

Juara Keren 5G

This **Juara Keren 5G ("Plan")** is a prepaid plan made available by Celcom Mobile Sdn Bhd (Company No. 197601002188 (27910-A)) ("**Celcom**") subject to the terms and conditions provided herein.

The full terms and conditions of the use of the selected products and/or services is subject to the Celcom General Terms and Conditions ("General Terms and Conditions"), respective Celcom's and Digi's Privacy Notice / Data Protection Statement and Data Protection Obligations / Fair Usage Policy found on Celcom's website at <https://www.celcom.com.my/legal/terms-and-conditions/personal> 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 Celcom.

- Where application services are bundled with the Plan, Celcom 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 Celcom does not entitle the Customers to any claim or compensation against Celcom (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.
- Celcom 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. Celcom shall not refund nor compensate the Customer in any manner whatsoever in such situations.

- Celcom 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>.
- Celcom reserves the right to make any alteration or changes to the Terms and Conditions or any part thereof or suspend the Subscription or any part thereof without prior notice and Celcom shall not be liable to the Customers for any loss or inconvenience resulting therefrom.

1. Eligibility

- 1.1. This plan is eligible for new Celcom Prepaid activation customers, Mobile Number Portability (MNP) customers or customers requesting for change rate plan from other Celcom Prepaid Plans.
- 1.2. To use any of the Prepaid Mobile Services, the Customer must be at least twelve (12) years old.
- 1.3. Customers are only allowed to register for the Service a maximum of five (5) Celcom Prepaid accounts.

2. Registration

To register for the Juara Keren 5G starter pack(s), Customers shall provide an original copy of their National Registration Identification Card (NRIC), passport, MyPR, MyKAS, iKAD or IMM13/IMMP to Celcom or Celcom's appointed dealer. The Customer's Juara Keren 5G account shall be deemed successfully registered upon receipt of a confirmation SMS from Celcom.

3. Plan Rates

3.1. The following rates shall apply to the Juara Keren 5Gs:

Type of Service	Condition	Rate (RM)
Voice Call	To all networks within Malaysia	30sen/min (60 sec/Block)
Video Call	To all networks within Malaysia	30sen/min (60 sec/Block)
SMS	To all networks within Malaysia	20sen/SMS
MMS	To all networks within Malaysia	50sen/SMS
Basic Internet (Data)	Only for active line	500MB/month (Speed at 64kbps)

3.2. Celcom will deduct the value of Service used from the Customer's Juara Keren 5G at the rates stipulated above and/or as may be imposed by Celcom from time to time without prior notice.

3.3. The rates for International Roaming, International Direct Dial (IDD) and Value-Added Services (VAS) are as published on Celcom's official website at www.celcom.com.my

4. Free Basic Internet

4.1. Juara Keren 5G Plan comes with free basic Internet that is subject to the monthly Fair Usage Policy of 500MB with a speed up to 64kbps ("Free Basic Internet").

4.2. The Customer may continue to enjoy the Free Basic Internet as long as their account validity is still active. If the Customer's account validity is inactive, the Free Basic Internet will be temporarily disconnected until the account is reactivated.

4.3. Any unused quota from the Free Basic Internet is not entitled to carry forward and will be forfeited.

4.4. This Free Basic Internet will be refreshed every first of the month.

5. Credit Expiry/Validity

- 5.1. The Customer's prepaid credit or airtime balance can only be used when their Juara Keren 5G accounts are active. To keep the Juara Keren 5G account active, the Customer is required to perform a credit reload or subscribe to a Monthly Pass or a One-Time Pass or purchase of an Extra Credit Validity. Any prepaid credit or balance in the Juara Keren 5G account cannot be exchanged or redeemed for cash.
- 5.2. Upon expiry of the validity period, the Customer will have sixty (60) days to reactivate the account, failing which their mobile number or account will be automatically terminated without any further notice.

6. Account Lifecycle

- 6.1. Subscription to a Monthly Pass, or subscription to a One-Time Pass, or purchase of an Extra Credit Validity or perform a credit reload for Prepaid services will determine the number of active-days to make calls, SMS, and access to the internet ("Active Period").
- 6.2. After the end of the Active Period, Customers can only receive incoming calls and SMS until the next subscription up or sixty (60) days from the end of Active Period, whichever is earlier ("Credit Grace Period"). During the Credit Grace Period, all or any balance from unutilised prepaid credit and/or unutilised mobile internet data will be suspended from usage until the account is reactivated via credit reload, subscription of a Monthly Pass or One-Time Pass or purchase of an Extra Credit Validity.
- 6.3. Customers must perform a credit reload, subscribe to a Monthly Pass or One-Time Pass to resume full Service(s) of the Plan before the end of the Credit Grace Period. Failure to do so before the end of the Credit Grace Period will result in termination of the Plan and any utilised prepaid credit will be forfeited.

6.4.

Lifecycle Status	Description
<p>Active Period (Follows Internet subscription validity)</p>	<p>Prepaid account will be activated when a CelcomDigi Prepaid subscriber:</p> <ul style="list-style-type: none"> • Performs a credit reload to prepaid account, thus extending its account validity or • Subscribes to any Juara Keren 5G Monthly Plan or One-Time Pass. This is attributed to Always Active feature which streamlines both account validity and Internet validity upon Internet subscription • Purchase an Extra Credit Validity
<p>Grace Period (60 days)</p>	<p>CelcomDigi Prepaid account will go into grace period upon expiry of account validity.</p> <p>The grace period serves as an interval for CelcomDigi Prepaid subscribers to perform a credit reload, purchase an Extra Validity Extension, subscribe to a new or renew Internet plan subscription upon expiry.</p> <p>During grace period, subscribers can continue to receive incoming voice calls and SMS, but cannot make any originating voice calls, send SMS or consume mobile data.</p> <p>To reactive a prepaid account in grace period, subscribers are required to perform a credit reload of any amount or purchase an Extra Validity Extension.</p>
<p>Termination</p>	<p>CelcomDigi Prepaid account will be terminated once the Grace Period is lapsed. Subsequently, the prepaid account number (MSISDN) will be recycled upon termination of Prepaid account.</p>

7. Change of Plan

7.1. Existing Celcom Prepaid customers of any prepaid plan can request for a change of plan from existing Celcom Prepaid rate plans to Juara Keren 5G Plan via

7.1.1. UMB *118*1#

7.1.2. SMS 28882

7.1.3. In-store (via PULSE)

7.1.4. eStore

7.2. The Change of Plan process is free of charge.

7.3. Upon successful change to Juara Keren 5G Plan:

7.3.1. Customers are not allowed to change back to their original plan.

7.3.2. Customers' original plan's account lifecycle active period will be carried forward to Juara Keren 5G.

7.3.3. Customers' Credit Balance or any outstanding Credit Advance will be carried forward to Juara Keren 5G.

7.3.4. The Grace Period will be reset to 60 days.

7.3.5. Customers are only entitled to carry forward selected Juara Keren 5G internet plans and other presubscribed remaining internet plan validity and quota balance will be forfeited.

8. Reload and Validity Period

8.1. Customer's Juara Keren 5G account validity will be extended (days) upon every successful reload based on the following Reload Amount and Credit Validity Period table.

8.2.

Reload Amount	Reload Amount (After SST 6%)		Credit Validity Period
	Malaysian	Non-Malaysian	
RM5	RM5	RM4.72	5 days
RM10	RM10	RM9.43	10 days
RM30	RM30	RM28.30	30 days
RM50	RM50	RM47.17	50 days
RM100	RM100	RM94.34	100 days
RM200	RM200	RM188.68	200 days

Note: Minimum reload denomination is RM5 and maximum is RM200

- The Customer will receive credit based on reload amount after Service Tax 6% (SST)

- Non-Malaysian will be subjected to 6% SST

8.3. Each reload amount Credit Validity period (days) extension will be effective from the date of Customer's successful of reload individually and will not be accumulative.

8.4. No change of the Customer's existing validity period if the Credit Validity extension of the reload is shorter than the existing validity period or before Customer's Juara Keren 5G account Grace period end date.

8.5. The Customer will be notified via SMS on the new credit validity period upon successful reload.

8.6. Customers can only maintain up to RM1,000 credit balance in their Juara Keren 5G account at any point of time.

9. Auto Reload via Celcom Life app

9.1. The Auto Reload Service shall take effect on the date of Customer's successful sign-up of the Auto Reload Service and shall continue to be in force until terminated in accordance with the Terms and Conditions.

- 9.2. The Auto Reload Service shall be applicable to all Celcom Prepaid customers who subscribe to the Auto Reload Service for credit reload purposes ("Customer").
- 9.3. Customers can subscribe for and unsubscribe from the Auto Reload Service via Celcom Life app.
- 9.4. Celcom may, at its discretion, allow the reload to be paid through a third-party credit or charge card ("Auto Reload Service") subject to the Terms and Conditions of the Auto Reload.
- 9.5. If the Customer chose to register for the Auto Reload, the Customer shall be responsible for informing Celcom immediately via Celcom Life app or Celcom Contact Centre if their devices, credit or charge card is lost, stolen, expired or terminated or if they want to unsubscribe from the Auto-Reload feature.
- 9.6. By registering for the Auto Reload Service, the Customer authorises Celcom to verify the information provided by the Customer with the credit card issuer or any third party as may be necessary, including but not limited to, forwarding other details to the card issuer, financial institution and other relevant parties for and in connection with the Auto Reload Service.
- 9.7. The credit cards or debit cards accepted by Celcom for the Auto Reload Service are Visa card or MasterCard issued by financial institutions/banks incorporated in Malaysia.
- 9.8. Customer may choose options for the reload amount and selection of date for the Auto Reload Service as below.

Preferred Date	Between the 1st and the 28th of the month
Reload Amount	<ul style="list-style-type: none">○ RM5○ RM10○ RM15○ RM20○ RM30

	<ul style="list-style-type: none"> ○ RM50 ○ RM100
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10. Validity Extension

10.1. Validity Extension shall be applicable to all Celcom Prepaid customers who purchase of an Extra Credit Validity.

10.2.

Extra Credit Validity	Price	Validity
RM1 for 1 Day	RM1	1 day
RM2 for 3 Days	RM2	3 days
RM8 for 15 Days	RM8	15 days

10.3. The Customer can subscribe to any of the respective Validity Extension via any of the following manners:

10.3.1. UMB *118*3# and follow the instructions therein; or

10.3.2. Celcom Life App.

10.4. Upon each successful Subscription, the Customer shall receive an SMS notification from Celcom to notify on the successful Subscription under the respective Validity Extension.

10.5. Upon successful Subscription, the Customer shall receive the respective validity based on the subscription on top of Customer current credit validity.

10.5.1. Prepaid account - status active

Example: Credit expiry on 5th September 2024. Subscribe to Validity Extension RM1 for 1 Day on 1st September 2024. New credit expiry will be on 6th September 2024

10.5.2. Prepaid account - status expired

Example: Credit expiry on 31st August 2024. Subscribe to Validity

Extension RM1 for 1 Day on 1st September 2024. New credit expiry will be on 2nd September 2024

10.5.3. Multiple Subscription

Example: Credit expiry on 31st August 2024. Subscribe to Validity Extension RM1 for 1 Day on 1st September 2024. New credit expiry will be on 1st September 2024.

Then subscribe to another Validity Extension RM2 for 3 Days on the same day, 1st September 2024. New credit expiry will be on 4th September 2024.

10.6. This Validity Extension is a one-time subscription and does not have an auto-renewal feature.

10.7. Multiple subscription of Validity Extensions are allowed.

11. Internet Plans

11.1. The Internet Pass in the table listed per clause 11.2 shall be applicable for new Juara Keren 5G customers. New Juara Keren 5G customers may subscribe to any of the following Internet Plans:

11.2. Monthly Pass

Internet Plan	Price	Base Quota (5G/4G)	Unlimited Quota* (5G/4G)	Calls	IDD Minutes	Validity	Auto Renewal
5G 35 (Juara Keren)	RM35	20GB (100mbps)	Unlimited YouTube (3mbps)	RM0.30/min	120 mins (Bangladesh, Indonesia)	30 days	✓

11.2.1. Note:

11.2.1.1. Unutilised quota will not be carried forward and will expire on the respective expiry of the subscription

11.2.1.2. Base Quota (4G/5G) is high-speed internet.

11.2.1.3. Customers need to be on a 5G capable, supported and enabled mobile device with updated software version, with a

4G LTE enabled SIM, within the 5G network coverage areas to enjoy 5G. Customers who are located outside the 5G network coverage areas will continue to enjoy uninterrupted 4G connectivity on Celcom's network.

- 11.2.1.4. The Monthly Pass is available for use within Malaysia and is not extended to roaming usage.
- 11.2.1.5. Unlimited Quota* (4G/5G) is subjected to the Fair Usage Policy. Upon full utilization of the Fair Usage Policy, internet usages will be deducted from the Free Basic Internet.
- 11.2.2. The Customer can subscribe to any of the respective Monthly Passes via any of the following manners ("Subscription"):
 - 11.2.2.1. UMB *118*2# and follow the instructions therein; or
 - 11.2.2.2. Celcom Life app; or
 - 11.2.2.3. Any authorized Celcom and Digi dealers.
- 11.2.3. Upon each successful Subscription, the Customer shall receive an SMS notification from Celcom to notify on the successful Subscription upon which the Customer can start to enjoy the Monthly Pass immediately afterwards.
- 11.2.4. Customers can check the validity period and/or available quota balance of the Monthly Pass via the Celcom Life app or by dialing *118*2*4# for direct dial UMB from the Customer's mobile phone.
- 11.2.5. Upon expiry of the validity period of the Monthly Pass, the Subscription shall be renewed automatically. The Customer will be informed via SMS prior to the auto-renewal to notify them of the option to opt out from the Subscription.
- 11.2.6. Pursuant to the above clause, the Customer can opt out from the Monthly Pass Subscription via the Celcom Life app or UMB menu *118*2*5# and follow the instructions therein.

11.2.7. Auto-Renewal

- 11.2.7.1. Auto Renewal is when previous subscribed Monthly Pass will always continue to be subscribed with sufficient Credit Balance for Monthly Pass charges deduction.
- 11.2.7.2. Auto Renewal is applied to all Monthly Passes stated under clause 11.2 passes.
- 11.2.7.3. Multiple subscriptions of the Monthly Passes stated under clause 11.2, the Auto Renewal will be applied for the newest subscription only. The existing Monthly Pass will be removed upon expiry.

11.3. **Quota Top Up**

- 11.3.1. If Customer require more Internet Quota upon fully utilizing the Base Quota (4G/5G), they may purchase the following Quota Top Up by performing direct dial via UMB menu as per instructions provided hereunder or via the Celcom Life app:

Category	Price	Quota (5G/4G)	Validity
All-usage	RM6	15GB	Quota Top Up follows Monthly Pass Internet validity

11.3.2. **Note:**

- 11.3.2.1. Data rollover is not applicable for Quota Top Up.
- 11.3.2.2. Quota Top Up is high-speed internet.
- 11.3.2.3. Customers need to be on a 5G capable, supported and enabled mobile device with updated software version, with a 4G LTE enabled SIM, within the 5G network coverage areas to enjoy 5G. Customers who are located outside the 5G network coverage areas will continue to enjoy uninterrupted 4G connectivity on Celcom's network.
- 11.3.2.4. The Quota Top Up is available for use within Malaysia and is not extended to roaming usage.

11.3.3. The Customer can subscribe to any of the respective Passes via any of the following manners (“Subscription”):

11.3.3.1. UMB *118*2# and follow the instructions therein; or

11.3.3.2. Celcom Life app

11.3.4. Upon each successful Subscription, the Customer shall receive an SMS notification from Celcom to notify on the successful Subscription upon which the Customer can start to enjoy the Quota Top Up immediately afterwards.

11.3.5. Customer can check the validity period and/or available balance of the Quota Top Up via the Celcom Life App or by dialing *118*2*4# for direct dial UMB from the Customer’s mobile phone.

11.3.6. The validity of the Quota Top Up follows the validity of the subscribed Monthly Pass. Upon expiry of the Monthly Pass’ validity period, the Quota Top Up Subscription will expire as well.

11.3.6.1. Example 1

Monthly Pass expires on 30th June 2024. Subscribe to Quota Top Up RM6 for 15GB on 1st June 2024. Quota Top up will expire on 30th June 2024.

11.3.6.2. Example 2

Monthly Pass expires on 30th June 2024. Subscribe to Quota Top Up RM6 for 15GB on 15th June 2024. Quota Top up will expire on 30th June 2024.

11.3.7. The Auto Renewal feature is not applicable for Quota Top Up.

11.4. **One-Time Pass**

Category	Price	Quota (5G/4G)	Validity
Hourly	RM1	Unlimited*	1 Hour
Daily	RM3	3GB	1 Day
	RM6	9GB	3 Days
Weekly	RM12	20GB	7 Days

	RM15	Unlimited (6mbps) & Calls + 2GB Hotspot	7 Days
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11.4.1. Note:

- 11.4.1.1. Data rollover is not applicable for One-Time Passes
- 11.4.1.2. One-Time Passes are high-speed internet
- 11.4.1.3. Customers need to be on a 5G capable, supported and enabled mobile device with updated software version, with a 4G LTE enabled SIM, within the 5G network coverage areas to enjoy 5G. Customers who are located outside the 5G network coverage areas will continue to enjoy uninterrupted 4G connectivity on Celcom's network.
- 11.4.1.4. The One-Time Pass is available for use within Malaysia and is not extended to roaming usage.
- 11.4.1.5. Unlimited Quota* (4G/5G) is subjected to the Fair Usage Policy. Upon full utilization of the Fair Usage Policy, internet usages will be deducted from the Free Basic Internet.

11.4.2. The Customer can subscribe to any of the respective Passes via any of the following manners ("Subscription"):

- 11.4.2.1. UMB *118*2# and follow the instructions therein; or
- 11.4.2.2. Celcom Life app

11.4.3. Upon each successful Subscription, the Customer shall receive an SMS notification from Celcom to notify on the successful Subscription upon which the Customer can start to enjoy the One-Time Pass immediately afterwards.

11.4.4. Customer can check the validity period and/or available balance of the One-Time Pass via the Celcom Life App or by dialing *118*2*4# for direct dial UMB from the Customer's mobile phone.

11.5. **Multiple Subscription**

- 11.5.1. Monthly Pass: Customers are allowed to subscribe for more than one Monthly Pass. Both the existing and new Monthly Pass will co-exist and have its respective expiry date based on the subscription date. However, only the new Monthly Pass will be auto renewed, and the existing Monthly Pass will be removed upon expiry. The internet quota consumption for the Monthly Passes will be prioritised according to the Monthly Pass expiry date. Any unutilized internet quota will be forfeited if the Monthly Internet Pass has been removed.
- 11.5.2. Quota Top Up: There is no limit on the number of Quota Top Up purchase. Both the existing and new Quota Top Up will follow the expiry date of the Monthly Pass. Any unutilized quota will be forfeited upon expiry of the Monthly Pass or Quota Top Up.
- 11.5.3. One-Time Pass: There is no limit on the number of One-Time Pass purchase. Both the existing and new One-Time Pass will co-exist and have its respective expiry date based on the subscription date. The internet consumption for the One-Time Pass will be prioritised according to the individual One-Time Pass expiry date. Any unutilised internet quota will be forfeited upon expiry of the One-Time Pass.

12. Unlimited Pass Fair Usage Policy ("FUP") for Internet Quota

- 12.1. The Customer who subscribes to any of the Juara Keren 5G Internet passes stated herein is subject to the Fair Usage Policy ("FUP") of the unlimited internet quota.
- 12.2. The speed limit varies for each pass as stated herein under clause 11.2.
- 12.3. Upon full utilisation of the FUP, the speed will be reduced to 512kbps until the Internet Pass expires.
- 12.4. Once the Customer has fully utilised the Additional Internet Quota purchased, the Customer's data usage shall be throttled to the speed of 64KBps.

13. Fair Usage Policy

The Customer's use of the Service shall be subject to the terms and conditions of Celcom's Fair Usage Policy which is posted on <https://www.celcom.com.my/legal/fair-usage-policy> . Celcom reserves the right to manage the Customer's allocated bandwidth including but not limited to reducing/throttling the surf speed, interrupt, suspend, cancel, limit the right of access, or terminate the Customer's bandwidth to the internet service in accordance with Celcom's Fair Usage Policy.