

CelcomDigi Business 5G WiFi

Terms and Conditions

The Package Plan (as hereinafter defined) for **CelcomDigi Business 5G WiFi** ("Service") is made available by CelcomDigi and is subject to the terms and conditions provided herein.

The use of the Service and any other selected products and/or services is further subject to the General Terms and Conditions for Enterprise Service ("GTC"), the Specific Terms and Conditions for CelcomDigi Business WiFi ("STC"), and the respective terms and conditions for the selected products and/or services, and CelcomDigi's (i) Privacy Notice; and (ii) Fair Usage Policy, as published at CelcomDigi Website at <https://business.celcomdigi.com/term-condition>, 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").

You (also referred to as the "Customer") acknowledge that you have read and fully understood these Terms and Conditions. Your use of the Service, upon activation, constitutes unconditional acceptance to be bound by these Terms and Conditions, as may be amended from time to time by CelcomDigi. Unless the context otherwise requires, the capitalised terms herein shall have the meanings assigned to them in the GTC and STC respectively.

1. Package Plan

1.1 Your subscription to the Service includes the following package options ("Package Plan"):

Package Name	CelcomDigi Business 5G WiFi 199	CelcomDigi Business 5G WiFi 149	CelcomDigi Business 5G WiFi 99	CelcomDigi Business 5G WiFi 99 (Plan Only)
Monthly Commitment Fee	RM199	RM149	RM99	RM99
Monthly Internet Quota	*UNLIMITED	*UNLIMITED	*UNLIMITED	*UNLIMITED
Contract	24 months	24 months	24 months	nil
Upfront Payment Fee	-	-	-	-
Non-Malaysian (Foreigners) Deposit Fee	RM500.00 (registration with Passport)			
Termination Fee	Remaining balance of service charges for the unexpired Contract Term.	Remaining balance of service charges for the unexpired Contract Term.	Remaining balance of service charges for the unexpired Contract Term.	Remaining balance of service charges for the unexpired Contract Term.

Device	Outdoor CPE and Indoor Router	Dual Mode 5G/4G router	MiFi	N/A
Device Items Details	(i) One (1) unit Outdoor CPE; (ii) One (1) unit WiFi router; and (iii) One (1) unit of SIM Card	(i) One (1) unit of 5G WiFi Router; (ii) One (1) unit of SIM Card; (iii) Customer particular details; and (iv) CelcomDigi Business 5G WiFi including guidelines in print.	(i) One (1) unit of 5G MiFi; and (ii) One (1) unit of SIM Card	One (1) unit of 4G/5G WiFi SIM Card only.

Notes:

*Subject to CelcomDigi's Fair Usage Policy.

- 1.2 You are ineligible to subscribe to the Service if you have any outstanding Account with CelcomDigi regardless of whether such account is related to the Service or otherwise.
- 1.3 CelcomDigi reserves the right to amend the Package Plan from time to time at its discretion or to withdraw the Package Plan at any time without assigning reasons for such withdrawal and migrate you to another package or promotional package as CelcomDigi deems fit.
- 1.4 The Package Plan 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 Package Plan's applicable charges.
- 1.5 You can monitor data usage, internet quota balance and monthly bills via the CelcomDigi mobile application.
- 1.6 The unlimited internet quota is subject to CelcomDigi's Fair Usage Policy and is capped at 1000GB. Upon full utilisation of the internet quota, you shall receive a notification from CelcomDigi via your registered email. Notwithstanding the foregoing, you may continue using the internet at a reduced speed of 512kbps.
- 1.7 CelcomDigi reserves the right to withhold and block all downloads from any torrent sites.

2. Special Service Rebate

- 2.1. If you are an existing customer of CelcomDigi postpaid plan, you will enjoy a special CelcomDigi Business 5G WiFi service rebate ("**Service Rebate**") subject to you fulfilling the eligibility criteria as set out below: -

Plan	Business 5G WiFi 199	Business 5G WiFi 149	Business 5G WiFi 99	Business 5G WiFi 99 (Plan only)
RRP	RM 199	RM 149	RM 99	RM 99
Service Rebate	RM 50 x 24 months	RM 40 x 24 months	RM 10 x 24 months	RM 20 x 24 months
Promotion Price	RM 149	RM 109	RM 89	RM 79
Device	Outdoor CPE + Router	Router	MiFi	N/A
Contract	24 months	24 months	24 months	24 months
Eligibility	For existing customer of CelcomDigi postpaid plans only, provided that you do not have any outstanding account with CelcomDigi regardless of whether such account is related to the Service or otherwise.			

3. Service Rebate Mechanics

3.1 The Service Rebate is made available on **1st January 2026** and will continue until further notice. CelcomDigi reserves the right to extend or discontinue the Service Rebate at its sole discretion.

3.2 The Service Rebate will be reflected in the Customer's 1st Bill for the Service.

3.3 The Service Rebate amount will be prorated based on the activation date of the Service.

4. Disclaimer

4.1 This Service is provided to you 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.

4.2 Speed depends on factors such as modem capability, location, coverage, distance from communications tower and number of simultaneous users. Total internet quota for each Package 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 Service at regular speed, you may opt for additional quota, which can be purchased, if applicable. 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.

- 4.3 Your usage of our Service is subject to the CelcomDigi's Fair Usage Policy.
- 4.4 CelcomDigi disclaims any and all liability for loss or damage to property or any personal injury or loss of life resulting from or in connection with the subscription to the Service.

5. Miscellaneous

- 5.1 CelcomDigi 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 you and you shall be bound to observe, perform, and comply with the Terms and Conditions herein and any amendments thereof.
- 5.2 CelcomDigi'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.
- 5.3 CelcomDigi 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.
- 5.4 CelcomDigi does 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.
- 5.5 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.
- 5.6 No delay or indulgence by CelcomDigi in enforcing any terms or conditions herein shall constitute a waiver by CelcomDigi of the Customer's breach of these Terms and Conditions.
- 5.7 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.

[end of Terms and Conditions]