

CelcomDigi Tourist SIM

This CelcomDigi Tourist SIM ("**Plan**") is a prepaid plan made available by CelcomDigi Mobile Sdn. Bhd. [Company No. 197601002188 (27910-A)] ("**Celcom**") and CelcomDigi Telecommunications Sdn. Bhd. [Company No. 199001009711 (201283M)] ("**Digi**") (Individually known as Celcom or Digi and collectively known as "**CelcomDigi**" for the purpose of this Terms & Conditions).

These Terms and Conditions shall be read together with CelcomDigi General Terms and Conditions, Privacy Notice / Data Protection Statement and Fair Usage Policy available at CelcomDigi's website <https://www.celcomdigi.com/terms-and-conditions> (collectively, the "**Terms and Conditions**"), all of which form an integral part hereof.

All terms and references used herein shall be the same as CelcomDigi General Terms and Conditions unless otherwise defined. By subscribing to or using the Plan, you acknowledge that you have read, understood and agreed to be bound by these Terms and Conditions.

GENERAL

- A. Where any application or services are bundled with the Plan, CelcomDigi reserves the sole and absolute right to amend, substitute, suspend or withdraw such offering at any time without prior notice. Any such change shall not entitle the Customer to any claim, refund or compensation (whether in cash or in kind).
- B. CelcomDigi shall not be responsible in any way for any subscription activated by a third party without the Customer's knowledge or consent. CelcomDigi shall not refund or compensate the Customer in any manner whatsoever in such situations.
- C. CelcomDigi reserves the rights at its absolute discretion and without liability to vary amend, delete or add to any part of these Terms and Conditions, including but not limited to Plan features from time to time without prior notice. Continued use of the Plan and/or service constitutes acceptance of such changes. Customers are responsible for reviewing the latest terms at <https://www.celcomdigi.com>.
- D. CelcomDigi may suspend or terminate the Plan or any part thereof without prior notice and shall not be liable for any loss, damage or inconvenience arising therefrom.

1. Eligibility

- 1.1. The Plan is available only to new Celcom and Digi Prepaid Customers with a valid foreign passport.
- 1.2. Customers must be at least twelve (12) years of age. CelcomDigi reserves the right to request proof of age (e.g. NRIC or passport) at registration or any time thereafter and to reject or terminate registration if such proof is not satisfactory or the Customer is underage.
- 1.3. Customers may register a maximum of five (5) accounts under the Plan.

2. Registration

- 2.1. Customers must provide an original copy of passport during registration.
- 2.2. Alternatively, Customers may register for the e-SIM via the CelcomDigi website by completing the electronic Know Your Customer (eKYC) process, which includes scanning of passport and undergoing facial recognition verification.
- 2.3. Registration is deemed successful upon receipt of a confirmation SMS from CelcomDigi.

3. Plan Rates

- 3.1. The available passes under the Plan:

Pass Name	Price	Quota	Hotspot	Calls	Roaming	IDD	Validity	Auto Renewal
3-Day Unlimited Tourist Pass [Online Exclusive]	RM15	Unlimited (18mbps) FUP: 10GB	X	Unlimited Calls (1000 Minutes)	-	-	3 days	X
7-Day Unlimited Tourist Pass	RM25	Unlimited (18mbps) FUP: 100GB	Shared with FUP	Unlimited Calls (1000 Minutes)	-	-	7 days	X
14-Day Unlimited Tourist Pass	RM35	Unlimited (18mbps) FUP: 200GB	Shared with FUP	Unlimited Calls (1000 Minutes)	Asean Quota: 3GB	Asean Quota: 15 Min	14 days	X

Pass Name	Price	Quota	Hotspot	Calls	Roaming	IDD	Validity	Auto Renewal
30-Day Unlimited Tourist Pass	RM60	Unlimited (18mbps) FUP: 200GB	Shared with FUP	Unlimited Calls (1000 Minutes)	Asean Quota: 3GB	Asean Quota : 30 Min	30 days	X
30-Day High Speed Tourist Pass	RM60	200GB (100mbps)	Shared with FUP	Unlimited Calls (1000 Minutes)	Asean Quota: 3GB	Asean Quota : 30 Min	30 days	X

Note:

- All "Unlimited" data plans are subject to a Fair Usage Policy ("**FUP**"). Upon reaching the applicable FUP quota, CelcomDigi reserves the right to reduce data speeds.
- Where a specific speed is indicated (e.g., 18 Mbps), such speed represents the maximum achievable speed under optimal conditions.
- For passes without specified speeds, internet access is provided on a best-effort basis and may vary depending on network conditions, congestion, device capability, signal strength and location.
- Unlimited Calls apply to all domestic networks within Malaysian only, and exclude video calls, calls to toll-free numbers, and calls to numbers with special charges (including, without limitation, 1-300/1-800/600, 121, TM100, 1MOCC, IDD calls to Singapore and IDD or border calls to Brunei).
- Selected passes include limited roaming data and IDD minutes within ASEAN countries only, as specified.
- Any usage beyond the allocated quotas shall be charged at prevailing rates.

3.2. Upon full utilisation of the allocated 1,000 Minutes of Unlimited Calls, the following pay-per-use rates shall apply to the Plan:

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/min
MMS	To all networks within Malaysia	50sen/min

- 3.3. CelcomDigi shall deduct charges from the Customer's available balance based on actual usage at the applicable rates.
- 3.4. CelcomDigi reserves the right to revise the rates stated above at any time without prior notice.
- 3.5. Charges for [International Roaming](#) and [International Direct Dial \(IDD\)](#) shall be as published on CelcomDigi's official website and may be amended from time to time.
- 3.6. Each subscription is valid only for the duration specified in the selected Internet Pass.
- 3.7. All unused data, roaming quota, or IDD minutes shall expire upon the expiry of the Internet Pass validity and shall not be carried forward.
- 3.8. Internet Passes are strictly non-renewable and will not auto-renew upon expiry.
- 3.9. Access to 5G services is subject to:
- (a) Availability of 5G network coverage;
 - (b) Use of a 5G-capable and supported device;
 - (c) Updated device software; and
 - (d) A compatible 4G LTE-enabled SIM.
- 3.10. Customers outside 5G coverage areas will continue to receive 4G connectivity where available.
- 3.11. Upon successful subscription to the Plan, the Customer will receive an SMS confirmation from CelcomDigi. Customers may check their pass validity and balance via:
- (a) CelcomDigi mobile application; or
 - (b) UMB code: *118#
- 3.12. CelcomDigi may send SMS reminders prior to pass expiry, including notifications on options for repurchase.
- 3.13. All applicable charges shall be deducted from the Customer's available balance in real-time. The Customer is responsible for ensuring sufficient prepaid balance for usage and subscription.
- 3.14. CelcomDigi reserves the right to suspend or terminate Plan in the event of insufficient balance or misuse.

- 3.15. This Plan is intended solely for standard person-to-person voice calls and text messaging and is not to be used for any commercial and/or non-standard usage. "Non-standard usage" includes, without limitation, activities such as multiple simultaneous calling, conference calling, re-supply activities, call centre operations, telemarketing, bulk messaging, application-to-person communications, continuous call forwarding, auto-dialling, machine-to-machine communications (including the use of the SIM card in any device other than a mobile handset), use of Cellular Trunking Units (CTUs), or any other activity which CelcomDigi, at its sole discretion, determines to constitute non-standard usage. Any excessive, commercial and/or non-personal usage may be subject to applicable pay-per-use call rates.

4. Credit Expiry/ Validity

- 4.1. Prepaid credit may only be used while the account is active. To maintain an active Plan, Customers must perform a credit reload or subscribe to a One-Time Pass. Prepaid credit or balance in the Plan account is non-transferable and non-redeemable for cash.
- 4.2. Upon expiry of account validity, Customers have five (5) days to reactivate their account, failing which their mobile number and account may be terminated and recycled without any further notice.

5. Account Lifecycle

Lifecycle Status	Description
Active Period (Follows subscription validity)	The account is active when the Customer: • Performs a credit reload; or • Subscribes to the Plan.
Grace Period (5 days)	Upon expiry of the Active Period: (a) Customers may receive incoming SMS only; (b) Voice calls, outgoing SMS and mobile data usage are barred; (c) all unused credit and data are suspended. Reactivation requires credit reload or subscription to a One-Time Pass.
Termination	Failure to reactivate the account within the Grace Period shall result in termination. Any remaining credit or data will be forfeited, and the mobile number may be recycled.

6. Change of Plan

- 6.1. Existing Celcom and/or Digi Prepaid Customers are not permitted to migrate from their current Prepaid plan to this Plan.

7. Reload and Validity Period

- 7.1. Account validity shall be extended upon successful reload in accordance with the prevailing reload validity as set out in the Table below.

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:

- (a) Minimum reload denomination is RM5 and maximum is RM200.
(a) Non-Malaysian will be subjected to 6% Sales and Service Tax (SST).

- 7.2. Validity extensions are effective from the reload date and are not cumulative.
- 7.3. No extension applies if the new validity period is shorter than the existing validity.
- 7.4. Customers will receive notification upon successful reload.
- 7.5. The maximum prepaid credit balance permitted is Ringgit Malaysia One Thousand (RM1,000) at any time.

8. Auto Reload via CelcomDigi app

- 8.1. Auto Reload Service shall take effect upon successful registration and remain active until terminated.
- 8.2. Customers may subscribe to or cancel Auto Reload Service via CelcomDigi App.

- 8.3. CelcomDigi may permit payment via third-party credit or charge card, subject to applicable terms.
- 8.4. Customers are responsible for notifying CelcomDigi immediately if their devices, credit or charge card is lost, stolen, expired or terminated.
- 8.5. By subscribing, Customers authorise CelcomDigi to verify card details with relevant financial institutions.
- 8.6. CelcomDigi accept Visa and MasterCard issued by financial institutions in Malaysia.
- 8.7. Auto Reload may be scheduled on any date between the 1st and 28th of each month.

9. **Multiple subscription**

- 9.1. A Customer is permitted to have only one (1) active Plan at any given time. In the event the Customer subscribes to a new Plan while an existing Plan is still active, the existing Plan shall be automatically terminated and any remaining validity period and unused quota (if any) shall be immediately forfeited without compensation or refund.

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

- 10.1. Customers subscribing to the Plan with unlimited internet quota shall be subject to this Fair Usage Policy ("FUP").
- 10.2. The applicable FUP quota varies depending on the selected Internet Pass, ranging from 10GB up to 200GB, as specified for each pass.
- 10.3. Unless a separate hotspot quota is expressly provided, any hotspot or tethering usage shall be deducted from and subject to the FUP quota of the respective Internet Pass.
- 10.4. The maximum internet speeds for each Internet Pass shall be as specified under the relevant Plan and are subject to network conditions and applicable limitations.
- 10.5. Upon full utilisation of the applicable FUP quota, CelcomDigi reserves the right to reduce the internet speed to up to 512 kbps for the remainder of the validity period of the Internet Pass.
- 10.6. Where the Customer has purchased any additional Internet quota, such quota shall be utilised prior to any speed reduction. Upon full utilisation of the additional Internet quota, the Customer's internet speed shall be further reduced to up to 64 kbps until expiry of the applicable pass.

General Terms

1. CelcomDigi does not guarantee that the access to or use of the Plan will be uninterrupted or free from defects, errors, or failures. CelcomDigi shall not be liable for any loss or damage, whether direct or indirect, arising from any such failure or from any issues associated with the network.
2. CelcomDigi reserves its absolute right and discretion to enforce the Fair Usage Policy if the Customer is suspected of abusing the services, including but not limited to excessive or abnormal internet usage beyond allocated quota.
3. CelcomDigi shall not be liable in any manner whatsoever to 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 by the Customer.
4. These 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.
5. All other terms and conditions governing CelcomDigi's mobile telecommunication services shall apply to this Plan, mutatis mutandis.