

CELCOMDIGI BUSINESS POSTPAID 5G PACKAGE PLAN

1. What is CelcomDigi Business Postpaid 5G Package Plan?

CelcomDigi Business Postpaid 5G is a Plan that offers 5G & 4G network to help businesses cope with greater demand for connectivity, now and in the future. No matter the size of the company, CelcomDigi Business Postpaid 5G has something for you.

2. When is this package Plan available?

This Plan has been made available for subscription from 26th February 2024 and shall continue to be available until further notice issued by CelcomDigi.

3. Who can subscribe to this Plan?

All Enterprise customers, Corporate Officer (CO) and Corporate Individual (CI).

4. Who is eligible for the offerings?

The plan is open to all New and Existing CelcomDigi Business Customer which includes:

- New registration
- Mobile Number Portability (MNP)
- Change of rate plan
- Prepaid to Postpaid conversion.

5. I am a foreigner, can I register for this plan?

Yes, foreigners need to pay a deposit of RM500 at the point of registration, on top of the required advance payment. The deposit will act as an offset to any amount due under your Account and the balance Deposit will be returned to you within four (4) months from the termination date.

6. What are the offers in CelcomDigi Business Postpaid 5G Package Plan?

	CelcomDigi Business Postpaid 5G 80	CelcomDigi Business Postpaid 5G 108	CelcomDigi Business Postpaid 5G 138	CelcomDigi Business Postpaid 5G 168
Monthly Commitment	RM80	RM108	RM138	RM168
5G Access	FREE Uncapped 5G High-Speed			
Mobile Internet Quota	120GB	150GB	180GB	800GB
Hotspot	Drawn from Mobile Internet Quota			
Voice Call	Unlimited to all network			
SMS (all network)	FREE 1500, Subsequently RM0.20/SMS	FREE 1500, Subsequently RM0.20/SMS	FREE 3000, Subsequently RM0.20/SMS	FREE 3000, Subsequently RM0.20/SMS

Video Call (all network)	RM0.20/min			
MMS (all Network)	RM0.20/MMS			
FREE Roaming	Biz Roam Lite	Biz Roam Plus	Biz Roam Flex	Biz Roam Premium
Advance Payment	RM150	RM150	RM300	RM300
Supplementary Line	N/A	2	4	6
Free Devices	Selected Devices			

7. Am I eligible for VoLTE?

All CelcomDigi Business Postpaid 5G Customers who are using iPhone 6s above and VoLTE certified Android devices are eligible for VoLTE subscription.

8. What happens if my area has intermittent 5G connectivity?

Upon intermittent 5G connectivity, you will be connected to a 4G network.

9. Where can I check the 5G coverage area?

You may check [here](#) or visit the nearest Celcom or Digi outlets to check whether your address falls within the 5G coverage area.

10. What does Unlimited Calls to all Networks mean?

Unlimited Calls apply to all 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).

Supplementary Plan

11. What is the offering for supplementary plan?

From as low as RM48 monthly per line, you will get to enjoy high-speed internet & Unlimited calls to all networks when you subscribe to CelcomDigi Business Postpaid 5G Supplementary line.

	CelcomDigi Business Postpaid 5G 108 Supp	CelcomDigi Business Postpaid 5G 138 Supp	CelcomDigi Business Postpaid 5G 168 Supp
Monthly Commitment	RM48	RM48	RM48
5G Access	FREE Uncapped 5G High-Speed		
Mobile Internet Quota	150GB	180GB	800GB
Hotspot	Drawn from Mobile Internet Quota		

Voice Call	Unlimited to all network		
SMS (all network)	FREE 300, Subsequently RM0.20/SMS	FREE 300, Subsequently RM0.20/SMS	FREE 300, Subsequently RM0.20/SMS
Video Call (all network)	RM0.20/min	RM0.20/min	RM0.20/min
Roaming	Roam Pass	Roam Pass	Roam Pass

Roaming

12. What are the available roaming passes for CelcomDigi Business Postpaid 5G plan?

The available roaming passes for Principal Line(s) subscribed under the Plan are per listed below.

Roam Pass	CelcomDigi Business Postpaid 5G 80	CelcomDigi Business Postpaid 5G 108	CelcomDigi Business Postpaid 5G 138	CelcomDigi Business Postpaid 5G 168
Biz Roam Lite (3 countries)	FREE@5GB			
Biz Roam Plus (3 countries)		FREE@8GB		
Biz Roam Flex (13 countries)	+RM20	+RM10	FREE@8GB	
Biz Roam Premium (22 countries)	+RM30	+RM30	+RM10	FREE@8GB
Add On	Auto Recurring			
Contract	12 Months			
Penalty	RM20			

While Supplementary Line(s) may subscribe for roaming passes available [here](#).

Other Add-Ons

13. What are the available Add-Ons passes for CelcomDigi Business Postpaid 5G plan?

The available Add-Ons are as per listed below.

Add-ons	Internet	Price
Internet Data	2GB	RM20
	5GB	RM45
	10GB	RM80
Roaming Pass	1-Day Internet Pass	RM38
	1-Day Calls & SMS Pass	RM18
	3-Day Internet Pass	RM25
	7-Day Internet Pass	RM58
	30-Day Internet Pass	RM98
	45-Day Internet Pass (Saudi Only)	RM128

For more information on roaming passes Add-Ons, click [here](#).

14. Can I use the Monthly Internet quota while roaming?

No. The Monthly Internet quota is applicable for domestic use only (within Malaysia). Internet usage while roaming will be chargeable on top of monthly commitment at roaming charges.

15. What happens if I do not fully utilize my Internet Add On?

Any unused Internet quota will be forfeited by the end of your billing cycle.

16. Will I get to view the Internet Add On plan I have subscribed to?

Yes. You can view the Internet Add On plan you have subscribed to via the Celcom Life app & MyDigi app.

Usage Notification

17. Will I be getting any SMS notification on usage utilisation?

Yes, the system will send an SMS notification upon reaching the threshold below:

Usage	Reminder SMS	
Monthly Internet	70%	100%
Internet Add On	70%	100%

18. What happens if I fully utilise my monthly Internet allocation within the billing cycle?

You can still enjoy the Internet access at 10Mbps. To continue enjoying the Internet service at a faster speed, you can purchase the Internet Add-On via Celcom Life App or MyDigi App or Business Portal.

19. What happens if I do not fully utilise my monthly Internet allocation?

Any unutilised Internet allocation will be forfeited upon commencement of the next billing cycle.

Payment

20. How can I pay my bills?

- Auto Billing
- Automated Teller Machine (ATM)
- Boost e-wallet
- Business Portal
- Celcom Life App / MyDigi App
- Celcom Outlets / Digi Outlets / Other payment agencies
- Contact Center
- e-Pay
- Internet banking
- JomPAY
- Pay Your Way
- Self-Service Kiosk (SSK)
- Tele-banking

Termination

21. Can I terminate my Principal Line before the contract ends?

If you terminate before contract ends, it will trigger penalty and early termination fees apply.

22. What happens if I terminate my principal plan and/or supplementary plan?

The monthly commitment fee of CelcomDigi Business Postpaid 5G plan will be pro-rated and pass will be charged full upon termination on top of your outstanding bill amount. You can still enjoy the Internet quota till the end of the billing cycle. The termination will take immediate effect upon commencement of the next billing. If you have any active contract, the penalty clause/s will be applied accordingly.

23. How do I terminate my contract?

Termination of service is available at Celcom Blue cube & Digi Stores.