

CelcomDigi WebSHIELD ("Add-Ons")

CelcomDigi WebSHIELD is a web safety and protection service by Cisco and made available by CelcomDigi to its customers protecting against websites that may contain phishing, malware, or ransomware. However, no security solution can guarantee complete protection or block every risk 100% of the time. While CelcomDigi WebSHIELD adds a strong layer of defense, Customers remain responsible for exercising caution and practicing safe browsing habits. CelcomDigi shall not be liable for any loss or damage arising from threats that bypass the protection offered by CelcomDigi WebSHIELD.

The full terms and conditions of the use of the selected products and/or services are as set out at [CelcomDigi website](#) ("**General Terms**"), including CelcomDigi Privacy Notice as set out at [CelcomDigi Privacy Notice](#) all of which form an integral part of full terms and conditions of the said products and/or services (collectively, the "**Terms and Conditions**").

All terms and references used herein shall be the same as the General Terms unless otherwise defined. In the event there is a conflict or inconsistency between these Terms and Conditions and the General Terms, the Terms and Conditions herein shall take precedence.

1. Each Customer (as defined below) acknowledges that they have carefully read, fully understood, and expressly agree to be legally 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 reserves 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. **Add-Ons**

- 5.1. **Availability**

This Add-Ons shall commence on 21 August 2025.

Any changes or discontinuation thereof shall be at the sole discretion of CelcomDigi.

- 5.2. **Eligibility**

The Add-Ons shall be applicable to all CelcomDigi Postpaid and Prepaid customers (herein defined as "**Customer**").

- 5.3. **Add-Ons Subscription**

The details of Add-Ons are as follows:

- 5.3.1. **Offer 1: WebSHIELD Add-Ons**

- 5.3.1.1. Offer 1 shall be made available to all CelcomDigi Postpaid and Prepaid plans, unless expressly excluded.

- 5.3.1.2. Offer 1 does not apply to CelcomDigi Business Customers.

- 5.3.1.3. Offer 1 shall be purchased through the CelcomDigi App or by walk-in to any of CelcomDigi's physical retail or franchise outlets.

5.3.1.4. From 4 August 2026 onwards, Offer 1 subscription fee shall be as below:

- a) First-time Subscription Fee for new subscribers shall be RM3.00/month;
- b) Subscription Renewal Fee for all existing and new subscriptions shall be charged at RM3.00/month;
- c) Subscription details as stated in Table 1.

Promotion Period: 4 August 2026 onwards				
Subscription	Promotional First-time Subscription Fee*	Promotional Subscription Renewal Fee*	Subscription Validity	Auto-Renewal
CelcomDigi WebSHIELD	RM3.00/month	RM3.00/month	30 days	Yes

Table 1: From 4 August 2026 onwards

* Fees above are exclusive of the 8% Sales and Service Tax (SST).

5.3.1.5. From 7 April 2026 until 3 August 2026, subscription fee shall be as below:

- a) First-time Subscription Fee for new subscribers shall be RM1.00/month;
- b) Subscription Renewal Fee for all existing and new subscriptions shall be RM3.00/month;
- c) Subscription details as stated in Table 2.

Promotion Period: 7 April 2026 until 3 August 2026				
Subscription	Promotional First-time Subscription Fee*	Promotional Subscription Renewal Fee*	Subscription Validity	Auto-Renewal
CelcomDigi WebSHIELD	RM1.00/month	RM3.00/month	30 days	Yes

Table 2: From 7 April 2026 until 3 August 2026

* Fees above are exclusive of the 8% Sales and Service Tax (SST).

- 5.3.1.6. From 21 August 2025 to 6 April 2026, subscription fee shall be as below:
- a) First-time Subscription Fee for new subscribers shall be RM1.00/month;
 - b) From 21 August 2025 to 6 April 2026, the Subscription Renewal Fee for all existing and new subscriptions shall be RM1.00/month;
 - c) Subscription details as stated in Table 3.

Promotion Period: 21 Aug 2025 until 6 April 2026				
Subscription	Promotional First-time Subscription Fee*	Promotional Subscription Renewal Fee*	Subscription Validity	Auto-Renewal
CelcomDigi WebSHIELD	RM1.00/month	RM1.00/month	30 days	Yes

Table 3: 21 Aug 2025 until 6 April 2026

* Fees above are exclusive of the 8% Sales and Service Tax (SST).

- 5.3.1.7. Once the purchase is successful, full charges shall apply with no refund allowed. This is applicable to events including line termination, early cancellation of Add-Ons, and change of rate plan to non-eligible rate plans.
- 5.3.1.8. Offer 1 subscription period is stipulated as the time from which the Customer subscribes to the Add-Ons OR has his/her subscription renewed before the end of the day that is 11.59 p.m. OR when the next renewal takes place. For the avoidance of doubt, renewal of subscription is scheduled at 12.00 a.m. Nonetheless, due to common systems behavior where processing (in this case subscription renewal) is sequential in nature, renewal for all Customers shall be in queue OR immediately after 12.00 a.m. if there is usage triggered by the Customer.

- 5.3.1.9. Customers' subscriptions shall be renewed according to its validity. CelcomDigi shall send an SMS notification upon successful renewal. However, CelcomDigi does not guarantee the timeliness of the subscription renewal and shall not bear responsibility for any damages incurred directly or indirectly due to a delayed or failed renewal within the stipulated renewal window as stated in this clause.
- 5.3.1.10. If the renewal fails for any reason whatsoever, CelcomDigi shall send notification via SMS to the Customer to inform the Customer of the failure. Failure of renewal may be due to inter alia either insufficient credit in the Customer's main credit balance OR the Customer is currently in inactive status due to validity. However, CelcomDigi shall not bear responsibility for any damages incurred directly or indirectly due to or consequences of failure to send out the SMS notification within the stipulated renewal window as stated in this clause.
- 5.3.1.11. In the event of a failed renewal due to insufficient credit or suspended status due to validity, CelcomDigi shall renew such subscription once the Customers have made the necessary top up or reload.
- 5.3.1.12. The Add-Ons are on auto-renewed subscription. THE CUSTOMERS MUST TERMINATE THEIR SUBSCRIPTIONS IF THEY WISH TO DISCONTINUE THEIR SUBSCRIPTIONS.
- 5.3.1.13. In the event of early cancellation of Add-Ons or termination of the Customer's mobile number, the subscription is also terminated with immediate effect.

5.3.2. Offer 2: Freedom Add-Ons WebSHIELD

Contract	Offer	Subscription Fee	Renewal Cycle
Freedom Add-Ons with 12-month contract	WebSHIELD	RM0.00	Monthly and auto-renewal

Table 4

- 5.3.2.1. Offer 2 is a Twelve (12) month contract that provides additional savings to the Customers in the form of free subscription ("**Term**").
- 5.3.2.2. Offer 2 is available only to Customer's mobile number who do have an active contract with CelcomDigi. Each mobile number shall have only one (1) active contract with CelcomDigi at any time.
- 5.3.2.3. Offer 2 shall be purchased through CelcomDigi App, or by walk-in to any of CelcomDigi's physical retail or franchise outlets.
- 5.3.2.4. Freedom Add-Ons WebSHIELD is available to all eligible CelcomDigi customers. For eligibility details, please refer to [CelcomDigi Postpaid Freedom Add-Ons & Mega Add-Ons Product Disclosure Sheet](#).
- 5.3.2.5. During the Term, in the event the Customer opt to change from one Freedom Add-Ons Contract to another or to add devices offerings ("**Change(s)**") shall be subjected to the following conditions:
- If Customer performs a Freedom Add-Ons Change after a period of less than 2 months from commencement of the said contract, Customer shall pay RM30 as penalty fee for premature termination of the said contract;
 - If Customer performs a Freedom Add-Ons Change after a period of more than 2 months, penalty fee will be waived;
 - Subject to the effective date of the Change, all benefits from

the previous contract shall be forfeited and new contract date shall commence on the effective date of the Change;

- d) CelcomDigi reserves the right to charge any administrative fee arising from each Change request by the Customers.

5.3.2.6. During the Term, in the event the Customer opt to upgrade his/her Postpaid plan to a higher value plan, the terms of the Contract shall remain unchanged.

5.3.2.7. During the Term, in the event the Customer opt to downgrade his/her Postpaid plan to a lower value plan, the terms of the Contract shall be terminated, and Customer shall subject to a penalty fee as outlined in Clause 5.3.2.5 (a) and (b) for termination of the Terms and Conditions.

5.4. Other Conditions

5.4.1. The Add-Ons cannot be transferred to any other mobile number. Multiple subscriptions of the same Add-Ons are not allowed.

5.4.2. Customers shall maintain an active CelcomDigi line to subscribe to the Add-Ons. For clarity, active means the Customers shall be able to make and return calls.

5.4.3. This Add-Ons is not available to Customers with any outstanding bills and/or if their line is suspended or deactivated by CelcomDigi.

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. 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 the Customers or 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.
5. 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.
6. All other terms and conditions governing the use of any of CelcomDigi mobile telecommunication services shall apply herein mutatis mutandis.