

CelcomDigi Home Backup (“Add Ons”)

The full terms and conditions of the use of the selected products and/or services are as set out at [CelcomDigi](#) ("**General Terms**"), including the 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**").

The Terms and Conditions are also accessible via CelcomDigi’s website at [Terms & 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) agrees that he/she has read and understood the Terms and Conditions and by his or her purchasing/subscribing to the Add Ons, each subscriber agrees to be bound by the Terms and Conditions.
2. CelcomDigi does 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 reserves 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

5.1.1 This Add Ons shall be made available from 12 August 2026.

5.1.2 Customer shall visit and register for the Add Ons at any CelcomDigi physical retail stores.

5.1.3 For registration purposes, Customer shall be required to provide personal information including but not limited to contact number, email address, and the service address for router installation. For avoidance of doubt, CelcomDigi reserves the right to examine and verify your identity and personal information through biometric means.

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

5.2 Eligibility

5.2.1 This Add Ons shall be applicable to all CelcomDigi Fibre subscribers only within CelcomDigi mobile coverage and on any of the following plans ("**Eligible Plans**") excluding persons mentioned in Clause 5.2.2 (herein defined as "**Customer**"):

- a) CelcomDigi Fibre 100Mbps;
- b) CelcomDigi Fibre 300Mbps;
- c) CelcomDigi Fibre 500Mbps;
- d) CelcomDigi Fibre 1Gbps; or
- e) CelcomDigi Fibre 2Gbps

5.2.2 The following persons are excluded as Customer for this Add Ons:

- a) Customer with any outstanding payments with CelcomDigi; or
- b) Customer is blacklisted by any other fixed and/or mobile telecommunications providers; or

- c) Customer fails the credit worthiness check. In this regard, Customer hereby consents and allows CelcomDigi to conduct any credit check on Customer; and/or
- d) CelcomDigi has the reasonable opinion that Customer is using the Subscription for any illegal activities.

5.3 Add Ons Subscription

5.3.1 The available Add Ons subscription (“**Subscription**”) are listed as per Table 1:

CelcomDigi Home Backup	
Monthly Price	RM 9/month
Device Upfront	RM0
One Time Fee	RM 10 – one time processing fee RM5 – one time SIM fee
Monthly Internet Quota	Unlimited with Fair Usage Policy
Contract Period	12 months
Non-Malaysian Deposit Fee	RM500 (registration with Passport)
Service Penalty	Remaining balance based on months left on the contract
Device	Dongle

Table 1: Add Ons Subscription

- 5.3.2 All applicable taxes and charges shall apply.
- 5.3.3 CelcomDigi reserves the right to revise the Monthly Price at any time without prior notice.
- 5.3.4 CelcomDigi reserves the right to amend the Add Ons from time to time at its discretion or to withdraw the Add Ons at any time without assigning reasons for such withdrawal and migrate the Customer to another Add Ons or promotional package as CelcomDigi deems fit.
- 5.3.5 The Add Ons applies to local data usage only, whereby International Voice and SMS inclusive Roaming services are excluded.
- 5.3.6 The unlimited internet quota is subject to CelcomDigi’s Fair Usage Policy (“**FUP**”)

to ensure optimal network performance for all users. After FUP quota threshold, the Customer shall continue to enjoy unlimited access; however, CelcomDigi reserves the absolute discretion to manage connection speeds to maintain overall service quality.

5.3.7 CelcomDigi reserves the right to withhold and block all downloads from any torrent site.

5.3.8 To ensure the best connectivity experience, the provided SIM must remain within the provided dongle and be attached to CelcomDigi's router at all times. If the SIM is used in other devices, CelcomDigi shall have the right to terminate the subscription, and service penalty fee shall apply.

5.4 Upfront or Advance Payment

5.4.1 For Customer who is a passport holder, the Customer shall pay the applicable Non-Malaysian Deposit as set out in the Table 1.

5.4.2 A one-time processing fee of RM10 shall be charged to the Customer who registers for the Add Ons as administration, application processing and maintenance of the Customer's connectivity. This fee shall be reflected in the Customer's first bill.

5.4.3 A one-time SIM fee of RM5 shall be charged to the Customer who registers for the Add Ons as a provision for a new SIM Card.

5.5 Contract Period and Service Penalty

5.5.1 The Subscription is subject to a minimum contract period of twelve (12) months (**"Contract Period"**).

5.5.2 Registration date shall be deemed to be same as the contract commencement date.

5.5.3 Any request of termination of the Subscription shall require the Customer to walk-in to any CelcomDigi physical retail stores.

5.5.4 In the event of an early termination, the Customer shall subject to service penalty (**"Service Penalty"**) for the remaining months in the Contract Period. An example is shown in Table 2:

Total Monthly Price for Contract Period (RM9 x 12 months)	RM108
Remaining Months in the Contract	2 months
Service Penalty to Customer	RM18

Table 2: Service Penalty

6 Other Conditions

6.1 Warranty

6.1.1 The Add Ons dongle comes with a twelve (12) months warranty ("**Warranty**"). For the avoidance of doubt, the Warranty does not cover damages or loss of the Add Ons dongle resulting from:

- a) normal wear and tear;
- b) cosmetic defects that do not affect functionality;
- c) unauthorised disassembly, repair, alteration or modifications including unauthorised connection carried out by Customer on the Add Ons dongle;
- d) misuse, abuse, negligence or accident howsoever caused the Add Ons dongle;
- e) improper testing, operation, maintenance, installation, or any alteration or modification of the Add Ons dongle; and
- f) corrosion, rust or the use of wrong voltage or natural oxidation.

6.1.2 Subject to the Warranty exclusion set out in 6.1.1, in the event of a faulty dongle, the resolution is as follows:

- a) If the fault occurs within the first twelve (12) months of the Contract Period, Customer shall be entitled to a one-for-one device replacement at no additional charge, subject to verification and the applicable warranty terms.

6.1.3 The Warranty shall not be applicable upon the following events:

- a) the expiry of the respective Add Ons Warranty period;
- b) the serial number or warranty seal have been altered, defaced or removed;

- c) the labels have been destroyed, moved or modified; and
- d) the serial number differs from the serial number captured in the system based on Customer's acknowledgement of the service activation.

6.1.4 Customer accepts and acknowledges that the device is subject to the device manufacturer's standard warranty and CelcomDigi shall not be responsible and/or liable for the device and/or any loss and/or damage whatsoever suffered by the Customer.

6.2 Ownership

6.2.1 The Add Ons dongle shall remain the property of CelcomDigi during the Contract Period.

6.2.2 Customer may keep the dongle if Customer terminates the Subscription during the Contract Period which is subject to Customer making full payment of the Service Penalty and any outstanding balance in the monthly bill. For the purpose of clarity, the usage of dongle shall be locked solely with CelcomDigi SIM card.

6.3 Damage to the Add Ons Dongle

6.3.1 The Customer shall be liable to pay the applicable Service Penalty for any loss of or damage to the Add Ons dongle during the remaining Contract Period, including but not limited to loss or damage arising from fire, theft, negligence, willful destruction, misuse or improper usage. In the event of such loss or damage, should the Customer wish to continue using the Service, the Customer shall be required to subscribe to a new Add Ons under a new Contract Period.

6.4 Disclaimer

6.4.1 This Add Ons is provided on a "best effort" basis. CelcomDigi disclaims all liability and makes no express or implied representation or warranties of any kind in relation to the service including but not limited to:

- a) availability, accessibility, timeliness, continuous and uninterrupted use

- of the service or secure access to the Internet; and
- b) sequence, accuracy, completeness, timeliness or the security of any data, content or information provided to you as part of the Subscription.

6.4.2 Speed depends on factors such as dongle capability, location, coverage, distance from communications tower and number of simultaneous users. Once Customer allocated internet quota finishes, the speed will be managed to a lower speed until Customer next billing cycle.

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 Subscription. 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 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.
5. CelcomDigi shall not be liable in any manner whatsoever to the Customers 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.

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