

1. Will e-Invoicing replace my company's monthly bill from CelcomDigi?

No, the e-Invoice will not replace your regular bill. Your current billing process remains the same. You will continue to receive your standard bill for payment purposes.

In addition to your bill, you will receive a separate e-Invoice document that includes a QR code from the Inland Revenue Board of Malaysia (LHDN). This means you will get two documents: your standard bill and the LHDN-compliant e-Invoice.

2. Is the e-Invoice mandatory for my company?

The e-Invoice is a document for your company's tax purposes.

While LHDN has not yet made e-Invoices mandatory for claiming tax deductions, you may use them for your company's tax filings. For now, you can continue to use your regular bills, receipts, or invoices for tax claims until official legislation changes.

3. Where can I find my company's Tax Identification Number (TIN)?

You can retrieve your company's TIN from the official MyTax Portal at <https://mytax.hasil.gov.my/>.

4. Why does CelcomDigi need my company's TIN?

Providing your TIN ensures that your e-Invoice is successfully submitted to LHDN and correctly linked to your company's tax profile on the MyInvois Portal. This information is used strictly for e-Invoicing purposes in compliance with LHDN requirements.

5. Why haven't I received my e-Invoice?

E-Invoices are issued separately after your standard bill is generated. If you have not received your e-Invoice, it could be due to one of the following reasons:

- **Missing Tax Information:** Your company's TIN was not on file when the bill was generated.
- **Incorrect Tax Information:** The TIN submitted was incomplete or incorrect, which prevented the e-Invoice from being created.

Note: If you recently submitted or updated your tax information, please allow up to two weeks for processing. Your e-Invoice will be generated in the next billing cycle after your details are validated.

6. Why is the amount on my e-Invoice different from my CelcomDigi bill?

Your **CelcomDigi bill** is your statement for payment. It shows the exact amount you need to pay, including all services, taxes, third-party charges, and any adjustments from previous bills (like outstanding balances or credits).

The **e-Invoice** is a simplified document for tax purposes only. It exclusively lists charges for services provided directly by CelcomDigi and does not include third-party charges, past balances, or credits. The amounts are also not rounded.

Always refer to your CelcomDigi bill for the correct payment amount.

7. What transactions or purchases will be included in my monthly e-Invoice?

You can refer to the table below:

CelcomDigi e-Invoice Availability	Transactions or Purchases
Included in the CelcomDigi e-Invoice	<ul style="list-style-type: none"> Upfront payment for new registration Monthly bill usages Roaming passes Add-on purchases IDD plan Content service bundle Device or accessory purchases included in a bundle plan from CelcomDigi Business
Included in the CelcomDigi e-Invoice	<ul style="list-style-type: none"> Device or accessory purchases (non-bundled or non-contractual) from CelcomDigi Business
e-Invoice is not provided by CelcomDigi	<ul style="list-style-type: none"> Content purchases from: Play Store, App Store, Huawei AppGallery, iTunes, Spotify, Apple Music, Shazam, Melon, Amazon Music, Bandcamp, Tidal, Deezer, SiriusXM, YouTube Music, Qobuz, or SoundCloud — including games, apps, or songs.

8. **I have misplaced my CelcomDigi e-Invoice. How can I get a copy of it?**

You can retrieve your e-Invoice in a few ways:

- **Check Your Email:** Search your inbox for an email from **CelcomDigi E-Invoice_DoNotReply@einvoice.celcomdigi.com**.
- **Celcom BizCare Portal:** Retrieve your e-Invoice from the self-service portal at **<https://bizcare.celcom.com.my/>**.
- **MyInvois Portal:** Search for your e-Invoice directly on the LHDN portal.

Note: The CelcomDigi e-Invoice Portal <<https://einvoice.celcomdigi.com/>> is intended for **individual customers** only, **not applicable to corporate customers**.

9. **How will I receive the e-Invoice?**

The e-Invoice will be sent to the same email address registered for your CelcomDigi Business postpaid bill.