

CelcomDigi Business Postpaid 5G Plan

This CelcomDigi Business Postpaid 5G Plan (“**Plan**”) is made available by Celcom and Digi subject to these terms and conditions herein.

The use of the Plan and any other selected products and/or services is further subject to the General Terms and Conditions for Enterprise Services (“**GTC**”), the Specific Terms and Conditions for CelcomDigi SIM Based Services – Mobile Voice and Data (“**STC**”), the respective terms and conditions for the selected products and/or services, and Celcom’s and Digi’s (i) Privacy Notice; and (ii) Fair Usage Policy, as published on CelcomDigi’s Website at <https://www.celcomdigi.com/terms-and-conditions>, 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 GTC and STC, unless otherwise defined.

You (also referred to as the “**Customer**”) hereby 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 Celcom and Digi.

CelcomDigi Business Postpaid 5G Plan (“**Plan**”)

1. Principal Lines

- 1.1. This Plan will be made available from **26th February 2024** and will continue until further notice by Celcom and/or Digi. Any extension or discontinuation of this Plan shall be at the sole discretion of Celcom and/or Digi.
- 1.2. This Plan is available to all new and existing Celcom’s and/or Digi’s customers (“**Customer**” or “**You**”). For clarity, existing subscribers of the previous plans will retain their current plan offerings.
- 1.3. This Plan and the eligible add-ons (where applicable) are subject to change from time to time without prior notice and the benefits or any part thereof of the principal lines are non-transferable.
- 1.4. The available Plan(s) for principal lines are listed in the **Table 1** below:

	CelcomDigi Business Postpaid 5G 80	CelcomDigi Business Postpaid 5G 108	CelcomDigi Business Postpaid 5G 138	CelcomDigi Business Postpaid 5G 168
Monthly Commitment	RM80	RM108	RM138	RM168

Free 5G Access & VOLTE	FREE Uncapped 5G High-Speed & VOLTE			
Monthly Internet	120GB	150GB	180GB	800GB
Hotspot	Shared from Monthly Internet			
Voice Call	Unlimited to all network			
SMS (all network)	FREE 1500, Subsequently RM0.20/SMS	FREE 1500, Subsequently RM0.20/SMS	FREE 3000, Subsequently RM0.20/SMS	FREE 3000, Subsequently RM0.20/SMS
Video Call (all network)	RM0.20/min			
MMS (all Network)	RM0.20/MMS			
FREE Roaming	Biz Roam Lite	Biz Roam Plus	Biz Roam Flex	Biz Roam Premium
Advance Payment	RM150	RM150	RM300	RM300
Supplementary Line	N/A	2	4	6
Free Devices	Selected Devices			

Table 1

- 1.5. **Important Note:** Only Customer using iPhone 6s or newer model and VoLTE certified android devices are eligible for VoLTE subscription.

2. Supplementary Lines

- 2.1. Customer who subscribes to any principal line of this Plan (CelcomDigi Business Postpaid 5G 108 and above only) is eligible to register for supplementary lines as outlined in **Table 2** below:

	CelcomDigi Business Postpaid 5G 108 Supp	CelcomDigi Business Postpaid 5G 138 Supp	CelcomDigi Business Postpaid 5G 168 Supp
Monthly Commitment	RM48	RM48	RM48

Eligible Principal Plan	CelcomDigi Business Postpaid 5G 108	CelcomDigi Business Postpaid 5G 138	CelcomDigi Business Postpaid 5G 168
Free 5G Access & VOLTE	FREE Uncapped 5G High-Speed & VOLTE		
Monthly Internet	150GB	180GB	800GB
Hotspot	Shared from Monthly Internet		
Voice Call	Unlimited to all network		
SMS (all network)	FREE 300, Subsequently RM0.20/SMS	FREE 300, Subsequently RM0.20/SMS	FREE 300, Subsequently RM0.20/SMS
Video Call (all network)	RM0.20/min	RM0.20/min	RM0.20/min
Roaming	Roam Pass	Roam Pass	Roam Pass

Table 2

- 2.2. The number of supplementary lines eligible for subscription will be limited to the number of lines allocated for each principal line as stated in **Table 1** above, if any. If a principal line is downgraded to a lesser value plan via CRP, the number of supplementary lines eligible for subscription will adjust accordingly to match the new allocation under the CRP, if applicable.

3. Service Charges

- 3.1. This section shall apply to both the principal and supplementary line(s) of the Plan subscribed by the Customer pursuant to Section 1 and Section 2 above.
- 3.2. All service charges published herein are exclusive of all applicable Taxes.
- 3.3. Upon submitting the application for registration for the Plan, the Customer shall pay Celcom and/or Digi, as the case may be, an advance payment and such other fees, charges and/or Taxes as required by Celcom and/or Digi. Additionally, non-Malaysian Customer is further required to pay a deposit of such sum as shall be determined by Celcom and/or Digi from time to time. Any deposit paid may be applied, forfeited, utilised, off set or refunded to the Customer at Celcom's and/or Digi's sole and absolute discretion.
- 3.4. Celcom and/or Digi will impose a one-time processing fee for administration, application processing, provision of a new SIM Card, and maintenance of the Customer's connectivity ("**One-Time Fee**"). This One-Time Fee will apply to the Customer who registers for a new postpaid line, transfer their number via MNP or switch from prepaid to postpaid. This One-Time Fee will be charged on the Customer's first postpaid bill.

- 3.5. The principal line of the SIM Card shall be solely and wholly liable for all charges incurred for all the supplementary line(s) upon the activation of the SIM Card. The principal line of the SIM Card reserves the right to terminate the services provided under the supplementary line(s) by giving written notice to Celcom and/or Digi. However, the principal line shall remain solely and wholly liable for all charges incurred under the supplementary line(s) up to and including the effective date of termination.
- 3.6. Celcom and/or Digi is under no responsibility whatsoever to verify the transactions of the supplementary line(s) with the principal line.

4. **Change of Rate Plan Service (CRP)**

- 4.1. The Customer may request to upgrade the existing principal line via CRP to any other mobile business postpaid plans offered by Celcom and/or Digi ("**New Plan**") subject to Celcom and/or Digi's sole discretion. For clarity, the Customer is not permitted to downgrade the existing Plan to any supplementary plans unless the contract period of the existing Plan has expired.
- 4.2. Upon successful CRP:
 - 4.2.1. the existing mobile number will be maintained; and
 - 4.2.2. all supplementary line(s) subscribed under the principal line will be transferred to the New Plan. In the event that the CRP is registered before the billing cycle, the monthly commitment fee of existing Plan shall be pro-rated from the date of registration of the CRP.

5. **Mobile Internet Quota**

- 5.1. This section shall apply to both principal and supplementary line(s) of this Plan.
- 5.2. The mobile internet quota shall commence on the Activation date of the Plan and shall continue to be effective until the Plan is terminated.
- 5.3. All mobile internet quota allocated in the Plan is exclusively for domestic usage only.
- 5.4. Upon full utilisation of the mobile internet quota, the Customer will receive an SMS notification from Celcom and/or Digi, as the case may be, and the internet speeds will be throttled to 10Mbps until the next billing cycle. The Customer may opt to purchase or top up the mobile internet quota to restore regular internet speeds.
- 5.5. Tethering or hotspot usage will be drawn from the mobile internet quota.

6. **Unlimited Calls**

- 6.1. This section shall apply to both principal and supplementary line(s) of this Plan.

6.2. Unlimited calls allocated with the Plan:

- 6.2.1. will apply to all domestic mobile/fixed on-net and off-net usages (excluding video calls, calls to special numbers, calls to toll-free 1-300/1-800 numbers and calls to 121 numbers);
- 6.2.2. are strictly for standard person-to-person calls; and not meant for any commercial/non-personal usages. 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-dialing, machine-to-machine communication (including using the SIM Card in any other devices), Cellular Trunking Units (CTUs), or any other activity Celcom and/or Digi consider to be non-standard usage;
- 6.2.3. in cases of excessive usage, suspicion of fraud, illegal practice and/or unusual activity related to the Customer's Account, Celcom and/or Digi reserve the right, at its sole and absolute discretion, to discontinue, disconnect, interrupt, bar or suspend the services at any time. Celcom and/or Digi shall not be liable to the Customer or any third party for such actions;
- 6.2.4. are non-transferable, whether by operation of law or otherwise, either to any other person, entity or any other postpaid accounts; and
- 6.2.5. can only be utilised domestically i.e., within Malaysian networks only. Calls made while overseas will incur roaming charges. The Customer will be charged based on the call rates set by Celcom's and/or Digi's roaming partners for such usage.

7. Roaming

- 7.1. This section shall apply to principal line(s) of this Plan only.
- 7.2. All roaming pass subscriptions shall adhere to the standard roaming business rule of Celcom and/or Digi, as the case may be. Tethering will continue to operate under the same rules for both roaming and domestic use.
- 7.3. Principal line(s) of this Plan are eligible to register for Biz Roam Pass as follows:

Biz Roam Pass

Roam Pass	CelcomDigi Business Postpaid 5G 80	CelcomDigi Business Postpaid 5G 108	CelcomDigi Business Postpaid 5G 138	CelcomDigi Business Postpaid 5G 168
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Biz Roam Lite (3 countries)	FREE@5GB			
Biz Roam Plus (3 countries)		FREE@8GB		
Biz Roam Flex (13 countries)	+RM20	+RM10	FREE@8GB	
Biz Roam Premium (22 countries)	+RM30	+RM30	+RM10	FREE@8GB
Add On	Auto Recurring			
Contract	12 Months			
Penalty	RM20			

Table 3

7.4. Data speeds will be throttled to 1Mbps once the roaming internet quota has reached 100% utilisation.

7.5. Standard international roaming rates will apply to the Customer who subscribes to this Plan.

8. Other Add-On

8.1. This section shall apply to both principal and supplementary line(s) of this Plan.

8.2. The Customer may subscribe to any or multiple of the following add-ons:

Internet Data	Price (RM)
30GB	RM10
Roaming Pass	Price (RM)
3-Day Roaming	RM28
3-Day Unlimited Roaming	RM48
7-Day Unlimited Roaming	RM58
14-Day Unlimited Roaming	RM98
30-Day Unlimited Roaming	RM118

Table 4

8.3. The usage of add-on services shall be subject to their respective terms and

conditions published on CelcomDigi's Website.

- 8.4. Any calls and SMS shall follow the standard international roaming rates as published on CelcomDigi's Website: <https://www.celcomdigi.com/roaming>.
- 8.5. The Customer shall enjoy unlimited internet access upon successful subscription in the selected countries. Please refer [here](#) for eligible countries.

9. General

- 9.1 If application services are bundled with the Plan, Celcom and Digi reserve the absolute right to change, suspend, cancel substitute these services at any time without prior notice. The Customer shall not be entitled to any claim or compensation (in cash or in kind) for any loss or damage resulting from such change, suspension, cancellation or substitution.
- 9.2 Celcom and/or Digi shall not be held responsible in any way if a third party activates the Customer's subscription to the Plan without the Customer's consent. In such cases, Celcom and/or Digi will not provide any refund or compensation to the Customer.
- 9.3 Celcom and Digi reserves the sole and absolute right to withdraw, amend, omit and/or vary any part or the whole of these Terms and Conditions without prior notice to the Customer and the Customer shall be bound to observe, perform, and comply with the Terms and Conditions herein and any amendments thereof.
- 9.4 Celcom's and Digi's decisions in any matter in relation to these Terms and Conditions shall be final and conclusive. Any request for appeal or review shall not be entertained.
- 9.5 Celcom and Digi shall not be liable for any claim by the Customer or third-party claims or losses of any nature, including but not limited to, loss of profits, punitive, indirect, special, incidental, or consequential damages or for other damages and any related claims of any nature, including direct, indirect, third party, consequential or other damages resulting from or in connection with these Terms and Conditions.
- 9.6 Celcom and Digi do not take any responsibility in the event the Customer is prevented from subscribing to the Service, as a result of certain technical restrictions, other limitations or Force Majeure events.

- 9.7 In the event any of these Terms and Conditions is invalid, illegal and unenforceable under any applicable law or for any reason whatsoever, the legality and enforceability of the remaining provisions shall not be affected.
- 9.8 No delay or indulgence by Celcom and/or Digi in enforcing any terms or conditions herein shall constitute a waiver by Celcom and/or Digi of the Customer's breach of these Terms and Conditions.
- 9.9 Each party shall bear their respective costs and expenses in connection with and incidental to the preparation, execution, delivery and completion of the Agreement, including but not limited to all legal fees and out-of-pocket expenses incurred. All stamp duties payable under these Terms and Conditions, if any, shall be borne by the Customer which will be billed to the Customer.
- 9.10 These Terms and Conditions shall be construed and governed by the laws of Malaysia. In the event of a dispute, the courts of Malaysia shall have exclusive jurisdiction.

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