

CelcomDigi Home Mesh Add On Service (“Add Ons”)

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 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 and franchise outlets.
- 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 on any of the following plans excluding persons mentioned in Clause 5.2.4 (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 Customer shall be entitled to subscribe to a maximum of two (2) Home Mesh units, including any free/complementary under one (1) service number.
- 5.2.3 The mesh device shall be based on the Customer’s existing fibre router model as stated below:
 - a) Customer with a WiFi 6 router is solely eligible for a WiFi 6 Mesh;
 - b) Customer with a WiFi 7 router is solely eligible for a WiFi 7 Mesh or Premium WiFi 7 Mesh.
- 5.2.4 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 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 plans ("**Subscription**") are listed as per Table 1.

CelcomDigi Home Mesh Add On Service			
Plan	WiFi 6 mesh	WiFi 7 mesh	Premium WiFi 7 mesh
Monthly Price	RM15/month	RM15/month	RM20/month
Device Upfront	RM0		
Contract Period	24 months		
Non-Malaysian Deposit Fee	RM500 (registration with Passport)		
Service Penalty	Remaining balance based on months left on the contract		

Table 1: Add Ons subscription

- 5.3.2 The Monthly Price shall be included in and billed together with the Customer's monthly CelcomDigi Fibre bill.
- 5.3.3 All applicable taxes and charges shall apply.
- 5.3.4 CelcomDigi reserves the right to revise the Monthly Price at any time without prior notice.
- 5.3.5 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.
- 5.3.6 Auto-billing is mandatory for credit card payment by the Customer. All successful registration cannot be cancelled.

5.4 Change of Eligibility Plan and Relocation

- 5.4.1 This Add Ons shall be automatically carried forward when the Customer upgrades to an Eligible Plan during the Contract Period. Any downgrade of the plan during the Contract Period shall

constitute an early termination or change of service, and the applicable penalties and charges shall apply as listed as in Table 2.

	CelcomDigi Fibre 100Mbps	CelcomDigi Fibre 300Mbps	CelcomDigi Fibre 500Mbps	CelcomDigi Fibre 1Gbps	CelcomDigi Fibre 2Gbps
CelcomDigi Fibre 100Mbps	N/A	Add Ons carried forward			
CelcomDigi Fibre 300Mbps	Service Penalty	N/A	Add Ons carried forward		
CelcomDigi Fibre 500Mbps	Service Penalty		N/A	Add Ons carried forward	
CelcomDigi Fibre 1Gbps	Service Penalty			N/A	Add Ons carried forward
CelcomDigi Fibre 2Gbps	Service Penalty				N/A

Table 2

5.4.2 If the Customer requests for relocation of the Fibre Internet Service while subscribing to the Add Ons, the Add Ons shall be deemed terminated on the relocation date, and subject to Service Penalty as stated in Table 1. Subject to service coverage and availability at the new service location, the Customer may continue to use the Add Ons at the new location under the prevailing terms applicable at such time.

5.5 Contract Period and Service Penalty

5.5.1 The Subscription is subject to a minimum contract period of twenty-four (24) months ("**Contract Period**").

5.5.2 Activation date shall be deemed as the contract commencement date.

5.5.3 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 3:

Total Monthly Price for Contract Period	RM480
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(RM20 x 24 months)	
Remaining Months in the Contract	10 months
Service Penalty to Customer	RM200 (RM20 x 10 months)

Table 3: Service Penalty

5 Other Conditions

6.1 Device and Usage

6.1.1 The mesh device is intended to work within the Customer's premises and in conjunction with a compatible main router.

6.1.2 Actual performance, coverage and speed may vary depending on:

- a) Home layout and building materials
- b) Interference from other devices
- c) Placement of mesh units
- d) Number of connected devices

6.1.3 CelcomDigi does not guarantee full coverage or maximum speed performance in all environments.

6.2 Installation and Support

6.2.1 Installation and support shall be provided by CelcomDigi or its appointed partners.

6.2.2 CelcomDigi reserves the right to determine the installation arrangements and scheduling.

6.3 Warranty

5.3.1 The Add Ons mesh device comes with a twelve (24) months warranty ("**Warranty**"). For the avoidance of doubt, the **Warranty** does not cover damages or loss of the Add Ons mesh device 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 mesh device;

- d) misuse, abuse, negligence or accident howsoever caused the Add Ons mesh device;
- e) improper testing, operation, maintenance, installation, or any alteration or modification of the Add Ons mesh device; and
- f) corrosion, rust or the use of wrong voltage or natural oxidation.

5.3.2 Subject to the Warranty exclusion set out in Clause 6.3.1, in the event of a faulty mesh device, the resolution is as follows:

- a) If the fault occurs within the first twenty four (24) 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.

6.3.3 Warranty if applicable does not cover damage caused by:

- a) Misuse, negligence, or unauthorized modifications;
- b) Improper installation or external factors.

6.3.4 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.

6.4 Ownership

6.4.1 The mesh device shall remain the property of CelcomDigi during the Contract Period.

6.5 Disclaimer

6.5.1 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.

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

6.5.3 Your usage of this Add Ons is subject to the CelcomDigi Fair Usage Policy.

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.