

Celcom Xpax Internet Passes & Add-ons

Celcom Xpax Internet Pass and Ultra Hour Pass™ Terms and Conditions

The subscriptions to the Internet Pass (“**Internet Pass**”) and Ultra Hour Pass™ (“**Ultra Hour Pass™**”) for the internet Service of Celcom Xpax (“**Internet Service**”) are made available by CelcomDigi Mobile Sdn. Bhd. [Company No. 197601002188 (27910-A)] (“**Celcom**” or “**CelcomDigi**”) shall be subject to and shall be read together with the [Celcom General Terms and Conditions](#) and the specific terms and conditions herein (collectively referred to as the “**Terms and Conditions**”).

Celcom 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 Celcom shall not be liable to the Customers for any loss or inconvenience resulting therefrom.

1. Eligibility

The Internet Pass in the table listed per clause 2 (a) shall be applicable for Celcom Xpax customers and clause 2 (b) shall be applicable to all existing Celcom’s prepaid customers (“herein collectively defined as “**Customer**”).

2. Subscription

a. Celcom Xpax Customers shall subscribe to any of the following Internet Pass (es):

i. Unlimited Pass (Weekly & Monthly)

Unlimited Pass	Price	Validity	Speed	Internet Quota	Hotspot Quota	Uncapped Speed Quota	Unlimited Calls	iQIYI Standard VIP Access	Auto-Renewal
Weekly	RM12	7 days	3Mbps	Unlimited	1GB	N/A	Yes	No	Yes
Weekly	RM15	7 days	18Mbps	Unlimited	2GB	N/A	Yes	No	Yes
Monthly	RM25	30 days	6Mbps	Unlimited	-	15GB	Yes (Onnet)	No	Yes
Monthly	RM35	30 days	12Mbps	Unlimited	3GB	N/A	Yes	No	Yes
Monthly	RM35	30 days	12Mbps	Unlimited	3GB	N/A	N/A	No	Yes
Monthly	RM38	30 days	12Mbps	Unlimited	3GB	5GB	Yes	No	Yes
Monthly	RM40	30 days	12Mbps	Unlimited	3GB	10GB	Yes	No	Yes
Monthly	RM45	30 days	12Mbps	Unlimited	6GB	5GB	Yes	No	Yes

Unlimited Pass	Price	Validity	Speed	Internet Quota	Hotspot Quota	Uncapped Speed Quota	Unlimited Calls	iQIYI Standard VIP Access	Auto-Renewal
Monthly	RM48	30 days	12Mbps	Unlimited	6GB	10GB	Yes	No	Yes

Notes:

1. Data rollover is not applicable for this Unlimited Pass.
2. Uncapped Speed quota is high-speed internet.

ii. Unlimited Pass with 5G (Monthly)

Unlimited Pass	Price	4G/5G Internet Quota	5G Speed (Up to)	Speed Unlimited Internet	Hotspot Quota	Validity	Unlimited Calls	Auto-Renewal
Monthly	RM48	75GB	100Mbps	12Mbps	6GB	30 days	Yes	Yes

Notes:

1. Data rollover is not applicable for this Unlimited Pass.

iii. Pass (Daily Pass)

Internet Pass	Price	Internet Quota	Validity	Late Night YouTube (1 AM – 7 AM)	iflix Quota	Auto-Renewal
Daily	RM3.30	2GB	24 Hours	Unlimited	500MB	No
Daily	RM5	4GB	24 Hours	Unlimited	500MB	No

Notes:

1. Data rollover is applicable for this Internet Pass.

iv. Ultra Hour Pass™ (Unlimited Internet)

Internet Pass	Price	Internet Quota	Validity	Auto-Renewal
Hourly	RM1.50	Unlimited	1 Hour	No
Hourly	RM2.50	Unlimited	3 Hours	No
Hourly	RM6.00	Unlimited	12 Hours	No

Internet Pass	Price	Internet Quota	Validity	Auto-Renewal
Hourly	RM8.00	Unlimited	24 Hour	No

- b. The existing Prepaid Customer shall subscribe to any of the following Internet Pass(es) effective on 1 August 2023:

i. Unlimited Pass (Weekly & Monthly)

Unlimited Pass	Price	Validity	Speed	Internet Quota	Hotspot Quota	Uncapped Speed Quota	Unlimited Calls	iQIYI Standard VIP Access	Auto-Renewal
Weekly	RM12	7 days	3Mbps	Unlimited	1GB	N/A	Yes	No	Yes
Weekly	RM15	7 days	6Mbps	Unlimited	2GB	N/A	Yes	No	Yes
Monthly	RM35	30 days	12Mbps	Unlimited	3GB	N/A	Yes	No	Yes
Monthly	RM35	30 days	12Mbps	Unlimited	3GB	N/A	N/A	No	Yes
Monthly	RM38	30 days	12Mbps	Unlimited	3GB	5GB	Yes	No	Yes
Monthly	RM40	30 days	12Mbps	Unlimited	3GB	10GB	Yes	No	Yes
Monthly	RM45	30 days	12Mbps	Unlimited	6GB	5GB	Yes	No	Yes
Monthly	RM48	30 days	12Mbps	Unlimited	6GB	10GB	Yes	No	Yes

Notes:

1. Data rollover is not applicable for this Unlimited Pass.
2. Uncapped Speed quota is high-speed internet.

ii. Unlimited Pass with 5G (Monthly)

Unlimited Pass	Price	4G/5G Internet Quota	5G Speed (Up to)	Speed Unlimited Internet	Hotspot Quota	Validity	Unlimited Calls	Auto-Renewal
Monthly	RM48	75GB	100Mbps	12Mbps	6GB	30 days	Yes	Yes

Notes:

1. Data rollover is not applicable for this Unlimited Pass.

iii. Internet Pass (Daily, Weekly & Monthly Pass)

Internet Pass	Price	Internet Quota	Validity	Late Night YouTube (1 AM – 7 AM)	Video Walla	iflix Quota	Auto-Renewal
Daily	RM3.30	2GB	24 HOURS	Unlimited	No	500MB	No
Daily	RM5	4GB	24 HOURS	Unlimited	No	500MB	No
Weekly	RM6	500MB	7 DAYS	Unlimited	No	500MB	Yes
Weekly	RM10	2GB	7 DAYS	Unlimited	No	500MB	Yes
Weekly	RM19	5GB	7 DAYS	Unlimited	No	500MB	Yes
Monthly	RM30	5GB	30 DAYS	Unlimited	No	500MB	Yes
Monthly	RM50	10GB	30 DAYS	Unlimited	No	500MB	Yes
Monthly	RM79	15GB	30 DAYS	Unlimited	15GB	500MB	Yes

Notes:

1. Data rollover is applicable for this Internet Pass.

iv. Ultra Hour Pass™ (Unlimited Internet)

Internet Pass	Price	Internet Quota	Validity	Auto-Renewal
Hourly	RM1.50	Unlimited	1 Hour	No
Hourly	RM2.50	Unlimited	3 Hours	No
Hourly	RM6.00	Unlimited	12 Hours	No
Hourly	RM8.00	Unlimited	24 Hours	No

- c. The Customer can subscribe to any of the respective Passes via any of the following manners (“Subscription”):
 - i. USSD [*118#](#) and follow the instructions therein; or

- ii. [CelcomDigi app](#); or
- iii. Any authorized CelcomDigi dealers.
- d. Upon each successful Subscription, the Customer shall receive an SMS notification from Celcom to notify on the successful Subscription under the respective Internet Pass.

3. Subject to Clause 2 (a) & (b) above:

- a. In the event where the Customer's account is within the period of fifty (50) days after the expiry of the validity period ("**Grace Period**"), they shall not be able to use the Internet Service unless the Customer performs a reload transaction.
- b. The Customer can also check the validity period or balance of the Internet quota via the CelcomDigi app or by dialling *118*1*1*2# directly from the Customer's mobile phone.
- c. The Customer is allowed to have multiple Subscriptions before the expiry of the validity period of the existing Internet Pass ("**Existing Internet Pass**"). The mechanism of the multiple Subscriptions is set out as follows:

Scenario	First (1st) Subscription	Second (2nd) Subscription	Second (2nd) Subscription
1	Internet pass (Daily/Weekly/Monthly)	Internet pass (Daily/Weekly/Monthly)	The Customer is subscribed to Internet Pass Weekly RM10 2GB and it is valid for seven (7) days. On the 5th day, the Customer subscribes to Internet Pass Monthly RM30 5GB and it is valid for thirty (30) days. The validity for the multiple Subscriptions will follow the validity of the 2nd Subscription and the Internet quota will be stacked.
2	Unlimited pass (Weekly/Monthly)	Unlimited pass (Weekly/Monthly)	The Customer is subscribed to Unlimited Internet RM12 Weekly with a hotspot quota of 1GB and it is valid for seven (7) days. On the 5th day, the Customer subscribes to Unlimited Internet RM35 Monthly with a hotspot quota of 3GB and it is valid for thirty (30) days. The validity for the multiple Subscriptions will follow the validity of the 2nd Subscription. The internet quota for the 1st Subscription will be forfeited and be

Scenario	First (1st) Subscription	Second (2nd) Subscription	Second (2nd) Subscription
			replaced with the 2nd Subscription. The Hotspot quota will be stacked and will follow the 2nd Subscription's validity.
3	Unlimited pass (Weekly/Monthly)	Internet pass (Daily/Weekly/Monthly)	The Customer is subscribed to Unlimited Internet RM12 Weekly with a hotspot quota of 1GB and it is valid for seven (7) days. On the 3rd day, the Customer subscribes to Internet Pass Weekly RM10 2GB and it is valid for seven (7) days. The validity of the 1st Subscription will remain as it is and will expire when it reaches the time limit. The 2nd Subscription will come from a different data bucket and it will expire based on its respective Subscription's validity. Hotspot usages will utilise data from Internet Pass Weekly RM10 first.
4	Internet pass (Daily/Weekly/Monthly)	Unlimited pass (Weekly/Monthly)	The Customer is subscribed to Internet Pass Monthly RM30 5GB and it is valid for seven (7) days. On the 5th day, the Customer subscribes to Unlimited Internet RM35 Monthly with a hotspot quota of 3GB and it is valid for thirty (30) days. The validity of the 1st Subscription will remain as it is and will expire when it reaches the time limit, while the freebies (i.e. late night YouTube, iflix quota, iflix Premium Access) shall be forfeited. The 2nd Subscription will come from a different data bucket and it will expire based on its respective Subscription's validity. Hotspot usages will utilise Internet Pass Monthly RM30 5GB first.

- d. The Customer shall receive a notification upon reaching the maximum limit of the internet quota ("Internet Quota").
- e. Once the Customer has fully utilised the Internet quota, they shall purchase the following additional Internet Quota ("**Additional Internet Quota**") by performing direct dial via USSD menu as per instructions provided hereunder or via the [CelcomDigi app](#):

Price (RM)	Additional Internet Quota	USSD	Validity Period
RM3	100MB	*118*3#	Follows validity period of the Existing Internet Pass
RM10	500MB	*118*3#	
RM15	1GB	*118*3#	
RM50	5GB	*118*3#	

Notes:

- 1. Not applicable for all Unlimited Pass under clause 2 (a)(i) and (b)(i)
- f. Once the Customer has fully utilised the Additional Internet Quota purchased, the Customer's data usage shall be throttled to the speed of 64KBps.
 - g. Tethering/hotspot will be disabled for any Internet usages under Unlimited Quota (Ultra Hour Pass™). During the active validity period of the Unlimited Quota subscription, the Customer will be unable to perform any tethering/hotspot to another device(s) or desktop until the subscription is expired.
 - h. Peer-to-peer (P2P) is throttled up to 64kbps.
- 4. Upon expiry of the validity period of the Unlimited Pass, Internet Pass and Ultra Hour Pass™, the Subscription shall be renewed automatically for all Passes except for the Daily and Hourly Internet Passes. The Customer will be informed via SMS prior to the auto-renewal to notify them of the option to opt out from the Subscription.
 - 5. Pursuant to the above clause, the Customer can opt out from the weekly and/or monthly Subscription via the [CelcomDigi app](#) or USSD menu *118*2# and follow the instructions therein.
 - 6. If the Customer's account is under the Grace Period, the auto-renewal shall not be applicable until the Customer performs a reload transaction.
 - 7. **Data Rollover™ ("Data Rollover")**
 - a. In the event of multiple Subscriptions, the remaining quota for Existing Internet Pass will be stacked together with the New Internet Pass quota with the condition that the Customer must

already be successfully subscribed to the New Internet Pass before the expiry of the Existing Internet Pass.

- b. Internet Quota for auto-renewed Internet Passes will also be applicable for this Data Rollover.
- c. Data Rollover feature is available for base Internet Quota only. This feature shall not be applicable to other additional data offered in the Internet Pass including but not limited to Video Walla.
- d. Upon renewal, base Internet Quota will be carried forward ("**Data Rollover**") up to 10GB only. Any unused base Internet Quota that exceeds 10GB will be forfeited.
- e. For the Customer who has automatically renewed their Magic Reload and Internet Pack with weekend quota and/or Internet Burung Hantu quota previously, the remaining Internet quota shall be stacked.
- f. The unused free minutes and free SMS shall be forfeited and not applicable for Data Rollover.
- g. The validity period under this Data Rollover feature shall be determined by the latest validity period of the latest Subscription of the Internet Pass.
- h. Data rollover is not applicable for all Unlimited Passes under clause 2 (a)(fi) and (b).

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

- a. The Customer who subscribes to any of the Unlimited Passes stated herein is subject to the Fair Usage Policy ("**FUP**") of the unlimited internet quota.
- b. The FUP varies for each weekly and monthly passes which is 20GB for weekly passes and 80GB for monthly passes.
- c. The speed limit varies for each pass as stated herein under clause 2 (a)(i) and (b)(i) with up to 1Mbps, 3Mbps or up to 6Mbps.
- d. Upon full utilisation of the FUP, the speed of up to 3Mbps and/or 6Mbps will be reduced to 512kbps until the Internet Pass expires.
- e. The FUP limit for pass under clause 2 (a)(i) with up to 1Mbps is 60GB and upon full utilisation of the FUP, the speed will be reduced to 64kbps until the Internet Pass expires.
- f. The FUP limit for pass under clause 2 (a)(ii) with up to 3Mbps is 60GB and upon full utilisation of the FUP, the speed will be reduced to 512kbps until the Internet Pass expires.

9. **Uncapped Speed Internet**

- a. The Customer who subscribes to the selected Unlimited Pass stated under clause 2 (a)(i) herein will enjoy uncapped speed quota ("**High-Speed Internet**") subject to the quota and validity period of the Unlimited Pass.

- b. The Customer is required to redeem the High-Speed Internet via the [CelcomDigi app](#) within the Unlimited Pass validity period.
- c. Upon full utilisation of the uncapped speed quota ("**High-Speed Internet**"), the subsequent data quota will be deducted from the base Unlimited quota stated under clause 8.

10. **Hotspot Quota**

- a. The Customer who subscribes to any of the Unlimited Passes stated herein will enjoy hotspot quota subject to the quota and validity period of the Unlimited Pass under clause 2 (a)(i) and (b)(i).
- b. Once the Customer has fully utilised the hotspot quota allocated with Unlimited Pass, the hotspot service will be disabled, and the Customer shall purchase the following Hotspot add-ons ("**Add-On**"):

Plan	Price	Quota	Speed	Validity	Auto-Renewal
Daily	RM1	1GB	3Mbps	24 hours	NO
	RM1	Unlimited	3Mbps	1 am-8 am	NO
	RM2	10GB	3Mbps	8 am-6 pm	NO
Weekly	RM3	5GB	3Mbps	3 days	NO
Weekly/Monthly	RM10	20GB	3Mbps	Follow Unlimited Pass Validity	NO

Notes:

- 1. *Applicable for all Unlimited Passes under clause 2 (a)(i) and (b)(i)*

11. **Unlimited Calls to all Network**

- a. The Customer who subscribes to any of the Unlimited Passes stated herein will enjoy the Unlimited Calls subject to the validity period of the Unlimited Pass under clause 2 (a)(i) and (b)(i).
- b. The Unlimited Calls apply to all networks and for domestic usages only (i.e. within Malaysian networks) excluding video calls, calls to toll-free numbers, or numbers with special charges (i.e. 1-300/1-800/600, 121, TM100, 1MOCC, IDD calls to Singapore & IDD/border calls to Brunei).
- c. This Plan is for standard person-to-person calls or texts and not for any commercial and/or non-personal usage. Non-standard usage includes but not limited to non-multiple

simultaneous calling, conference calling, re-supply, call centre usage, telemarketing, bulk messaging, application-to-person communication, continuously call forwarding, auto-dialling, machine-to-machine communication (including using your SIM card in any other devices), Cellular Trunking Units (CTUs), or any other activity Celcom considers to be non-standard usage.

12. Video Walla™

- a. Free 15GB for Video Walla will only be exclusively available for Customers with a monthly subscription of Internet Pass worth RM 79 under clause 2 (b)(ii).
- b. In case of multiple Subscriptions, Data Rollover shall not be applicable for the remaining unused Internet data for Video Walla.

13. Unlimited Late Night YouTube

- a. The Customer who subscribes to any of the Internet Passes stated herein will get to enjoy unlimited access to YouTube from 1 am – 7 am ("Free Access Time") daily, subject to the validity period of the Internet Pass under clause 2 (a)(ii) and (b)(ii)
- b. The Customer's Internet data quota will be deducted for any usage outside of the YouTube application or through a mobile browser.

14. 500MB iflix quota

- a. The Customer who subscribes to any of the Internet Passes stated herein will get to enjoy 500MB Internet to stream on iflix's mobile application subject to the validity period of the Internet Pass under clause 2 (a)(ii) and (b)(ii).
- b. The Customer's Internet data quota will be deducted for any usage outside of the iflix app or through a mobile browser.

15. Auto-Renewal

- a. Perpetual Auto Renewal is when previous Mobile Internet Pass subscribed will always continue to be subscribed upon reload of sufficient wallet balance even if the mobile number is not active for any consecutive months.
- b. Perpetual Auto renewal is applied to eligible Mobile Internet passes as below:
 - Xpax Prepaid Unlimited 25
 - Xpax Prepaid 5G 48
 - Xpax Juara Kombo Prepaid 35
- c. For any multiple subscriptions of the above eligible Mobile Internet Passes, the perpetual auto-renewal will be based on the latest subscription. The first subscription will be removed, and validity will remain until it expires.

16. Fair Usage Policy

The Customer's use of the Service shall be subject to the terms and conditions of Celcom's Fair Usage Policy which is posted on <https://www.celcomdigi.com/terms-conditions/general>. Celcom 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 Celcom's Fair Usage Policy.