

TERMS AND CONDITIONS FOR MEGA PACKAGE PLAN

Introduction

This MEGA™ plan (“Plan”) is offered under the Service made available by Celcom to you, and is subject to the General Terms and Conditions of Celcom’s postpaid and the Specific Terms and Conditions of MEGA™ Plan. Please 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. You must ensure that any person you allow to use the Service complies with these terms and conditions and Celcom’s Privacy Notice as stated on <https://www.celcom.com.my/legal/privacy-matters>. Your use of the Service shall subject to the terms and conditions of Celcom’s Fair Usage Policy which is made available at <https://www.celcom.com.my/legal/fair-usage-policy>, and in the event of any inconsistency between the Fair Usage Policy and the Specific Terms and Conditions, the Specific Terms and Conditions shall prevail.

The subscription to the MEGA™ Lightning/Unlimited Plan or with Supplementary Lightning/Unlimited with Device Bundle Program (“Device Plans”) offered by Celcom shall be subject to and shall be read together with <https://www.celcom.com.my/legal/terms-and-conditions/personal#personal-devices-mega-device-bundle> or <https://www.celcom.com.my/legal/terms-and-conditions> respectively.

1. Definitions

For the purpose of these Specific Terms and Conditions, all capitalised terms not defined herein shall have the meaning set forth in the General Terms and Conditions. All other terms not defined herein shall have the meaning as may generally be accepted within the industry based on the context used herein.

2. Availability and Eligibility

2.1 This Plan offering has been made available for subscription from 30th November 2023 and shall continue to be available until further notice is issued by Celcom. Those who have already subscribed to the prior plan will remain to get their own plan offering. Any extension or discontinuation of this Plan shall be at the sole discretion of Celcom.

2.2 This Plan shall be applicable to all new and existing Celcom customers (hereinafter referred as “Customer” or “You”).

2.3 Notwithstanding the aforementioned, Celcom reserves the right at its sole discretion to include any other customers who Celcom deems fit for this Plan.

2.4 You will continue to enjoy this Plan as long as it remains available and active by Celcom.

2.5 Celcom reserves the right to make any alterations, changes, or suspend any part of the Plan with or without prior notice, and Celcom shall not be liable for any loss or inconvenience to you resulting therefrom.

2.6 You may register for the Plan via Blue Cube, dealers, or online application. Each registration must be applied with valid NRIC and the eligibility of their credit status via CTOS. For clarity, each NRIC can register up to fifteen (15) numbers under postpaid plans.

3. Tenure

3.1 Depending on the package plan selected, the Customer agrees and shall commit to a 24-month or 36-month contract, as applicable ("Term"), commencing from the Activation date of the Service and shall continue to be in force until it is terminated in accordance with the terms and conditions.

3.2 In the event of early termination by the Customer, the Termination Fee shall apply.

3.3 During the Term, the Customer may request for Change of Rate Plan ("CRP") subject to the terms and conditions stipulated herein.

3.4 At the expiration of the Term, the Customer may opt to:

3.3.1 renew the contract for a further Term on the same or updated terms and conditions as Celcom may prescribe; or

3.3.2 select a new contract offering, subject to eligibility and availability of the Service or Plan;

Provided always that Celcom shall be entitled to renew the contract should the Customer omit or fail to exercise any of the above options by the expiration of the Term.

4. Fees and Charges

4.1 Upon your submission for registration, Celcom may request for advance payment for registration of the Service (which may include, without limitation, a refundable deposit ("Deposit") and such other fees, charges and applicable taxes required by Celcom.

4.2 In addition to advance payment, non-Malaysian Customers are required to pay a Deposit of such sum as shall be determined by Celcom. Celcom reserves the right to utilise the Deposit to offset any amount due from you to Celcom, including but not limited to any outstanding charges under any of your Accounts.

4.3 Subject to Clause 4.2 above, any balance from the Deposit will be returned to you within four (4) months from the date of the termination of the Agreement, subject to the deduction of any amount claim brought by Celcom in the event of your breach of any of the clauses in the Agreement.

4.4 One-time processing fee will be applicable to new registration, mobile number portability (MNP) and/or prepaid to postpaid for administration, and processing of the application. The fee will be charged to your first postpaid bill.

5. Change of Rate Plan Service (“CRP”)

5.1 You may request for CRP from your existing postpaid Service plan to any other Celcom Mobile Postpaid Plans (“New Plan”), subject to Celcom’s sole discretion. However, you are restricted from downgrading the existing postpaid Service plan to any supplementary plans unless the Term has lapsed.

5.2 Upon successful CRP, your existing Mobile Number shall be maintained.

5.3 Upon successful CRP, all your supplementary lines subscribed under your existing postpaid Service plan(s) shall be transferred to the New Plan. In the event that your CRP is registered before your billing cycle, your monthly commitment fee of the existing postpaid Service plan shall be prorated from the date of the CRP registration.

6. Packages

6.1 Your subscription to this Plan allows you to enjoy the following packages:

Package Details	MEGA™ Lightning Plans			
Principal Plan Name	MEGA™ Lightning 80	MEGA™ Lightning 108	MEGA™ Lightning 138	MEGA™ Lightning 168
Monthly Commitment	RM80	RM108	RM138	RM168

Monthly Internet Quota	120GB Lightning Internet	150GB Lightning Internet	180GB Lightning Internet	Unlimited Internet
Voice Call	Unlimited Calls to All Networks			
SMS	1500 Subsequently RM0.10/SMS	1500 Subsequently RM0.10/SMS	3000 Subsequently RM0.10/SMS	3000 Subsequently RM0.10/SMS
Supplementary Line	-	2	4	6
Free Roaming	N/A	N/A	Free Roaming in 6 countries with your local Internet quota. (Maximum capping of 100GB local Internet quota per bill cycle for FREE Roaming.)	Free Roaming in 23 countries with your local Internet quota. (Maximum capping of 100GB local Internet quota per bill cycle for FREE Roaming.)
Free Devices	Selected Devices			

6.2 Important Notes:

- All MEGA™ customers who are using iPhone 6s above and VoLTE certified Android devices are eligible for VoLTE subscription.
- Upon full utilisation of the Internet quota, Internet usage will be throttled to 64 kbps.
- You are able to check your unutilised data, remaining validity period and e-billing on the Celcom Life App.

7. Supplementary Lines

7.1 Your subscription to any of the principal plans as described in Clause 6.1 above allows you to subscribe to the supplementary plan as below:

Plan	Lightning Supplementary Line
Monthly Commitment	RM48
Monthly Internet	Mirror Principal
Voice Call (All Networks)	Unlimited Calls to All Networks
SMS (All Networks)	300, subsequently RM0.10/SMS
Top Up Quota	RM20/month for 10GB
Monthly Hotspot	-

7.2 The number of supplementary lines eligible for subscription will be limited to the amount of lines allocated for each principal line as stated in Clause 6.1 above, if any. Hence, in the event of CRP of a principal line to a lesser value MEGA™ plan, the number of supplementary lines eligible for subscription shall correspond with the new number of supplementary lines allocated under the CRP, if any.

8. Internet Service Package

- 8.1 The Internet Service shall commence on the Activation date of the Plan and shall continue to be effective until the termination of the Plan.
- 8.2 Your Internet Service package shall refer to the package in Clauses 6.1 and 7.1 above.
- 8.3 Upon full utilisation of the Internet quota, you will receive an SMS notification reminder from Celcom.
- 8.4 Internet usage of Unlimited Plan(s) and Unlimited Supplementary Line are subject to Fair Usage Policy, to ensure fairness of usage and experience to all the Celcom's subscribers. More info [here](#).

- 8.5 Tethering / hotspot is capped at different quota depending on the plan subscribed as mentioned above in Clauses 6.1 and 7.1 per bill cycle for Unlimited Plan only. For clarity, this shall only be applicable for MEGA™ Unlimited 108, MEGA™ Unlimited 138, MEGA™ Unlimited 168 & Unlimited Supplementary Line.
- 8.6 Once tethering hits the allowable quota within the bill cycle, tethering will be blocked till the next quota renews in the next billing cycle.
- 8.7 Upon your use of the Service, you shall be subject to the terms and conditions of Celcom's Fair Usage Policy, which is posted [here](#). Celcom reserves the right to manage your allocated bandwidth including but not limited to reducing your surf speed, suspend or terminate your bandwidth to the Internet service in accordance with Celcom's Fair Usage Policy.

9. Unlimited Calls

9.1 Unlimited Calls allocated within the Plans described in Clauses 6.1 and 7.1 above:

- 9.1.1 shall apply to all networks and for domestic usages only within Malaysia excluding all IDD calls, video calls, calls to toll-free numbers and numbers with special charges (i.e. 1-300/1-800/600, 121, TM100, 1MOCC). Calls made in overseas are subject to roaming charges. The Customer shall be charged based on the call rates imposed by the respective Celcom roaming operators for call usage while roaming with Celcom's overseas roaming partners.
- 9.1.2 This Plan is for standard person-to-person calls or texts and not for any commercial and/or non-personal usage. 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 your SIM card in any other devices), Cellular Trunking Units (CTUs), or any other activity Celcom considers to be non-standard usage.
- 9.1.3 For any non-standard usage, or on suspicion of fraud, any illegal practice or unusual activity in respect of the Customer's Account with Celcom, Celcom 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 Celcom shall deem fit.
- 9.1.4 Non-transferable, whether by operation of law or otherwise, either to any other person, entity or any other postpaid accounts.

10. Sellable Plan

10.1 For any Customer who is offered the plans below at the discretion of Celcom, the Specific Terms and Conditions herein are also applicable.

10.1.1 Lightning Plan

Package Details	MEGA™ Lightning Plans
Plan Name	MEGA™ Lightning 188
Monthly Commitment	RM188
Monthly Internet Quota	Unlimited (Capped at 2TB)
Voice Call	Unlimited Calls to All Networks
SMS	RM0.20/SMS
Free Roaming	Free Roaming in 23 countries with your local Internet quota, unlimited calls & SMS (Maximum capping of 100GB local Internet quota per bill cycle for FREE Roaming.)
Free Devices	Selected devices

10.1.2 Unlimited Plan

Plan	MEGA™ Unlimited 108	MEGA™ Unlimited 138	MEGA™ Unlimited 168
Monthly Commitment	RM108	RM138	RM168
Monthly Internet	Unlimited HD Video Streaming (Up to 10Mbps)	Unlimited HD Video Streaming (Up to 15Mbps)	Unlimited Ultra HD Video Streaming (Up to 20Mbps)

Voice Call (All Networks)	Unlimited	Unlimited	Unlimited
SMS (All Networks)	RM0.20	RM0.20	RM0.20
Video call (All Networks)	RM0.20	RM0.20	RM0.20
Free Roaming	N/A	Free Roaming in 6 countries with your local Internet quota. (Maximum capping of 100GB local Internet quota per billing cycle for FREE Roaming.)	Free Roaming in 23 countries with your local Internet quota. (Maximum capping of 100GB local Internet quota per billing cycle for FREE Roaming.)
Monthly Hotspot	10GB	20GB	30GB

11. 5G Booster & 5G Booster Quota

11.1 Customer may subscribe to any one (1) or multiple of the following 5G Booster and/or 5G Booster Quota add-ons ("Subscription"):

No	5G Booster & 5G Booster Quota	Charges	Eligible Plans
1	5G Booster	FREE	MEGA™ Lightning 80 MEGA™ Lightning 108 MEGA™ Lightning 138 MEGA™ Lightning 168 Lightning Supplementary Line

2	5G Booster + 20GB	RM10	MEGA™ Lightning 108 MEGA™ Lightning 138 MEGA™ Lightning 168
3	5G Booster	RM10*	All Legacy Rate Plans**
4	5G Booster + 20GB	RM20	All Legacy Rate Plans** Lightning Supplementary Line MEGA™ Lightning 80

* 5G Booster Free Trial is valid between the period of 1st December 2022 and 30th June 2023. Thereafter, the Customer will be charged RM10 accordingly.

** Rate plans that are not displayed on <https://business.celcom.com.my/mobile/mega>

11.2 The quota (20GB) of 5G Booster Quota add-on is not shareable.

11.3 The Subscription will auto renew the following Customer's bill cycle.

11.4 The Customer can subscribe to the 5G Booster and/or 5G Booster Quota add-ons via:
(a) Celcom Life App; or (b) Business Portal

11.5 The Customer will receive an SMS notification to inform them on the successful Subscription, upon which the Customer can start to enjoy the 5G Booster and/or 5G Booster Quota add-ons immediately thereafter.

11.6 The validity of the monthly 5G Booster and/or 5G Booster Quota add-ons will follow the Customer's bill cycle prior to the successful Subscription.

11.7 The auto-renewal for 5G Booster and/or 5G Booster Quota add-ons are applicable for all monthly Subscriptions.

11.8 If the Customer wishes to stop the auto-renewal for the 5G Booster and/or 5G Booster Quota add-ons, they can unsubscribe via the Celcom Life app or Business Portal.

12. General

For the avoidance of doubt, this Specific Terms and Conditions shall always be read together with the General Terms and Conditions as published at <https://business.celcom.com.my/legal/terms-and-conditions>. In the event of inconsistency between these Specific Terms and Conditions and the General Terms and Conditions, the former shall prevail.