

Juara Keren 5G

This Juara Keren 5G ("**Plan**") is a prepaid plan made available by CelcomDigi Mobile Sdn. Bhd. [Company No. 197601002188 (27910-A)] ("**CelcomDigi**") subject to the terms and conditions provided herein.

The full terms and conditions of the use of the selected products and/or services is subject to the [Celcom General Terms and Conditions](#) ("**General Terms and Conditions**"), respective CelcomDigi's Privacy Notice / Data Protection Statement and Data Protection Obligations found on [CelcomDigi's Privacy Notice](#) all of which form an integral part of full terms and conditions of the products and/or services (collectively referred to as the "**Terms and Conditions**").

All terms and references used herein shall be the same as the General Terms and Conditions unless otherwise defined. You acknowledge that you have read and fully understood these Terms and Conditions. Your use of the products and/or services, upon activation, constitutes unconditional acceptance to be bound by these Terms and Conditions as may be amended from time to time by CelcomDigi.

- Where application services are bundled with the Plan, CelcomDigi reserves the sole and absolute right to cease, alter or suspend or substitute the application services bundled offerings at any time without prior notice. For the avoidance of doubt, such alteration, cancellation, termination or suspension by CelcomDigi does not entitle the Customers to any claim or compensation against CelcomDigi (in cash or in kind) for any and all loss or damage suffered or incurred by the Customers as a direct or indirect result of the act of alteration, cancellation, termination or suspension.
- CelcomDigi shall not be responsible in any way in the event that the Customer's subscription of the Plan was activated by a third party without his/her consent. CelcomDigi shall not refund nor compensate the Customer in any manner whatsoever in such situations.
- CelcomDigi reserves the rights at its absolute discretion without liability to vary, delete or add to any of these Terms and Conditions, including but not limited to any feature for the Plans, from time to time without prior notice to the Customer as it deems fit. Continued use of this Plan and/or service following any changes to these Terms and Conditions constitutes an acceptance to those changes (if any). Customer accepts to be responsible for regularly reviewing information on the Plan at <https://www.celcomdigi.com>.
- CelcomDigi reserves the right to make any alteration or changes to the Terms and Conditions or any part thereof or suspend the Subscription or any part thereof without prior notice and CelcomDigi shall not be liable to the Customers for any loss or

inconvenience resulting therefrom.

1. Eligibility

- 1.1. This Plan is available to all customers who are twelve (12) years old and above and meet the following eligibility criteria ("**Customers**"):
- a) Customers aged twelve (12) years to seventeen (17) years (both dates inclusive) ("**Minor**") shall require the consent of a parent or legal guardian for Plan registration. The Minor and the consenting parent or legal guardian shall be required to be present during registration and biometric verification;
 - b) Customers with MyKad, MyTentera, MyPR or MyKAS shall be able to register up to a maximum of five (5) prepaid SIM cards with CelcomDigi;
 - c) Non-Malaysian Customers who are holding a valid passport shall be able to register up to a maximum of two (2) prepaid SIM cards with CelcomDigi.
 - d) Sign up to any of following subscription types:
 - i. New Prepaid Line Registration;
 - ii. Mobile Number Portability ("**MNP**") or
 - iii. Existing Prepaid Change of Plan.

2. Registration

- 2.1. To register for this Plan, the Customer shall provide the following original identification document and any additional documentation as required by CelcomDigi or its authorised dealer for the purpose of verification:
- a) Malaysian citizen or permanent residence:
 - i. MyKAD;
 - ii. MyTentera;
 - iii. MyPR; or
 - iv. MyKAS.
 - b) Non-Malaysian Customers;
 - i. Valid passport; and/or
 - ii. IMM13;
 - iii. Valid visa, work permit or student card (where applicable); and/or
 - iv. Company or university address (where applicable).
- 2.2. Registration is subject to the following identification verification requirement, where applicable:

- a) Assisted channels:
 - i. electronic Know Your Customer (“eKYC”) process, which includes scanning of original identification document, undergoing facial recognition, and fingerprint biometric verification.
- b) Self-service channels:
 - i. CelcomDigi App, CelcomDigi Online Store, or CelcomDigi Kiosk are only available to Malaysian citizens; and
 - ii. subject to successful My Digital ID verification with eKYC.
- c) subject to verification and validation of visa information and immigration status, where applicable.

2.3. The Customer warrants that all information provided is true, accurate, complete, and up-to-date, and shall provide supporting documents upon request by CelcomDigi.

2.4. Registration and activation of the SIM card under this Plan shall be deemed successful upon the Customer's receipt of a confirmation SMS from CelcomDigi.

3. Plan Rates

3.1. The following 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/SMS
MMS	To all networks within Malaysia	5 0sen/SMS
Basic Internet (Data)	Only for active line	500MB/month (Speed at 64kbps)

3.2. CelcomDigi will deduct the value of Service used from the Customer's Plan at the rates stipulated above and/or as may be imposed by CelcomDigi from time to time without prior notice.

3.3. The rates for [International Roaming](#) and [International Direct Dial \(IDD\)](#) are as published on CelcomDigi's official website.

4. Free Basic Internet

- 4.1. This Plan comes with free basic Internet that is subject to the monthly Fair Usage Policy of 500MB with a speed up to 64kbps ("**Free Basic Internet**").
- 4.2. The Customer may continue to enjoy the Free Basic Internet as long as their account validity is still active. If the Customer's account validity is inactive, the Free Basic Internet will be temporarily disconnected until the account is reactivated.
- 4.3. Any unused quota from the Free Basic Internet is not entitled to carry forward and will be forfeited.
- 4.4. This Free Basic Internet will be refreshed every first of the month.

5. Credit Expiry/Validity

- 5.1. The Customer's prepaid credit or airtime balance can only be used when their accounts are active. To keep the account active, the Customer is required to perform a credit reload or subscribe to a Monthly Pass or a One-Time Pass or purchase of an Extra Credit Validity. Any prepaid credit or balance in the account cannot be exchanged or redeemed for cash.
- 5.2. Upon expiry of the validity period, the Customer will have sixty (60) days to reactivate the account, failing which their mobile number or account will be automatically terminated without any further notice.

6. Account Lifecycle

- 6.1. Subscription to a Monthly Pass, or subscription to a One-Time Pass, or purchase of an Extra Credit Validity or perform a credit reload for Prepaid services will determine the number of active-days to make calls, SMS, and access to the internet ("**Active Period**").
- 6.2. After the end of the Active Period, Customers can only receive incoming calls and SMS until the next subscription up or sixty (60) days from the end of Active Period, whichever is earlier ("**Credit Grace Period**"). During the Credit Grace Period, all or any balance from unutilised prepaid credit and/or unutilised mobile internet data will be suspended from usage until the account is reactivated via credit reload, subscription of a Monthly Pass or One-Time Pass or purchase of an Extra Credit Validity.
- 6.3. Customers must perform a credit reload, subscribe to a Monthly Pass or One-Time Pass to resume full Service(s) of the Plan before the end of the Credit Grace Period. Failure to do so before the end of the Credit Grace Period will result in termination of the Plan and any utilised prepaid credit will be forfeited.
- 6.4.

Lifecycle Status	Description
Active Period (Follows Internet subscription validity)	Prepaid account will be activated when a CelcomDigi Prepaid Customer: • Performs a credit reload to prepaid account, thus extending its account validity; or • Subscribes to any Juara Keren 5G Monthly Plan or One-Time Pass. This is attributed to Always Active feature which streamlines both account validity and Internet validity upon Internet subscription; or • Purchase an Extra Credit Validity.
Grace Period (60 days)	CelcomDigi Prepaid account will go into grace period upon expiry of account validity. The grace period serves as an interval for CelcomDigi Prepaid Customers to perform a credit reload, purchase an Extra Validity Extension, subscribe to a new or renew Internet plan subscription upon expiry. During grace period, Customers can continue to receive incoming voice calls and SMS, but cannot make any originating voice calls, send SMS or consume mobile data. To reactive a prepaid account in grace period, Customers are required to perform a credit reload of any amount or purchase an Extra Validity Extension.
Termination	CelcomDigi Prepaid account will be terminated once the Grace Period is lapsed. Subsequently, the prepaid account number (MSISDN) will be recycled upon termination of Prepaid account.

7. Change of Plan

7.1. Existing CelcomDigi Prepaid Customers of any prepaid plan can request for a change of plan from existing CelcomDigi Prepaid rate plans to Juara Keren 5G Plan via

- i. UMB *118*1#
- ii. SMS 28882
- iii. In-store (via PULSE)
- iv. eStore

7.2. The Change of Plan process is free of charge.

7.3. Upon successful change to the Plan:

- a) Customers are not allowed to change back to their original plan.
- b) Customers' original plan's account lifecycle active period will be carried forward to this Plan.
- c) Customers' Credit Balance or any outstanding Credit Advance will be carried forward to this Plan.
- d) The Grace Period will be reset to 60 days.
- e) Customers are only entitled to carry forward selected Juara Keren 5G internet plans and other presubscribed remaining internet plan validity and quota balance will be forfeited.

8. Reload and Validity Period

8.1. Customer's Juara Keren 5G account validity will be extended (days) upon every successful reload based on the following Reload Amount and Credit Validity Period table.

8.2.

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	100 days
RM200	RM200	RM188.68	200 days

Note:

- a. Minimum reload denomination is RM5 and maximum is RM200.
- b. The Customer will receive credit based on reload amount after Service Tax 6% (SST).
- c. Non-Malaysian will be subjected to 6% SST.

8.3. Each reload amount Credit Validity period (days) extension will be effective from the date of Customer's successful of reload individually and will not be accumulative.

- 8.4. No change of the Customer's existing validity period if the Credit Validity extension of the reload is shorter than the existing validity period or before Customer's Juara Keren 5G account Grace period end date.
- 8.5. The Customer will be notified via SMS on the new credit validity period upon successful reload.
- 8.6. Customers can only maintain up to RM1,000 credit balance in their Juara Keren 5G account at any point of time.

9. Auto Reload via CelcomDigi App

- 9.1. The Auto Reload Service shall take effect on the date of Customer's successful sign-up of the Auto Reload Service and shall continue to be in force until terminated in accordance with the Terms and Conditions.
- 9.2. The Auto Reload Service shall be applicable to all CelcomDigi Prepaid Customers who subscribe to the Auto Reload Service for credit reload purposes.
- 9.3. Customers can subscribe for and unsubscribe from the Auto Reload Service via CelcomDigi App.
- 9.4. CelcomDigi may, at its discretion, allow the reload to be paid through a third- party credit or charge card ("**Auto Reload Service**") subject to the Terms and Conditions of the Auto Reload.
- 9.5. If the Customer chose to register for the Auto Reload, the Customer shall be responsible for informing CelcomDigi immediately via CelcomDigi App or CelcomDigi Contact Centre if their devices, credit or charge card is lost, stolen, expired or terminated or if they want to unsubscribe from the Auto-Reload feature.
- 9.6. By registering for the Auto Reload Service, the Customer authorises CelcomDigi to verify the information provided by the Customer with the credit card issuer or any third party as may be necessary, including but not limited to, forwarding other details to the card issuer, financial institution and other relevant parties for and in connection with the Auto Reload Service.
- 9.7. The credit cards or debit cards accepted by CelcomDigi for the Auto Reload Service are Visa card or MasterCard issued by financial institutions/banks incorporated in Malaysia.
- 9.8. Customer may choose options for the reload amount and selection date for the Auto Reload Service as below.

Preferred Date	Between the 1st and the 28th of the month
Reload Amount	○ RM5 ○ RM10 ○ RM15 ○ RM20 ○ RM30 ○ RM50 ○ RM100

10. Talktime Extension

10.1. Validity extension shall be applicable to all CelcomDigi Prepaid customers who purchase a Talktime Extension.

10.2.

Talktime Extension	Price	Validity
RM1 for 1 Day	RM1	1 day
RM12 for 15 Days	RM12	15 days
RM198 for 365 Days	RM198	365 days

10.3. The Customer can subscribe to any of the respective Talktime Extension via any of the following manners:

- a) UMB *118*3# and follow the instructions therein; or
- b) [CelcomDigi App](#).

10.4. Upon each successful Subscription, the Customer shall receive an SMS notification from CelcomDigi to notify on the successful Subscription under the respective Talktime Extension.

10.5. Upon successful Subscription, the Customer shall receive the respective validity based on the subscription on top of Customer current credit validity.

- a) Prepaid account - status active
 - i. Example: Credit expiry on 5th September 2024. Subscribe to Talktime Extension RM1 for 1 Day on 1st September 2024. New credit expiry will be on 6th September 2024.

b) Prepaid account - status expired

- i. Example: Credit expiry on 31st August 2024. Subscribe to Talktime Extension RM1 for 1 Day on 1st September 2024. New credit expiry will be on 2nd September 2024.

10.6. Multiple Subscription

Example:

Credit expiry on 31st August 2024. Subscribe to Talktime Extension RM1 for 1 Day on 1st September 2024. New credit expiry will be on 1st September 2024.

Then subscribe to another Talktime Extension RM12 for 15 Days on the same day, 1st September 2024. New credit expiry will be on 16th September 2024.

10.7. This Talktime Extension is a one-time subscription and does not have an auto-renewal feature.

10.8. Multiple subscription of Talktime Extensions are allowed.

11. Internet Plans

11.1. The Internet Pass in the table listed per Clause 11.2 shall be applicable for new Juara Keren 5G customers. New Juara Keren 5G customers may subscribe to any of the following Internet Plans:

11.2. Monthly Pass

Internet Plan	Price	Unlimited Quota* (5G/4G)	Bundled Content	Hotspot (5G/4G)	Domestic Calls	IDD Calls	Validity	Auto Renewal
5G 30 (Juara Keren)	RM30	Unlimited (3mbps) FUP 80GB	-	3GB (100mbps)	-	60 mins (Bangladesh, Indonesia)	30 days	✓
5G 35 (Juara Keren)	RM35	Unlimited (6mbps) FUP 80GB	-	3GB (100mbps)	120 mins, then RM0.30/min	120 mins (Bangladesh, Indonesia)	30 days	✓
SpeedSTREAM	As published on CelcomDigi website	Unlimited (48mbps)	As published on CelcomDigi website	Shared with Unlimited quota	Unlimited All Net	-	-	30 days
RK+ 30	RM30	30GB (100mbps)	Unlimited Social & TikTok 18 Mbps FUP 80GB	Shared with Base quota	Unlimited All Net	45 mins (Bangladesh, Indonesia, India, China, Vietnam, Thailand, Nepal,	30 days)	✓

Internet Plan	Price	Unlimited Quota* (5G/4G)	Bundled Content	Hotspot (5G/4G)	Domestic Calls	IDD Calls	Validity	Auto Renewal
						Myanmar, Pakistan, Philippines)		
JK+ 35	RM35	-	Unlimited (18mbps) FUP 150GB	Shared with Unlimited quota	Unlimited All Net	60 mins (Bangladesh, Indonesia, India, China, Vietnam, Thailand, Nepal, Myanmar, Pakistan, Philippines)	30 days	✓

Note:

- a) Unutilised quota will not be carried forward and will expire on the respective expiry of the subscription
- b) Base Quota (4G/5G) is high-speed internet.
- c) Customers need to be on a 5G capable, supported and enabled mobile device with updated software version, with a 4G LTE enabled SIM, within the 5G network coverage areas to enjoy 5G. Customers who are located outside the 5G network coverage areas will continue to enjoy uninterrupted 4G connectivity on CelcomDigi's network.
- d) The Monthly Pass is available for use within Malaysia and is not extended to roaming usage.
- e) Unlimited Quota* (4G/5G) is subjected to the Fair Usage Policy. Upon full utilization of the Fair Usage Policy, internet usages will be deducted from the Free Basic Internet.

11.3. The Customer can subscribe to any of the respective Monthly Passes via any of the following manners ("**Subscription**"):

- a) UMB *118*2# and follow the instructions therein; or
- b) [CelcomDigi App](#); or
- c) Any authorized CelcomDigi dealers.

11.4. Upon each successful Subscription, the Customer shall receive an SMS notification from CelcomDigi to notify on the successful Subscription upon which the Customer can start to enjoy the Monthly Pass immediately afterwards.

- 11.5. Customers can check the validity period and/or available quota balance of the Monthly Pass via the CelcomDigi App or by dialing *118*2*4# for direct dial UMB from the Customer's mobile phone.
- 11.6. Upon expiry of the validity period of the Monthly Pass, the Subscription shall be renewed automatically. The Customer will be informed via SMS prior to the auto-renewal to notify them of the option to opt out from the Subscription.
- 11.7. Pursuant to the above clause, the Customer can opt out from the Monthly Pass Subscription via the [CelcomDigi App](#) or UMB menu *118*2*5# and follow the instructions therein.
- 11.8. Auto-Renewal
- a) Auto Renewal is when previous subscribed Monthly Pass will always continue to be subscribed with sufficient Credit Balance for Monthly Pass charges deduction.
 - b) Auto Renewal is applied to all Monthly Passes stated under Clause 11.2 passes, unless stated otherwise.
 - c) Multiple subscriptions of the Monthly Passes stated under Clause 11.2, the Auto Renewal will be applied for the newest subscription only. The existing Monthly Pass will be removed upon expiry.
- 11.9. Content Bundle Access
- a) The Customer who subscribes to the SpeedSTREAM pass stated under Clause 11.2 herein will be able to enjoy the chosen Content Bundle Access.
 - b) TheContent Bundle Access is available with the SpeedSTREAM Monthly Pass:
 - i. Disney+ Hotstar (Basic)
 - ii. Viu Premium
 - iii. iQIYI Standard VIP
 - iv. Vision+ Premium
 - v. Sooka
 - vi. Prime
 - c) The Terms and Conditions for each Content Bundle Access are available [here](#).
- 11.10. Quota Top Up
- a) If Customer require more Internet Quota upon fully utilizing the Base Quota (4G/5G), they may purchase the following Quota Top Up by performing direct dial via UMB menu as per instructions provided hereunder or via the

[CelcomDigi App:](#)

Category	Price	Quota (5G/4G)	Validity
All-usage	RM10	20GB	Quota Top Up follows Monthly Pass Internet validity

Note:

- i. Data rollover is not applicable for Quota Top Up.
 - ii. Quota Top Up is high-speed internet.
 - iii. Customers need to be on a 5G capable, supported and enabled mobile device with updated software version, with a 4G LTE enabled SIM, within the 5G network coverage areas to enjoy 5G. Customers who are located outside the 5G network coverage areas will continue to enjoy uninterrupted 4G connectivity on CelcomDigi's network.
 - iv. The Quota Top Up is available for use within Malaysia and is not extended to roaming usage.
- b) The Customer can subscribe to any of the respective Passes via any of the following manners ("**Subscription**"):
- i. UMB *118*2# and follow the instructions therein; or
 - ii. [CelcomDigi App](#).
- c) Upon each successful Subscription, the Customer shall receive an SMS notification from CelcomDigi to notify on the successful Subscription upon which the Customer can start to enjoy the Quota Top Up immediately afterwards.
- d) Customer can check the validity period and/or available balance of the Quota Top Up via the [CelcomDigi App](#) or by dialing *118*2*4# for direct dial UMB from the Customer's mobile phone.
- e) The validity of the Quota Top Up follows the validity of the subscribed Monthly Pass. Upon expiry of the Monthly Pass' validity period, the Quota Top Up Subscription will expire as well.
- i. Example 1
 1. Monthly Pass expires on 30th June 2024. Subscribe to Quota Top Up RM6 for 15GB on 1st June 2024. Quota Top up will expire on 30th June 2024.
 - ii. Example 2
 1. Monthly Pass expires on 30th June 2024. Subscribe to Quota Top

Up RM6 for 15GB on 15th June 2024. Quota Top up will expire on 30th June 2024.

- f) The Auto Renewal feature is not applicable for Quota Top Up.

11.11. One-Time Pass

Category	Price	Quota (5G/4G)	Validity
Hourly	RM1.50	Unlimited	1 Hour
	RM2.00	10GB	4 Hours
Daily	RM3.00	3GB	1 Day
	RM5.00	Unlimited (18Mbps)	3 Days
	RM6.00	9GB	3 Days
	RM6.00	300GB High-Speed Video Pass	4 days
	RM7.00	Unlimited (18Mbps)	3 Days
	RM8.00	1000GB	3 Days
	RM9.00	2025GB	4 days
Weekly	RM8.00	299GB	7 Days (9pm – 9am)
	RM12.00	20GB	7 Days
	RM15.00	Unlimited (18Mbps & Calls) + 2GB Hotspot	7 Days
	RM16.00	2000GB	9 Days
Monthly	As published on CelcomDigi website	StreamMORE + Content Bundle Access & Internet Quota	30 Days
	RM25.00	10GB	30 Days
	RM65.00	500GB Base Quota & Hotspot + Calls (Pay Per Use)	28 Days

Note:

- Data rollover is not applicable for One-Time Passes
- One-Time Passes are high-speed internet
- Customers need to be on a 5G capable, supported and enabled mobile device with updated software version, with a 4G LTE enabled SIM, within the 5G network coverage areas to enjoy 5G. Customers who are located outside the 5G network coverage areas will continue to enjoy uninterrupted 4G connectivity on CelcomDigi's network.
- The One-Time Pass is available for use within Malaysia and is not extended to roaming usage.

- v. Unlimited Quota (4G/5G) is subjected to the Fair Usage Policy. Upon full utilization of the Fair Usage Policy, internet usages will be deducted from the Free Basic Internet.
 - vi. Selected StreamMORE passes come with auto-renewal. The Terms and Conditions for each Content Bundle Access are available [here](#).
- a) The Customer can subscribe to any of the respective Passes via any of the following manners ("**Subscription**"):
 - i. UMB *118*2# and follow the instructions therein; or
 - ii. [CelcomDigi App](#).
 - b) Upon each successful Subscription, the Customer shall receive an SMS notification from CelcomDigi to notify on the successful Subscription upon which the Customer can start to enjoy the One- Time Pass immediately afterwards.
 - i. Customer can check the validity period and/or available balance of the One-Time Pass via the [CelcomDigi App](#) or by dialing *118*2*4# for direct dial UMB from the Customer's mobile phone.

11.12. Multiple Subscriptions

- a) Monthly Pass: Customers are allowed to subscribe for more than one Monthly Pass. Both the existing and new Monthly Pass will co- exist and have its respective expiry date based on the subscription date. However, only the new Monthly Pass will be auto renewed, and the existing Monthly Pass will be removed upon expiry. The internet quota consumption for the Monthly Passes will be prioritised according to the Monthly Pass expiry date. Any unutilized internet quota will be forfeited if the Monthly Internet Pass has been removed.
- b) Quota Top Up: There is no limit on the number of Quota Top Up purchase. Both the existing and new Quota Top Up will follow the expiry date of the Monthly Pass. Any unutilized quota will be forfeited upon expiry of the Monthly Pass or Quota Top Up.
- c) One-Time Pass: There is no limit on the number of One-Time Pass purchase. Both the existing and new One-Time Pass will co-exist and have its respective expiry date based on the subscription date. The internet consumption for the One-Time Pass will be prioritised according to the individual One-Time Pass expiry date. Any unutilised internet quota will be forfeited upon expiry of the One- Time Pass.

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

12.1 The Customer who subscribes to any of the Juara Keren 5G Internet passes stated

herein is subject to the Fair Usage Policy (“**FUP**”) of the unlimited internet quota.

- 12.2 The speed limit varies for each pass as stated herein under Clause 11.2.
- 12.3 Upon full utilisation of the FUP, the speed will be reduced to 512kbps until the Internet Pass expires.
- 12.4 Once the Customer has fully utilised the Additional Internet Quota purchased, the Customer’s data usage shall be throttled to the speed of 64KBps.

13. Fair Usage Policy

The Customer’s use of the Service shall be subject to the terms and conditions of CelcomDigi’s Fair Usage Policy which is posted on [Celcom General Terms and Conditions](#). CelcomDigi reserves the right to manage the Customer’s allocated bandwidth including but not limited to reducing/throttling the surf speed, interrupt, suspend, cancel, limit the right of access, or terminate the Customer’s bandwidth to the internet service in accordance with CelcomDigi’s Fair Usage Policy.