

# CelcomDigi PrivateSIM

CelcomDigi PrivateSIM is a postpaid supplementary eSIM plan ("Plan") made available by CelcomDigi Mobile Sdn. Bhd. (formerly known as Celcom Mobile Sdn. Bhd.) [Company No. 197601002188 (27910-A)] and CelcomDigi Telecommunications Sdn. Bhd. (formerly known as Digi Telecommunications Sdn. Bhd.) [Company No. 199001009711 (201283-M)] [Individually known as Celcom or Digi and collectively known as "CelcomDigi" for the purpose of this Terms & Conditions].

This Plan offers Customers the opportunity to use a dedicated secondary line solely for banking One-Time Passwords (OTP) and digital activities enabling Customers to manage and control the transmission of their personal information.

The full terms and conditions of the use of the selected products and/or services are as set out at <https://www.celcomdigi.com/terms-conditions/general> ("General Terms"), including the Privacy Notice as set out at Celcom Privacy Notice and Digi Privacy Notice; all of which form an integral part of full terms and conditions of the said products and/or services (collectively, the "Terms and Conditions").

The Terms and Conditions are also accessible via CelcomDigi's website at <https://www.celcomdigi.com/terms-conditions/postpaid>.

All terms and references used herein shall be the same as the General Terms unless otherwise defined. In the event there is a conflict or inconsistency between these Terms and Conditions and the General Terms, the Terms and Conditions herein shall take precedence.

1. Each Customer (as defined below) agrees that he/she has read and understood the Terms and Conditions and by his or her purchasing/subscribing to the Plan, each subscriber agrees to be bound by the Terms and Conditions.

2. CelcomDigi does not guarantee or warrant the availability of the Plan and the Customer(s) acknowledges and agrees that the Plan is provided on an "as is" basis.
3. CelcomDigi reserves the right to revise, modify and/or change these terms and conditions at any time at CelcomDigi's sole discretion without providing notice to Customers. Continued subscription of this Plan following any changes to these Terms and Conditions constitutes an acceptance to those changes (if any). Customers are advised to visit this page periodically to review the Terms and Conditions.
4. CelcomDigi reserves the right to terminate, suspend or block a Customer's usage of its services for any reason at any time without prior notice. In such event, there shall be no claims and / or compensation or whatsoever by the Customer against CelcomDigi for any and all losses or damages suffered or incurred by the Customer as a direct or indirect result of the act of alteration, cancellation, termination or suspension thereof.

### **Availability**

- a) This Plan will be made available effective 10 April 2025 onwards.
- b) Any changes or discontinuation thereof shall be at the sole discretion of CelcomDigi.

### **Eligibility**

Customer of the Principal Line of CelcomDigi Postpaid 5G 80 and above can subscribe for the Plan as one of his/her Supplementary Line. The Plan shall be included as one of the six supplementary lines.

### **The Plan**

- a) The detail of the Plan is set out in the table below. The Plan and 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 Plan are non-transferable.

## **11. Eligibility**

Pre-requisite (Principal Line)	CelcomDigi Postpaid 5G 80	CelcomDigi Postpaid 5G 100	CelcomDigi Postpaid 5G 120	CelcomDigi Postpaid 5G 140	CelcomDigi Postpaid 5G 160	CelcomDigi One Pro	CelcomDigi One Ultra
Supplementary Line	Up to 6 Family lines or Gadget SIM or PrivateSIM						
12. Product Details							
Product Name	PrivateSIM						
Principal Plan Eligibility	CelcomDigi Postpaid 5G 80 and above						
Commitment Price	RM10 /month						
Credit Limit	RM30 per billing cycle						
Internet Quota	1GB						
Speed	Essential (100Mbps)						
Hotspot	NA						
Voice Call (apply to all domestic networks within Malaysia)	Included 20 mins, pay-as-you-use after at RM0.30/min						
SMS	Included 20 SMS, RM0.30/SMS						
Video Call	NA						
MMS	NA						
IDD Call	NA						
Data Add-On	RM5 for 500MB, valid for 7 days						
Roaming Voice Call	Rates vary by country (subject to RM30 /month credit limit)						
Roaming SMS	Rates vary by country (subject to RM30 /month credit limit)						
Roaming Pass	NA						

Change-of-Plan	NA (new supplementary line registration only)
Format	eSIM only

b) Internet Quota

- I. Internet Quota allocated for the Plan is exclusively for domestic usage only.
- II. Except where provided in these Terms and Conditions, if the Customer does not fully utilise the Internet Quota, the balance of unutilised Internet Quota shall be forfeited at the end of the billing cycle.
- III. Internet usage will be restricted once the usage exceeds the Internet Quota allocated. Customer may opt to purchase the Data Add-On.

c) Voice Calls

- I. Voice Calls apply to 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).
- II. Voice Calls is strictly for standard person-to-person calls; and not meant for any commercial/non-personal usages. For any excessive usage, or on suspicion of fraud, any illegal practice or unusual activity in respect of the Customer's Account, CelcomDigi at its sole and absolute discretion reserves the right at any time without being liable to the Customer or any third party to discontinue, disconnect, interrupt, bar or suspend the service for such period of time as CelcomDigi shall deem fit.
- III. Voice Calls is non-transferable, whether by operation of law or otherwise, either to any other person, entity or any other postpaid account.
- IV. Voice Calls made in overseas are subject to roaming charges. The Customer shall be charged based on the call rates imposed by the respective overseas roaming operators.

d) Device Compatibility

The Plan is currently made available and compatible with the following devices:

Type	Model
iPhone	iPhone XS, iPhone XS Max, iPhone XR, or later that support eSIM.
	iPhone 14 or iPhone 14 Pro (without a physical SIM tray) (i.e. purchased in the U.S.) shall be activated with an eSIM.
Android	Samsung Galaxy Fold/ Samsung Galaxy S20 series or later that support eSIM.

**Charges**

- (i) Charges published are exclusive of all applicable taxes including service tax.
- (ii) All other services and add-ons (where applicable) are charged based on usage on a Pay-As-You-Use (PAYU) basis on standard rates as determined by CelcomDigi from time to time.
- (iii) The Principal Line shall be solely and wholly liable for all charges incurred for all the Supplementary Line(s) upon the activation of the Plan. The Principal Line reserves the right to terminate the services under the Supplementary Line by giving notice in writing to CelcomDigi but shall still remain solely and wholly liable for all charges incurred under the Supplementary Line(s), up to and including the effective date of termination.
- (iv) CelcomDigi is under no responsibility whatsoever to verify the transactions between the Supplementary Line(s) and Principal Line.

**General Terms**

1. CelcomDigi shall not be responsible in any way in the event that the Customer's subscription is activated by a 3rd party without their consent. Celcom Digi shall not refund nor compensate the Customer in any manner whatsoever in such situations.
2. CelcomDigi does not guarantee or warrant that there shall be no problem, defect or error in the access or usage provided by this Subscription. CelcomDigi shall not be responsible in any way whatsoever for the loss incurred directly or indirectly for such failure or any problems associated with the network in any way whatsoever.
3. CelcomDigi reserves its absolute right and discretion to apply the Fair Usage Policy if the Customer is suspected to have had abused the services or internet usage in whatsoever way including exceeding the base quota.
4. CelcomDigi shall not be liable in any manner whatsoever to the Customers or 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.
5. The 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.
6. All other terms and conditions governing the use of any of CelcomDigi mobile telecommunication services shall apply herein mutatis mutandis.