CelcomDigi Traveller SIM

This CelcomDigi Traveller 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 and CelcomDigi Roaming Pass and International Roaming (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 eighteen (18) years old and above and meet the following eligibility criteria ("**Customers**"):

a) Customers with MyKad, MyTentera, MyPR or MyKAS shall be able to register up to a maximum of five (5) prepaid SIM cards with CelcomDigi;

b) The Plan is available only to new CelcomDigi Prepaid Customers.

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.

2.2. Registration shall 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 Online Store 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. Customers may subscribe to any of the following Plan:

(A) Base Plan:

Plan Name	Price	Offers	Eligible Destinations	Validity Period	Auto Renewal
7-Day Zone 1 Traveller Pass	RM20	4GB	**Single-Destination Pass** Valid for one (1) selected destination only (Customer choice): Singapore, Indonesia, Thailand, Hong Kong, Bangladesh, Cambodia and Taiwan.	7 days	No
7-Day Zone 2 Traveller Pass	RM40	4GB	**Single-Destination Pass** Valid for one (1) selected destination only (Customer choice): China, Japan, South Korea, Macau, Philippines, Vietnam, Mongolia, India, Brunei and Laos.	7 days	No
15-Day Zone 2 Traveller Pass	RM55	7GB		15 days	No
15-Day Unlimited Umrah Pass	RM100	1. 100GB high-speed data, followed by unlimited internet at speeds of up to 1Mbps 2. 30 minutes of calls to Malaysia, local numbers within the roaming destination and Unlimited receiving calls	**Multi-Destination Pass** Saudi Arabia, United Arab Emirates, Qatar, Turkey, Oman and Kuwait	15 days	No

(B) One Time Pass :

One Time Pass	Price	Offers	Calls	Eligible Destinations	Validity Period	Auto Renewal
1-Day Zone 1 Traveller Data Add On	RM5	1GB	-	**Single-Destination Pass** Valid for one (1) selected destination only (Customer choice): Singapore, Indonesia, Thailand, Hong Kong, Bangladesh,	1 day	No

One Time Pass	Price	Offers	Calls	Eligible Destinations	Validity Period	Auto Renewal
				Cambodia and Taiwan.		
1-Day Zone 2 Traveller Data Add On	RM10	1GB	-	**Single-Destination Pass** Valid for one (1) selected destination only (Customer choice): China, Japan, South Korea, Macau, Philippines, Vietnam, Mongolia, India, Brunei and Laos.	1 day	No
1-Day Zone 3 Traveller Data Add On	RM15	1GB	-	**Single-Destination Pass** Valid for one (1) selected destination only (Customer choice): Saudi Arabia, United Arab Emirates, Qatar, Oman and Kuwait.	1 day	No
1-Day Zone 3 Traveller Voice Add On	RM20	-	15 mins		1 day	No
7 Day Zone 1 Traveller Pass	RM20	4GB	-	**Single-Destination Pass** Valid for one (1) selected destination only (Customer choice): Singapore, Indonesia, Thailand, Hong Kong, Bangladesh, Cambodia and Taiwan.	7 days	No

One Time Pass	Price	Offers	Calls	Eligible Destinations	Validity Period	Auto Renewal
7 Day Zone 2 Traveller Pass	RM40	4GB	-	**Single-Destination Pass** Valid for one (1) selected destination only (Customer choice): China, Japan, South Korea, Macau, Philippines, Vietnam, Mongolia, India, Brunei and Laos.	7 days	No
15 Day Zone 2 Traveller Pass	RM55	7GB	-		15 days	No
15-Day Unlimited Umrah	RM100	100GB high-speed data, followed by unlimited internet at speeds of up to 1Mbps	30 minutes of calls to Malaysia, local numbers within the roaming destination, and unlimited receiving calls	Multi-Destination Pass Saudi Arabia, United Arab Emirates, Qatar, Turkey, Oman and Kuwait	15 days	No

Note:

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

(b) 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.

(c) The usage of unlimited internet is subject to CelcomDigi's Fair Usage Policy ("FUP"). Upon fully utilising the allocated high-speed Internet, the speed shall be reduced up to 1Mbps

3.2. The Plan is not available for use within Malaysia and is intended for roaming use only.

3.3. CelcomDigi reserves the right to revise the rates stated above at any time without prior notice.

3.4. 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.

3.5. Customers outside 5G coverage areas will continue to receive 4G connectivity where available.

3.6. The base plan offers shall be automatically activated upon the first usage in Eligible Destinations (either making a call, sending an SMS or using mobile data). Customer shall receive an SMS confirmation once the offers is successfully activated. Upon successful subscription to the Plan, the Customer shall receive an SMS confirmation from CelcomDigi. Customers may check their pass validity and balance via:
(i) UMB code: *800#; or
(ii) CelcomDigi App.

3.7. CelcomDigi may send SMS reminders prior to pass expiry, including notifications on options for repurchase.

3.8. No additional pay-per-use charges shall apply. The Plan is not subject to pay-per-use billing.

3.9. The Plan shall be automatically activated upon the Customer's first use of mobile data in any Eligible Destinations . The Customer must activate and utilise the Plan within thirty (30) days from the date of purchase by connecting to a network in any Eligible Destinations . If the Plan is not activated within this period, the Plan and all corresponding entitlements shall expire automatically and shall be forfeited without refund, credit, or extension.

4. Credit Expiry/ Validity

4.1. Prepaid credit may only be used while the account is active. To maintain an active Plan, Customers must perform a credit reload or subscribe to the Plan. Prepaid credit or balance in the account is non-transferable and non-redeemable for cash.

4.2. Upon expiry of account validity, Customers have five (5) days to reactivate their account, failing which their mobile number and account may be terminated and recycled without any further notice.

4.3. The Customer may subscribe to the respective Plan during the active period of the Customer's account through any of the following channels:
(a) UMB code: *800#
(b) CelcomDigi App.

5. Account Lifecycle

5.1. Lifecycle Status as set out in the Table below:

Lifecycle Status	Description
Active Period	The account is active when the Customer: (a) Performs a credit reload; or (b) Subscribes to the Plan.
Grace Period (5 days)	Upon expiry of the Active Period: (a) Customers may receive incoming SMS only; (b) Voice calls, outgoing SMS and mobile data usage are barred; (c) unused credit and data are suspended. (d) Reactivation requires credit reload or subscription to a Plan.
Termination	Failure to reactivate the account within the Grace Period shall result in termination. Any remaining credit or data will 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.

7. Reload and Validity Period

7.1. Account validity shall be extended upon successful reload in accordance with the prevailing reload validity as set out in the Table below.

Reload Amount	Reload Amount (after SST 6%)		Credit Validity Period
	Malaysian	Non-Malaysian	
RM5.00	RM5.00	RM4.72	5 days
RM10.00	RM10.00	RM9.43	10 days
RM30.00	RM30.00	RM28.30	30 days
RM50.00	RM50.00	RM47.17	50 days
RM100.00	RM100.00	RM94.34	120 days
RM150.00	RM150.00	RM141.51	120 days
RM200.00	RM200.00	RM188.68	120 days

Note:
(i) Minimum reload denomination is RM5.00 and maximum is RM200.00.
(ii) Non-Malaysian will be subjected to 6% Sales and Service Tax (SST).

7.2. Validity extensions are effective from the reload date and are not cumulative.

7.3. No extension applies if the new validity period is shorter than the existing validity.

7.4. Customers will receive notification upon successful reload.

7.5. The maximum prepaid credit balance permitted is Ringgit Malaysia One Thousand (RM1,000.00) at any time.

8. Auto Reload Service via CelcomDigi App

8.1. Auto Reload Service shall take effect upon successful registration and remain active until terminated.

8.2. Customers may subscribe to or cancel Auto Reload Service via CelcomDigi App.

8.3. CelcomDigi may permit payment via third-party credit or charge card, subject to applicable terms.

8.4. Customers are responsible for notifying CelcomDigi immediately if their devices, credit or charge card is lost, stolen, expired or terminated.

8.5. By subscribing, Customers authorise CelcomDigi to verify card details with relevant financial institutions.

8.6. CelcomDigi accept Visa and MasterCard issued by financial institutions in Malaysia.

8.7. Auto Reload may be scheduled on any date between the 1st and 28th of each month.

9. Multiple subscription

9.1. A Customer is permitted to have only one (1) active Plan at any given time. In the event the Customer subscribes to a new Plan while an existing Plan is still active, the existing Plan shall be automatically terminated, and any remaining validity period and unused quota (if any) shall be immediately forfeited without compensation or refund.

10. General Terms

10.1. 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.

10.2. 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.

10.3. 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.

10.4. 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.

10.5. All other terms and conditions governing CelcomDigi's mobile telecommunication services shall apply to this Plan, mutatis mutandis.