

Digi Postpaid Infinite 2022

The full terms and conditions of the use of the selected products and/or services are as set out at <http://digi.my/tnc> ("General Terms"), including the Data Protection Obligations as set out at <https://www.digi.com.my/sustainability/privacy-and-data-protection> together with Digi's Privacy Statement as set out at [https://assets-global.website-files.com/6152b2d34ca06b4f3b5dd672/61944f1d2e82c4886b09febc_%5BDG00102%5D%20Digi%20Terms%20%26%20Conditions%20-%20Privacy%20Notice%20\(EN\).pdf](https://assets-global.website-files.com/6152b2d34ca06b4f3b5dd672/61944f1d2e82c4886b09febc_%5BDG00102%5D%20Digi%20Terms%20%26%20Conditions%20-%20Privacy%20Notice%20(EN).pdf); and the Product Disclosure Sheet as set out at <https://digi.my/productdisclosuresheet>; 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 Digi's website at <http://www.digi.com.my>. All terms and reference used herein shall be the same as the General Terms unless otherwise defined.

1. General

- 1.1. By subscribing to any Digi Postpaid plan ("**Plan**"), the Customer acknowledges that they understand and accept the terms and conditions herein, the General Terms, Digi Privacy Notice and our Fair Usage Policy ("**Terms and Conditions**") which are available at www.digi.com.my and agree to abide by them. The terms and words used in the Terms and Conditions here shall bear the same definition and meaning as stated in the General Terms.
- 1.2. Where application services are bundled with any Plan, Digi 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 Digi does not entitle the Customers to any claim or compensation against Digi (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.
- 1.3. Digi 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 subscription and/or service following any changes to these terms and conditions constitutes an acceptance to those changes (if any). Customers accept to be

responsible for regularly reviewing information on the Plans at www.digi.com.my

- 1.4. Digi shall not be responsible in any way in the event that the Customer’s subscription was activated by a third party without his/her consent. Digi shall not refund nor compensate the Customer in any manner whatsoever in such situations.

2. Plans

- 2.1. The Plans for Digi Postpaid Infinite 2022 and the eligible Add-Ons are as follows may be revised and/or amended from time to time without compensation or any prior notice. Charges published are exclusive of all applicable taxes including Service Tax.

- 2.2. The plans details are listed as follows:

Digi Postpaid 55 Infinite	
Monthly Commitment Fee	RM55
Plan Benefits	
Mobile Internet Quota Allocation	Unlimited High-Speed Internet 6Mbps (non-shareable; FUP: 600GB) + 10GB Hotspot at 6Mbps
Minute Allocation (All-Net)	Unlimited
SMS Allocation (All-Net)	N/A
Subsequent Rates/Charges	
SMS (All-Net)	RM0.10/SMS
MMS (All-Net)	RM0.20/SMS
Video Calls (All-Net)	RM0.15/mins
IDD Calls	Varies by country. Click here for more info
GadgetFreedom Plus	√
Add-Ons Options (On Demand)	
High-Speed Internet Booster/7 days	√
Hotspot Booster/30 days	√
Supplementary Lines	X
Roam Like Home/Month	√
Roaming Passes	√
Freedom Add-ons (Contract - 12 months)	
High-Speed Internet/12 months	√
Unlimited Service Based Internet/12 months	√
Roam Like Home/12 months	X
Device Bundle (Contract - 12 months)	
Normal Bundle/12 months	X
Normal Bundle/24 months	X
PhoneFreedom 365/24 months	X

Digi Postpaid 75 Infinite	
Monthly Commitment Fee	RM75
Plan Benefits	
Mobile Internet Quota Allocation	Unlimited High-Speed Internet 12Mbps (non-shareable; FUP: 600GB) + 10GB Hotspot at 12Mbps
Minute Allocation (All-Net)	Unlimited
SMS Allocation (All-Net)	N/A
Subsequent Rates/Charges	
SMS (All-Net)	RM0.10/SMS
MMS (All-Net)	RM0.20/SMS
Video Calls (All-Net)	RM0.15/mins
IDD Calls	Varies by country. Click here for more info
GadgetFreedom Plus	√
Add-Ons Options (On Demand)	
High-Speed Internet Booster/7 days	√
Hotspot Booster/30 days	√
Supplementary Lines	X
Roam Like Home/Month	√
Roaming Passes	√
Freedom Add-ons (Contract – 12 months)	
High-Speed Internet/12 months	√
Unlimited Service Based Internet/12 months	√
Roam Like Home/12 months	X
Device Bundle (Contract – 12 months)	
Normal Bundle/12 months	X
Normal Bundle/24 months	X
PhoneFreedom 365/24 months	X

2.3. Principal Line benefits or any part thereof are non-transferable.

3. Add-Ons

3.1. Customer with a Plan may add the following products and services (“**Add-Ons**”), subject to eligibility as set out in these Terms and Conditions or as solely determined by Digi from time to time to accept, reject, suspend or terminate any request for or continued use of an Add-On as Digi deems fit:

- Internet Top Up;
- Roam Like Home;
- Roaming Passes;
- Contract.

4. Internet Top Up

- 4.1. Subject to eligibility and availability, a customer may opt to purchase an Internet Top Up on demand. Internet Top Up is available as an Add-On for both Principal and Supplementary Lines.
- 4.2. Upon purchasing an Internet Top Up, any existing balance of Mobile Internet Quota shall be forfeited in accordance with its expiry date as stated on the date of purchase. The Internet Top Up purchased shall have a validity of seven (7) days from the date of purchase. The Internet Top Up purchased is not eligible for sharing between any lines.
- 4.3. All Internet Top Up quota is applicable for domestic usage only. Data roaming charges shall be charged separately according to the data roaming charges (see section on Charges below).

5. Roam Like Home

- 5.1. For more information on Roam Like Home Add-Ons, please click [here](#).

6. Roaming Passes

- 6.1. For more information on Roaming Passes Add-Ons, please click [here](#).

7. Contract

- 7.1. Digi provides additional offerings to Customers who opt to add-on a 12 or 24-month contract to his/her Principal or Supplementary Line, subject to eligibility and availability.
- 7.2. For more information on Contract offerings, please refer to the Product Disclosure Sheet

8. Charges

- 8.1. The Customer shall, upon the submission of his/her application for registration, pay Digi the Advance Payment and/or Deposit and such other fees, charges and taxes as required by Digi. In addition to Advance Payment, non-Malaysian Customers are required to pay a Deposit of such sum as shall be determined by Digi from time to time. Any Deposit paid may be applied, forfeited, utilized, off set or refunded to the Customer at Digi's sole and absolute discretion.
- 8.2. All rates depicted above for voice calls, SMS and MMS along with the bundled Minutes, bundled SMS and Mobile Internet Quota ("**Bundled Offers**") apply only when used within Malaysia (to all domestic networks).

- 8.3. There will be a one-time processing fee for administration, processing of the application and maintenance of the subscribers' connectivity ("**Fee**") charged to customers who register a postpaid line as New, MNP and/or Prepaid to Postpaid. This Fee is charged to the first postpaid bill.
- 8.4. In addition to clause 9.3, customers who register a postpaid line as New and/or MNP will be charged an additional one-time SIM fee for the providence of new SIM Card to the customers.
- 8.5. All rates depicted above for voice calls, SMS and MMS along with the bundled Minutes, bundled SMS and Mobile Internet Quota ("Bundled Offers") apply only when used within Malaysia (to all domestic networks).
- 8.6. All other services that are not included as part of the Bundled Offers including but not limited to MMS, Video Call, International Direct Dialing (IDD), International Roaming (IR) etc. are chargeable based on usage on a Pay-As-You-Use (PAYU) basis and rates applicable are based on standard rates published on www.digi.com.my, subject to Digi's pricing for such services as amended from time to time.
- 8.7. For more information on roaming rates, please click [here](#).
- 8.8. For more information on IDD rates, please click [here](#).
- 8.9. Usage on Calls and SMS beyond the cap of the Bundled Offers will be charged on the basis of Pay-As-You-Use (PAYU) in addition to the applicable Monthly Fee.

9. Mobile Internet Quota Allocation

- 9.1. All Mobile Internet Quota allocated in a Plan / Bundled Offer is exclusively for domestic usage only.
- 9.2. Mobile Internet Quota allocated are not eligible for sharing to any of its Supplementary Line(s).
- 9.3. Precedence of the Mobile Internet usages of Principal and Supplementary Line(s), where applicable:
 - 9.3.1. Quota from any promotional freebies;
 - 9.3.2. Quota from Unlimited Service Based Internet (Contract);
 - 9.3.3. Quota from High-Speed Internet Booster (One-Time);
 - 9.3.4. Quota from Hotspot Booster (One-Time);
 - 9.3.5. Quota from High-Speed Internet (Contract);
 - 9.3.6. Quota from Internet Sharing;

- 9.3.7. Quota from Hotspot (part of plan subscription);
 - 9.3.8. Quota from Unlimited Internet (part of plan subscription).
- 9.4 Except where provided in these Terms and Conditions, where the Customer does not fully utilise the Mobile Internet Quota allocation, the balance unutilized Mobile Internet allocation shall be forfeited at the end of the bill cycle.
- 9.5 All Unlimited Internet usages are strictly for own line consumption and customer's hotspot usages are limited to 10GB in every bill cycle. At any point of time and peer to peer downloads is capped at 64kbps.
- 9.6 Fair Usage Policy applies to the Unlimited Internet usages. If the Customer's usage exceeds Digi's fair usage limit of 600GB per month the Customer's internet usage will be limited and switched to 2G speed until the start of the following bill cycle or subscription.
- 9.7 In respect of the Customers who are in breach of Digi's Fair Usage Policy, Digi may, at its option and discretion, take any responsive action including, but not limited to, having the Customer's bandwidth managed, Digi Internet Services be suspended or terminated (with or without notice as Digi considers appropriate). Digi reserves the right to review its Fair Usage Policy at any time without prior notice.

10. Unlimited Calls

- 10.1. Unlimited Calls allocated with the Plans:
- 10.1.1. Applies 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). 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 with Digi, Digi 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 Digi shall deem fit.
 - 10.1.2. Non-transferable, either to any other person, entity or any other Postpaid Account.
 - 10.1.3. Can only be utilised domestically i.e., within Malaysian networks only. Calls made when overseas are subjected to roaming charges.

The Customer shall be charged based on the call rates imposed by the respective Digi roaming operators for call usage while roaming with Digi’s overseas roaming partners.

11. Other Digi Postpaid Offerings

11.1. The Plans above may contain special offerings which may be cancelled, changed, suspended without compensation or prior notice as in accordance with Digi’s sole and absolute discretion. Digi shall also have sole and absolute discretion to change any eligibility criteria for these special offerings. The following list of Digi Postpaid offerings are valid until further notice.

11.2. Digi Fibre and Digi Mobile Broadband Rebate

11.2.1. Customers of a Principal Digi Postpaid Line are eligible for additional rebate when registering for Digi Fibre line (DF) or Digi Mobile Broadband plan. For more information on Digi Fibre, please click [here](#), and for Digi Mobile Broadband, please click [here](#).

11.2.2. Rebate entitlement for signing up of Digi Fibre together with the Digi Postpaid line will be granted to the eligible Digi Postpaid lines as follows:

Rebate on postpaid line for 24 months	Digi Postpaid 55 Infinite	Digi Postpaid 75 Infinite
Sign up of Digi Fibre 90 Digi Fibre 130 Digi Fibre 150 Digi Fibre 190 Digi Fibre 270 Digi Fibre 290	N/A	RM15

11.2.3. The Digi Postpaid rebate is only applicable for new Digi Fibre and new Digi Postpaid Customers.

11.2.4. The Digi Postpaid rebate is applicable to only 1 (one) Digi Postpaid line that is signed up under the same NRIC or Passport Number with the Digi Fibre.

11.2.5. For Digi Postpaid subscribers with multiple Digi Postpaid lines that are eligible for Digi Postpaid rebate, the rebate will be granted on the Digi Postpaid lines on the highest monthly commitment fee. In the event that subscribers have multiple postpaid lines of the same

monthly commitment fee, the rebate will be randomly assigned to any of the Digi Postpaid lines.

- 11.2.6. The Digi Postpaid rebate will be credited into the customer's bill within 30 days after the successful Fibre Broadband installation.
- 11.2.7. In the event that Customer terminates the Digi Postpaid line or performs change of plan on the Digi Postpaid line, the Digi Postpaid rebate will be forfeited and replaced with a new rebate if eligible.
- 11.2.8. In the event that Customer terminates the Digi Fibre line, the Digi Postpaid rebate will be forfeited.
- 11.2.9. In the event that Customer performs an upgrade on the Digi Fibre line, the Digi Postpaid rebate will be maintained as per the initial rebate and will not be changed.

12. Free Internet Top Up

- 12.1. The Free Internet / Free Internet Top Up ("**Freebies**") is a promotion run by Digi for a duration as may be specified by Digi from time to time ("**Promotion**").
- 12.2. The Promotion Eligibility:
 - 12.2.1. All Digi Postpaid Voice and Postpaid Broadband Plans subscribers with specific Internet plans are eligible to participate in the Promotion ("**the Participant**").
 - 12.2.2. For the avoidance of doubt, all other subscribers including prepaid subscribers, Pay-As-You-Use internet subscribers are excluded.
 - 12.2.3. Digi reserves the right to reject or forfeit the Freebies at its sole and absolute discretion without having to assign any reasons whatsoever.
 - 12.2.4. By participating in the Promotion, Participants confirm that they have obtained prior consent from their respective parents or guardians (if the Participant is below 18 years of age).
- 12.3. Promotion Mechanics:
 - 12.3.1. During the Promotion Period, Digi shall grant the Freebies on the effective date as determined by Digi. In order to enjoy the Promotion, the Participant is required to maintain the Internet plan

at the time of grant of the Freebies. Further, the Participant must maintain its status as an active subscriber and must not have an amount owing/outstanding exceeding his credit limit for the entire duration of the Promotion Period.

- 12.3.2. In the event the Participant's amount outstanding exceeds its credit limit and/or where the Participant amend or vary its plan or subscription to one other than the plan or subscription at the date of grant and/or if the plan or subscription is terminated or inactive, the Freebies shall be automatically forfeited.
- 12.3.3. The Freebies given are non-transferable, either to any other person, entity or prepaid account.
- 12.3.4. The Freebies are not applicable to the usage of roaming services.
- 12.3.5. Please note that all Freebies granted are to be utilised within the Promotion Period and any unutilised Freebies will automatically expire.

13. Auto Billing Discount

- 13.1. Auto Billing discount of 5% off the monthly total bill will be given for six (6) months from the date of subscription to Customers who sign up for the auto-pay service when registering for Digi Postpaid Plans.
- 13.2. Digi Postpaid Customers who opt-in for auto pay is agreeable to the Auto Billing terms and conditions. For more information on the terms and conditions, please click [here](#).