CelcomDigi 5G Home WiFi Plan

This **CelcomDigi 5G Home WiFi Plan** ("**Service**") is made available by CelcomDigi Mobile Sdn. Bhd. [Company No. 197601002188 (27910-A)] ("**Celcom**") and CelcomDigi Telecommunications Sdn. Bhd. [Company No. 199001009711 (201283-M)] ("**Digi**") subject to the terms and conditions provided herein.
(Celcom and Digi are collectively known as "**CelcomDigi**" for the purpose of this Terms & Conditions).

The full terms and conditions of the use of the selected products and/or services is subject to the respective Celcom and Digi General Terms and Conditions ("**General Terms and Conditions**"), CelcomDigi's Privacy Notice / Data Protection Statement and Data Protection Obligations found on respective Celcom's and Digi's website at CelcomDigi 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.

1. 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.
1.
2. 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.

3. 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.

1. Eligibility

1.1. The Service is only available in selected coverage areas within the 5G network. To find out whether you are within the coverage area, you may check your address by visiting https://www.digital-nasional.com.my/interactive-map

1.2. You can register for the Service by visiting any CelcomDigi Stores. You can only register for the Service if you are aged eighteen (18) years old and above. For registration purposes, you are required to provide your personal information including but not limited to contact number, e-mail 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.

2. Package

2.1. If your subscription to the Service is made pursuant to a Package Plan, you shall be subjected to the additional terms and conditions applicable to the Package Plan.

2.2. Your subscription to the Service will allow you to enjoy the following package:

Package Plan	5G Home WiFi 99 (Plan + Essential Router)	5G Home WiFi 149 (Plan + Premium Router)
Device Price	Free	Free
Device Upfront	RM99	RM149
Internet Speed Cap	*Up to 200Mbps	Unlimited
Monthly Internet Quota	UNLIMITED 5G/4G data	
Router Type	Tozed ZLT C200	Brovi H162 by Huawei
Contract Period	24 months	24 months
Router Price	RM0 (Free)	RM0 (Free)
Plan Advance Payment	RM100 (Rebate RM10 x 10 months)	RM200 (Rebate RM20 x 10 months)
Non-Malaysian Deposit Fee	RM500 (registration with Passport)	
Service Penalty	Remaining balance based on months left on the contract	Remaining balance based on months left on the contract

Package Plan	5G Home WiFi 99 (Plan + Essential Router)	5G Home WiFi 149 (Plan + Premium Router)
Device	Dual Mode 5G/4G router Note: Customer will receive one unit of 5G home router (compatible with 4G+/4G), 1 adaptor, 1 LAN cable and 1 router box.	Dual Mode 5G/4G router Note: Customer will receive one unit of 5G home router (compatible with 4G+/4G), 1 adaptor, 1 LAN cable and 1 router box.

Table 1

**Limited time offer*

2.3. CelcomDigi reserves the right to amend the Package Plan from time to time at its discretion or to withdraw the Packages at any time without assigning reasons for such withdrawal and migrate you to another package or promotional package as CelcomDigi deems fit.

2.4. The Plan(s) applies to local data usage only, whereby International Voice and SMS inclusive Roaming services are excluded. Data call usage charges and additional services as subscribed by you shall be charged in addition to the Plan's applicable charges.

2.5. You can monitor data usage, Internet quota balance and monthly bills via the CelcomDigi App.

2.6. The unlimited internet quota is subject to our Fair Usage Policy ("**FUP**") and capped at 1000GB. Once you reach this FUP limit, your speed shall be reduced, but you remain connected and able to continue browsing the internet without interruption.

2.7. CelcomDigi reserves the right to withhold and block all downloads from any Torrent Site.

3. 5G Service Activation

3.1. 5G Service will be activated upon successful registration.

3.2. In the event that 5G connection is lost during the use of Service or within the Contract Period, you will still be able to use the Home WiFi service using a 4G connection.

4. Upfront or Advance Payment

4.1. If you are a passport holder, you shall pay an additional "Non-Malaysian Deposit" of RM500.

4.2. For 5G Home WiFi 99 or 5G Home WiFi 149, you shall pay an advance payment of RM100 or RM200 respectively upon activation. This advance payment shall be rebated to your monthly bill over a 10-month period.

4.3. You shall get the router for free for both 5G Home WiFi plans.

4.4. There will be a one-time processing fee of RM10 for administration, processing of the application and maintenance of the Customer's connectivity charged to Customers who register CelcomDigi 5G Home WiFi Plan. This fee is charged to the first bill. In addition, Customers who register a CelcomDigi 5G Home WiFi Plan will be charged an additional one-time SIM fee of RM5 for the provision of new SIM Card to the Customers.

5. Period of Agreement

5.1. This Agreement shall take effect from the Activation date of the Service and shall continue to be in force until terminated in accordance with these Terms and Conditions. For avoidance of doubt, the Activation date of the Service by default is also deemed to be the same as the registration date.

5.2. Pursuant to this clause, you can request service termination at any CelcomDigi Store.

5.3. You shall be subject to a penalty based on the remaining months of the contract (e.g. RM149.00 x 10 months remain of the contract) or a minimum of RM500.00 (whichever is higher) if you terminate the Service before the end of the Contract Period. Example of penalty payment is shown below:

Total Penalty	RM3,576
Prorated Total Penalty	RM3,576 / 24months = RM149/month
Number of months subscribed (from date of subscription until date of cancellation)	14 months
Total Penalty (at remaining balance) to be paid by Customer	RM149 x balance of contracted months = RM149 x (24 – 14 = 10) = RM1,490

Table 2

6. Period of Warranty

6.1. The CelcomDigi 5G Home WiFi Router comes with a twenty-four (24) months warranty ("**CelcomDigi 5G home WiFi Router Warranty Period**"). For the avoidance of doubt, the warranty does not cover damages or loss of the CelcomDigi 5G Home WiFi Router resulting from:

6.1.1. normal wear and tear;

6.1.2. unauthorised disassembly, repair, alteration or modifications including unauthorised connection carried out by you on the CelcomDigi 5G Home WiFi Router;

6.1.3. misuse, abuse, negligence or accident howsoever caused to the CelcomDigi 5G Home WiFi Router;

6.1.4. improper testing, operation, maintenance, installation, or any alteration or modification of the CelcomDigi 5G Home WiFi Router; and

6.1.5. corrosion, rust or the use of wrong voltage or natural oxidation.

7. Ownership of CelcomDigi 5G Home WiFi Router

7.1. The CelcomDigi 5G Home WiFi Router remains the property of CelcomDigi during the period of agreement. You may keep the modem if you terminate the agreement during the active Contract Period provided you made full payment of the service penalty and any outstanding balance. However, use of device shall still lock solely for usage of CelcomDigi sim card.

7.2. Notwithstanding the above, you will obtain ownership and title to the modem upon service termination during active or upon expiry of your Contract Period. For clarity purposes, in the event you opt for service cancellation after the expiry, no return of the modem is required

8. Exclusion of 5G Home WiFi Router Warranties

8.1. The warranties shall not be applicable upon the following events:

a) the expiry of the respective 5G Home WiFi 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 your acknowledgment of the Service Activation.

9. Damage to the 5G Home WiFi Router

9.1. You shall be responsible for paying for the loss of or damage to the 5G Home WiFi router, in the case of (including but not limited to) fire, theft, negligence, willful destruction or improper usage during the Contract Period. You shall be charged based on the service penalty for the replacement of the lost or damaged 5G home WiFi router.

10. CelcomDigi 5G Home WiFi - Rebate ("Rebate")

10.1. CelcomDigi Postpaid Customer shall be eligible for Rebate according to the below eligibility criteria):-

Package Plan	5G Home WiFi 99 (Plan + Essential Router)	5G Home WiFi 149 (Plan + Premium Router)
Promotional Monthly Fee	RM99	RM149
Rebate	RM10 x 24 months	RM40 x 24 months
Net Monthly Fee	RM89	RM109
Contract	24 months	24 months

Table 3

10.2. Eligibility

a) Sign up to the 5G Home WiFi 99 and 5G Home WiFi 149 plans;

b) CelcomDigi 5G Home WiFi plans are available to both Malaysians and non-Malaysians aged 18 years and above;

10.3. Granting Mechanics

a) The Rebate may take up to 60 days to start being reflected in your CelcomDigi Home WiFi bill. The monthly rebate is for 24 months only.

b) Each National Registration Identity Card (NRIC) is eligible only to 1 Home product rebate. Either Home WiFi or Home Fibre, whichever comes first.

11. Service Quality Remediation

11.1. Where you experience persistent quality, performance, or stability issues with the Service, CelcomDigi may, at its sole and absolute discretion, assess and determine the appropriate remediation measure, including offering you a migration to a fibre broadband service where such fibre service is available at your service address.

11.2. If CelcomDigi offers migration to a fibre broadband service as a remediation measure, you may select any fibre plan made available by CelcomDigi under such remediation measure, subject to the terms and conditions of the selected fibre plan. Upon successful migration, the applicable fees, minimum contract period, service specifications and other terms and conditions of the selected fibre plan shall apply and supersede those applicable to the Service.

11.3. If you decline the migration to a fibre plan, you shall be deemed to have rejected the remediation measure proposed by CelcomDigi. In such circumstances, you shall not be entitled to terminate the Service without penalty during the applicable minimum contract period on the basis of the reported service quality, performance or stability issues.

11.4. Should you nevertheless elect to terminate the Service before the expiry of the applicable contract period, the applicable Service Penalty shall remain payable, and no waiver of such charges shall be granted arising from or in connection with the reported issues on Service quality, performance, or stability for which a remediation measure was offered by CelcomDigi

12. Disclaimer

12.1. This Service 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 Service.

12.2. Speed depends on factors such as router capability, location, coverage, distance from communications tower and number of simultaneous users. Total Internet

quota for each Plan is specified during point of sales as contained in the sales material. Once your allocated internet quota finishes, the speed will be managed to a lower speed until your next billing cycle. To continue enjoying the home WiFi Service at regular speeds, you can opt for additional quota, which can be purchased. To ensure all our users enjoy a quality browsing experience, CelcomDigi will not assure constant connectivity if you use peer-to-peer or file sharing programs.

12.3. Your usage of our Service is subject to the CelcomDigi Fair Usage Policy.