gegar 20 Juta Live Campaign

These terms and conditions govern the **MEGA GEGAR 20JUTA LIVE** campaign ("**Campaign**") which is organised by **CELCOMDIGI MOBILE SDN. BHD.** (Company No. **197601002188 (27910-A)**) ("**CDM**") and **CELCOMDIGI TELECOMMUNICATIONS SDN. BHD.** (Company No. **199001009711 (201283-M)**) ("**CDT**") (collectively, "**CelcomDigi**").

By participating and continuing to participate in the Campaign, each Eligible Customer (as defined below) agrees that he/she:

- (a) has read and understood the Terms; and
- (b) shall be bound by these terms and conditions and any other terms and conditions which may be issued by CelcomDigi from time to time (collectively referred to as the "**Terms**").

1. Campaign Period

- 1.1. The Campaign commences at 12.00 a.m. on 31 July 2026 until 6.00pm on 1 August 2026 (both dates inclusive) ("**Campaign Period**"). CelcomDigi has the sole and absolute discretion to extend and/or vary the Campaign Period without prior notification.

2. Eligibility

- 2.1. All CelcomDigi subscribers residing in Malaysia are eligible to participate in this Campaign (excluding persons mentioned in Clauses 2.1.1 to 2.1.3 below), ("**Eligible Customer**") except the following:-
 - 2.1.1 permanent, contract and temporary employees of CelcomDigi and their Immediate Family Members; and
 - 2.1.2 employees of CelcomDigi's partners, advertising, Campaign agencies and any other persons involved in organizing, promoting and/or conducting this Campaign together with their Immediate Family Members.
 - 2.1.3 Non CelcomDigi subscribers

Immediate Family Members shall mean any of the following: spouse, de-facto spouse, child or step-child (whether natural or by adoption), parent, step-parent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, step-sister or first cousin.

2.2. All personal details submitted must be accurate, complete and subject to proof upon request by and satisfactory to CelcomDigi.

3. Campaign Entitlements

3.1. During the Campaign Period, Eligible Customer may purchase selected promotional offers on devices, accessories and other products made available by CelcomDigi under this Campaign, subject to these Terms and stock availability.

3.1.1 Campaign Sessions

A) 31st July 2026

SESSIONS	TIME	ONLINE/WALK-IN STORE
Session 1	12.00AM – 10.00AM	ONLINE
Session 2	10.00AM – 9.00PM	PARTICIPATING CELCOMDIGI STORES
Session 3	9.00PM – 12.00AM	ONLINE

B) 1st August 2026

SESSIONS	TIME	ONLINE/WALK-IN STORE
Session 1	12.00AM – 10.00AM	ONLINE
Session 2	10.00AM – 6.00PM	PARTICIPATING CELCOMDIGI STORES

3.1.2 Walk-in Sessions

During Session 2, selected promotional offers will be announced on CelcomDigi's TikTok livestream. To redeem such offers, Eligible Customers must **visit any participating CelcomDigi Store** (see Clause 3.16 for the list of participating stores) and purchase the promotional offer on a first-come, first-served basis and while stocks last.

3.1.3 Online Sessions:

During Sessions 1 and 3, selected promotional offers together with a unique promo code will be announced on CelcomDigi's TikTok livestream. To redeem such offers, Eligible Customers must **visit the CelcomDigi website** and apply the promo code at checkout to purchase the product at the promotional price, on a first-come, first-served basis and while stocks last.

3.1.4 For the avoidance of doubt, all promotional offers, purchases and redemptions under this Campaign must be completed within the Campaign Period. Upon expiry of the Campaign Period, all promotional entitlements shall automatically lapse and no further redemption shall be permitted

- 3.2. No reservation, booking, holding of stock or extension of promotional entitlement shall be permitted for both sessions
- 3.3. Eligible Customers must complete the purchase within the promotional period announced during the TikTok livestream. Any attempt to purchase outside the stated promotional window shall not qualify for the promotional offer.
- 3.4. Each Eligible Customer shall be entitled to purchase a maximum of one (1) unit of each Promotional Offer during the Campaign Period
- 3.5. Promotional offers featured during the livestream are limited-time offers and are only valid during the period specifically announced by the livestream host during the Campaign Period.
- 3.6. All promotional offers are subject to stock availability.

- 3.7. The availability of promotional products may vary between participating stores and online channels.
- 3.8. Promotional offers cannot be combined with any other ongoing discount, promotion, voucher, rebate or campaign unless otherwise stated by CelcomDigi.
- 3.9. Promotional offers are strictly non-transferable and not redeemable for cash.
- 3.10. Except where required under applicable law or as otherwise permitted under CelcomDigi's applicable purchase terms and conditions, all products purchased under this Campaign are non-refundable and non-exchangeable. Any refund, exchange, replacement or cancellation request shall be subject to the terms, policies and procedures applicable to the relevant purchase channel (including online purchases and purchases made at participating CelcomDigi Stores).
- 3.11. Customers are advised to verify all purchase details, product specifications and eligibility requirements before completing their purchase transaction.
- 3.12. CelcomDigi reserves the right to reject any request for refund, exchange or cancellation of purchases made under this Campaign.
- 3.13. CelcomDigi shall not be liable for any failure, delay, interruption or inability of a customer to participate in the Campaign, view the livestream, access the CelcomDigi website, redeem any Promotional Offer or complete any purchase transaction due to reasons including but not limited to:
 - a. interruption, suspension, delay or termination of the livestream for any reason whatsoever;
 - b. website downtime, system maintenance, technical faults, server congestion, network failures or internet connectivity issues;
 - c. payment gateway failures, banking system interruptions or unsuccessful payment transactions;
 - d. device, software, application or browser-related issues experienced by the customer; or

- e. any other circumstances beyond the reasonable control of CelcomDigi.

For the avoidance of doubt, CelcomDigi shall not be responsible for any unsuccessful transaction, loss of promotional entitlement, inability to secure a Promotional Offer or loss of opportunity arising from any of the foregoing events

3.14. CelcomDigi reserves the right to substitute, vary or replace any reward with another reward at their sole and absolute discretion without prior notice.

3.15. CelcomDigi reserves the right to refuse, withhold, cancel or revoke any reward where they reasonably believe that an Eligible Customer has breached the Terms, engaged in fraudulent or dishonest conduct, manipulated the Campaign mechanics, or otherwise gained an unfair advantage in connection with the Campaign.

3.16. List of participating CelcomDigi stores:

- a) CelcomDigi Store Hub, Selangor
- b) CelcomDigi Store CelcomDigi Tower, Selangor
- c) CelcomDigi Store Kuantan, Pahang
- d) CelcomDigi Store Tawau, Sabah
- e) CelcomDigi Store Bintulu, Sarawak
- f) CelcomDigi Store Kajang, Selangor
- g) CelcomDigi Store Sungai Petani, Kedah
- h) CelcomDigi Store Taman Lagenda, Melaka
- i) CelcomDigi Store Taiping, Perak
- j) CelcomDigi Store Kluang, Johor
- k) CelcomDigi Store All Seasons Place, Penang
- l) CelcomDigi Store Pavilion, Kuala Lumpur
- m) CelcomDigi Store Mayang Mall, Terengganu
- n) CelcomDigi Store Kota Bharu, Kelantan
- o) CelcomDigi Store Kangar, Perlis
- p) CelcomDigi Store Sandakan, Sabah
- q) CelcomDigi Store Plaza Merdeka, Sarawak

r) CelcomDigi Store Seremban, Negeri Sembilan

4. Privacy

4.1. By participating in the Campaign, each Eligible Customer agrees and consents to CelcomDigi's Privacy Notice, Data Protection Statement and Data Protection Obligations found on CelcomDigi's website, and in particular for CelcomDigi to process and use all details submitted pursuant to the Campaign (including without limitation personal data/information) for:

- (a) purposes of the Campaign;
- (b) marketing and campaign activities conducted in such manner as CelcomDigi and/or Organiser see fit. Marketing and campaign activities include, without limitation, the use and/or publication of any details provided in and/or in connection to the entries, interview material, responses, photographs, audio recordings, video recordings and related photographs worldwide in any media. In this regard, each Eligible Customer agrees to co-operate and participate without further express consent and/or payment or consideration, in all reasonable advertising and publicity activities of CelcomDigi relating to the Campaign; and
- (c) other campaign, marketing and publicity notification/information including future campaign, marketing and publicity notification/information from CelcomDigi from time to time.

4.2. Where any of the data/information (including, without limitation, personal data) relating to any Eligible Customer and/or third party (where applicable) is submitted to CelcomDigi in connection with the Campaign, each Eligible Customer:

- (a) represents that he/she has obtained and shall maintain all necessary consents required for CelcomDigi to collect, use, process and disclose such data and/or information for the purposes of the Campaign; and
- (b) agrees that it shall be the responsibility of the Eligible Customer to notify CelcomDigi in writing of any relevant change to the data/information provided which requires any action to be taken by CelcomDigi and/or Organiser.

5. Others

5.1. Each Eligible Customer agrees that:

- (a) he or she shall indemnify and keep indemnified CelcomDigi and the Specified Persons from and against all claims, liabilities, costs and expenses arising from or in connection with any breach of the Terms by the Eligible Customer;
- (b) he or she shall release and hold harmless CelcomDigi and the Specified Persons against any and/or all losses, damages, rights, claims and actions of any kind in connection with the Campaign (including, without limitation, from acceptance, possession, use or misuse of any rewards or vouchers, travel or movement and claims based on defamation or invasion of privacy);
- (c) that none of CelcomDigi and/or the Specified Persons make or made any warranty, express or implied, in fact or in law, in connection with the Campaign (including, without limitation to, in connection with any reward or voucher and as to any quality, merchantability or fitness for a particular purpose);
- (d) CelcomDigi and the Specified Persons shall not be responsible or liable for:
 - (i) any interruption, suspension, downtime, unavailability, modification, update, patch, maintenance (whether scheduled or unscheduled) which may affect the Eligible Customer's ability to participate in or complete the Campaign;
 - (ii) any act, omission, default, negligence, policy, decision or conduct of any third-party platform provider, including but not limited to any application store, payment gateway, social media platform or internet service provider, in connection with the Campaign;
 - (iii) or any other third-party platform provider (including but not limited to any application store, payment gateway, social media platform or internet service provider) in connection with the Campaign;
 - (iv) Eligible Customer any change to the terms of service, end-user licence agreement, privacy policy or community guidelines which may affect the Campaign or the Eligible Customer's eligibility, participation or entitlements; or

- (v) any dispute between the Eligible Customer and other third-party platform provider.
- (e) CelcomDigi does not warrant or represent the compatibility, performance, security or fitness for purpose of any third-party platform, application or service used in connection with the Campaign, and all such third-party platforms, applications and services are provided on an "as is" and "as available" basis.
- (f) CelcomDigi and/or the Specified Persons shall not be liable for and hereby expressly exclude any losses, damages, rights, claims and actions in connection with the Campaign of any kind, including without limitation the following:
 - (i) telephone, electronic, hardware or software program, network, Internet, server or computer malfunctions, failures, interruptions, miscommunications or difficulties of any kind, whether human, mechanical or electrical, including, without limitation to, the incorrect or inaccurate capture of entry information online;
 - (ii) late, lost, delayed, misdirected, incomplete, illegible or unintelligible e-mails or other communications;
 - (iii) virus attacks and/or any other malicious software infection to the Eligible Customers'/subscribers' mobile phones arising from the downloading of contents;
 - (iv) any failed, incomplete, lost, garbled, jumbled, interrupted, unavailable or delayed electronic transmissions;
 - (v) any default or condition caused by events beyond the control of CelcomDigi (including, without limitation, those due to any act of God, war, riot, strike, lockout, industrial action, fire, flood, drought or storm);
 - (vi) any printing or typographical errors in any materials associated with the Campaign; and
 - (vii) any claims by third party for infringement of intellectual property rights, howsoever arising and whether in contract, tort, negligence or any other theory of law (even if CelcomDigi has been advised of the possibility of such losses, damages, rights, claims or damages in advance)

"Specified Persons" means CelcomDigi and its employees, officers, directors, shareholders, related corporations (as defined in the Companies Act 2006), agents, representatives and contractors.

5.2. CelcomDigi may at any time and from time to time:

- (a) verify the validity and/or reject any entries at its sole and absolute discretion without having to assign any reasons whatsoever.
- (b) vary, delete or add to any of the Terms without any prior notice;
- (c) alter, cancel, terminate or suspend the Campaign and/or any part thereof without any prior notice; and

5.3. In addition to paragraph 5.2 above:

- (a) any incomplete, indecipherable, illegible or incorrect, fraudulent, unlawful or deceitful entries or any entry which violates the Terms (all in the sole and absolute opinion of CelcomDigi) will automatically be disqualified without requirement for any prior notice;
- (b) any alteration, cancellation, termination or suspension of the Campaign by CelcomDigi shall not entitle the Eligible Customer to any claim against CelcomDigi for any and all loss, liabilities, damage, charges or amounts.

5.4. A failure by CelcomDigi to enforce any of the Terms in respect of an Eligible Customer shall not give rise to any claim by another Eligible Customer on such grounds.

5.5. Any determination made by CelcomDigi in connection with the Campaign shall, in the absence of fraud, be final and conclusive.

5.6. Any dispute in connection with the Campaign or the Terms shall be governed and construed in accordance with the laws of Malaysia and parties shall submit to the exclusive jurisdiction of the Courts of Malaysia.

5.7. All other terms and conditions governing the use of any of CelcomDigi services in connection with the Campaign apply in addition to the Terms.