

CELCOMDIGI BUSINESS POSTPAID 5G PACKAGE PLAN

Product Overview:

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.

Effective Date:

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

PART 1: Product Details

1. Who can subscribe to this Plan?

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

2. 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.

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

Yes, foreigners are eligible to register.

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

Principal Line

	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
Free 5G Access & VOLTE	FREE Uncapped 5G High-Speed & VOLTE			
Monthly Internet	120GB	150GB	180GB	800GB
Hotspot	Shared from Monthly Internet			
Voice Call	Unlimited for all networks			
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	FREE Biz Roam Lite	FREE Biz Roam Plus	FREE Biz Roam Flex	FREE Biz Roam Premium
Roaming Countries	Singapore, Indonesia, Thailand	Singapore, Indonesia, Thailand	China, Hong Kong, Macao, Taiwan, Singapore, Indonesia, Thailand, Brunei, Vietnam, Laos, Cambodia, Philippines, Myanmar	China, HK, Taiwan, Macao, Singapore, Indonesia, Thailand, Brunei, Vietnam, Laos, Cambodia, Philippines, Myanmar, India, Sri Lanka, Pakistan, Bangladesh, Nepal, Japan, South Korea, Australia, United Kingdom
Advance Payment	RM150	RM150	RM300	RM300
Supplementary Line	N/A	2	4	6
Free Devices	Selected Devices			

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
Eligible Principal Plan	CelcomDigi Business Postpaid 5G 108	CelcomDigi Business Postpaid 5G 138	CelcomDigi Business Postpaid 5G 168
Free 5G Access & VOLTE	FREE Uncapped 5G High-Speed		
Monthly Internet	150GB	180GB	800GB
Hotspot Internet	Shared with Monthly Internet		

Voice Call	Unlimited for all networks		
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

PART 2: Fees and Payment

1. How much do I need to pay upon registration?

	Upon Registration	1st Bill
Advance Payment	RM150 (Low risk) RM300 (High risk)	N/A
Processing Fee (one-time)	N/A	RM10

**Your 1st monthly commitment will be pro-rated.*

2. Who will be charged with the processing fee?

All new, Prepaid to Postpaid, and MNP registration would be charged with a processing fee.

3. Is there any foreigner deposit to sign up 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.

4. 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

PART 3: Network Access

1. 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.

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

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

3. 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.

4. 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).

PART 4: Signing Up

1. Where can I sign up for this plan?

- Digi Dealer
- Celcom Dealer
- Account Managers / Channel Managers

PART 5: Business Roaming

1. 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

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

2. 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.

3. What happens if I do not fully utilize my Roaming Add On?

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

PART 6: Other Add-Ons

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

Add-ons	Internet	Price
Internet Data	30GB	RM10

2. What are other available roaming passes Add-Ons for CelcomDigi Business Postpaid 5G Supplementary line(s)?

Add-ons	Internet	Price
Roaming Pass	3-Day Internet Pass	RM28
	3-Day Unlimited Pass	RM48
	7-Day Unlimited Pass	RM58
	14-Day Unlimited Pass	RM98
	30-Day Unlimited Pass	RM118

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

3. 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.

4. 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.

PART 7: Usage Notification

1. 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%

2. 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.

3. 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.

PART 8: Termination

1. 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.

2. 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.

3. How do I terminate my contract?

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

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