

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](#) (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. 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) 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.

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) Non-Malaysian Customers;
 - i. Valid passport; and/or
 - ii. IMM13;
- 2.2. Registration is subject to the following identification verification requirement, where applicable:
- a) Authorised dealers:
 - i. electronic Know Your Customer ("**eKYC**") process, which includes scanning of original identification document, undergoing facial recognition, and fingerprint biometric verification.
 - b) 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. All registrations are only through authorized dealer.

2.5. 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 available passes under the Plan:

Pass Name	Price	Quota	Hotspot	Calls	Roaming	IDD	Validity	Auto Renewal
7-Day Unlimited Tourist Pass	RM25	Unlimited (18mbps) FUP: 100GB	Shared with FUP	Unlimited Calls	-	-	7 days	No
14-Day Unlimited Tourist Pass	RM35	Unlimited (18mbps) FUP: 200GB	Shared with FUP	Unlimited Calls	Asean Quota: 3GB	Asean Quota: 15 Min	14 days	No
30-Day Unlimited Tourist Pass	RM60	Unlimited (Uncapped) FUP: 400GB	Shared with FUP	Unlimited Calls	Asean Quota: 3GB	Asean Quota: 30 Min	30 days	No
90-Day Unlimited Tourist Pass	RM90	Unlimited (Uncapped) FUP: 400GB	Shared with FUP	Unlimited Calls	Asean Quota: 3GB	Asean Quota: 30 Min	90 days	No

Note:

- (a) 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.
- (b) Where a specific speed is indicated (e.g., 18 Mbps), such speed represents the maximum achievable speed under optimal conditions.
- (c) 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.

- (d) 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).
- (e) Selected passes include limited roaming data and IDD minutes within ASEAN countries only, as specified.
- (f) 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. Prepaid credit or balance in the Plan account is non-transferable and non-redeemable for cash. A maximum Plan validity period of ninety (90) days shall apply. This Plan shall be automatically terminated on the day ninety-one (91).
- 4.2. Upon expiry of the Plan's validity on day ninety-one (91), this Plan shall be terminated and recycled without any further notice.

5. Account Lifecycle

Lifecycle Status	Description
Active Period	The account is active when the Customer: • Performs a credit reload; or • Subscribes to the Plan.
Termination	Automatic account termination on day ninety-one (91). Any remaining credit or data shall 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. However, Non-Malaysian Customers who subscribe to this Plan and wish to continue using the service may switch from this Plan to a standard Prepaid plan.

7. Unlimited Pass Fair Usage Policy (“FUP”) for Internet Quota

- 7.1. Customers subscribing to the Plan with unlimited internet quota shall be subject to this Fair Usage Policy (“FUP”).
- 7.2. The applicable FUP quota varies depending on the selected Internet Pass, ranging from 10GB up to 400GB, as specified for each pass.
- 7.3. 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.
- 7.4. 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.-
- 7.5. 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.
- 7.6. 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.