

CelcomDigi Business Postpaid 5G Plan Terms and Conditions (T&C)

This **CelcomDigi Business Postpaid 5G Plan** ("Plan") is made available by CelcomDigi subject to these terms and conditions herein. The use of the Plan and any other selected products and/or services is further subject to the General Terms and Conditions for Enterprise Services ("GTC"), the Specific Terms and Conditions for CelcomDigi SIM Based Services – Mobile Voice and Data ("STC"), the respective terms and conditions for the selected products and/or services, and CelcomDigi's (i) Privacy Notice; and (ii) Fair Usage Policy, as published on CelcomDigi's Website at <https://www.celcomdigi.com/terms-and-conditions>, all of which form an integral part of full terms and conditions of the products and/or services (collectively referred to as the "Terms and Conditions"). All terms and references used herein shall be the same as the GTC and STC, unless otherwise defined.

You (also referred to as the "**Customer**") hereby acknowledge that you have read and fully understood these Terms and Conditions. Your use of the products and/or services, upon activation, constitutes unconditional acceptance to be bound by these Terms and Conditions, as may be amended from time to time by CelcomDigi.

CelcomDigi Business Postpaid 5G Plan

1. Principal Lines

- 1.1. This Plan will be made available from **28th February 2025** and will continue until further notice by CelcomDigi. Any extension or discontinuation of this Plan shall be at the sole discretion of CelcomDigi.
- 1.2. This Plan is available to all new and existing CelcomDigi's customers ("**Customer**" or "**You**"). For clarity, existing subscribers of the previous plans will retain their current plan offerings.
- 1.3. This Plan and the eligible add-ons (where applicable) are subject to change from time to time without prior notice and the benefits or any part thereof of the principal lines are non-transferable.
- 1.4. The available Plan options for principal lines are listed in the **Table 1** below:

	CelcomDigi Business Postpaid 5G 58	CelcomDigi Business Postpaid 5G 80	CelcomDigi Business Postpaid 5G 108	CelcomDigi Business Postpaid 5G 138	CelcomDigi Business Postpaid 5G 168
Monthly Commitment	RM58	RM80	RM108	RM138	RM168
Free 5G Access & VOLTE	FREE Uncapped 5G High-Speed & VOLTE				
Monthly Internet	100GB	160GB	330GB	520GB	800GB
Hotspot	Shared from Monthly Internet				
Voice Call	Unlimited to all network				
SMS (all network)	*1 Unlimited				
Video Call (all network)	RM0.20/min				
MMS (all Network)	RM0.20/MMS				

Advance Payment	Corporate Officer: No Advance Payment				
	Corporate Individual: RM150			Corporate Individual: RM300	
Supplementary Line	Up to 3 Lines		Up to 6 Lines		
Early Termination Fee	With device: RM1,500	With device: RM2,000	With device: RM2,500	With device: RM3,200	With device: RM4,100
	Without device: RM50 flat rate	Without device: RM50 flat rate	Without device: RM50 flat rate	Without device: RM50 flat rate	Without device: RM50 flat rate
Free Devices	Selected Devices				
Plan Benefits					
Roaming Pass (50% Discount)	N/A	N/A	Applicable to all Roam Pass *Except 10-Days pass		
Convergence: Unlimited Data on up to 8 Postpaid Lines	N/A	Yes			
CelcomDigi Secure	Yes				

*1 Subject to CelcomDigi's Fair Usage Policy.

Table 1

- 1.5. **Important Note:** Only Customer using iPhone 6s or newer model and VoLTE certified android devices are eligible for VoLTE subscription.

2. Supplementary Lines

- 2.1. The Customer who subscribes to **CelcomDigi Business Postpaid 5G 58** and **CelcomDigi Business Postpaid 5G 80** is eligible to register up to a maximum **Three (3)** supplementary lines as outlined in **Table 2** below.

- 2.2. The Customer who subscribes to **CelcomDigi Business Postpaid 5G 108** and above is eligible to register up to a maximum **Six (6)** supplementary lines as outlined in **Table 2** below.

	Celcom Digi Business Postpaid 5G 58 Supp	CelcomDigi Business Postpaid 5G 80 Supp	CelcomDigi Business Postpaid 5G 108 Supp	CelcomDigi Business Postpaid 5G 138 Supp	CelcomDigi Business Postpaid 5G 138 Supp	*2 CelcomDigi WatchSIM	CelcomDigi Business Tablet SIM 5G	CelcomDigi Business Tablet SIM PRO 5G
Monthly Commitment	RM48	RM30	RM48	RM48	RM48	RM48	RM30	RM48
Eligible Principal Plan	Celcom Digi Business Postpaid 5G 58	CelcomDigi Business Postpaid 5G 80	CelcomDigi Business Postpaid 5G 108	CelcomDigi Business Postpaid 5G 138	CelcomDigi Business Postpaid 5G 168	CelcomDigi Business Postpaid 5G 58 until 168		
Free 5G Access & VOLTE	FREE Uncapped 5G High-Speed & VOLTE							
Monthly Internet	Mirror Principal (100GB)	Mirror Principal (160GB)	Mirror Principal (330GB)	Mirror Principal (520GB)	Mirror Principal (800GB)	100GB	50GB	300GB
Hotspot	Shared from Monthly Internet					N/A	Shared from Monthly Internet	

Voice Call	Unlimited to all network	N/A	RM0.20/min
SMS (all network)	*1 Unlimited	N/A	RM0.20/min
Video Call (all network)	RM0.20/min	N/A	RM0.20/min
CelcomDigi Secure	Yes		Yes
Roaming	Roam Pass	N/A	N/A

*1 Subject to CelcomDigi's Fair Usage Policy.

*2 Only available on Celcom's network

Table 2

- 2.3. All supplementary lines must be subscribed under the principal Plan only.
- 2.4. Any eligible add-ons for the supplementary line(s) are subject to change from time to time without compensation or prior notice and the benefits or any part thereof of the supplementary line(s) are non-transferable.
- 2.5. The number of supplementary line eligible for subscription will be limited to the number of lines allocated for each principal line as stated in **Table 1** above, if any. If a principal line is downgraded to a lesser value plan via CRP, the number of supplementary line eligible for subscription will adjust accordingly to match the new allocation under the CRP, if applicable.

3. CelcomDigi WatchSIM

- 3.1. CelcomDigi WatchSIM is a service that allows you to share your mobile number across both your smartphone and smartwatch. You can make and receive domestic calls as well as connect to the Internet from your smartwatch, using the same CelcomDigi Business Postpaid mobile number.
- 3.2. To activate and use the CelcomDigi WatchSIM, you must meet all of the following requirements:
 - 3.2.1. Own a compatible iPhone and Apple Watch with the correct operating system installed (at least iOS 13.3 and WatchOS 6.1).
 - 3.2.2. Be subscribed to an eligible CelcomDigi Business Postpaid Plan as stated in **Table 2**. CelcomDigi reserves the right to amend the eligible list of plans at any time as they deem fit.
 - 3.2.3. Ensure that there are no outstanding bills on your CelcomDigi Business Postpaid account.
- 3.3. CelcomDigi WatchSIM is only available for domestic use and does not support roaming services.
- 3.4. CelcomDigi WatchSIM can only be used with 4G LTE network and does not support 5G connectivity.
- 3.5. CelcomDigi WatchSIM is subject to the following restrictions:
 - 3.5.1 It is not eligible for Change of Plan (COP).
 - 3.5.2 Conversion from Postpaid-to-Prepaid (P2P) is not allowed.
 - 3.5.3 Transfer of Ownership (TOO) is not supported.

3.5.4 SIM change or SIM replacement is not applicable.

- 3.6. CelcomDigi WatchSIM includes domestic voice calls and domestic mobile internet quota based on the principal CelcomDigi Business Postpaid Plan as stated in **Table 1** above.
- 3.7. Standard charges shall apply for usage of voice, SMS and data not included in the standard CelcomDigi WatchSIM.
- 3.8. CelcomDigi WatchSIM requirements, features, and functionality may vary by device model.
- 3.9. Subscribing to CelcomDigi WatchSIM will count as one (1) active connection towards the total number of lines per account and per registered identification number.
- 3.10. CelcomDigi WatchSIM does not have a unique MSISDN and shares the MSISDN of your mobile phone.
- 3.11. CelcomDigi may, at its absolute discretion, vary, delete or add to these Terms and Conditions at any time without prior notice. By continuing using the CelcomDigi WatchSIM following any changes, you are deemed to have accepted the updated terms. These Terms and Conditions shall be read together with the general CelcomDigi WatchSIM terms and conditions published [here](#), including any future amendments.

4. Service Charges

- 4.1. This section shall apply to both the principal and supplementary line(s) of the Plan subscribed by the Customer pursuant to **Section 1** and **Section 2** above.
- 4.2. All service charges published herein are **exclusive** of all applicable Taxes.
- 4.3. Upon submitting the application for registration for the Plan, the Customer shall pay CelcomDigi, as the case may be, an advance payment and such other fees, charges and/or Taxes as required by CelcomDigi. Additionally, non-Malaysian Customer is further required to pay a deposit of such sum as shall be determined by CelcomDigi from time to time. Any deposit paid may be applied, forfeited, utilised, off set or refunded to the Customer at CelcomDigi's sole and absolute discretion.
- 4.4. CelcomDigi will charge a one-time processing fee for administration, application processing, and maintenance of the Customer's connectivity ("**One-Time Fee**"). This One-Time Fee shall apply to the Customer who (i) signs up for new postpaid line, (ii) port in their number via MNP; or (iii) switch from prepaid to postpaid. This One-Time Fee will be charged on the Customer's first postpaid bill.
- 4.5. CelcomDigi will also charge a SIM Card fee ("**SIM Card Fee**") to cover the costs of producing, issuing and activating the SIM Card. This SIM Card Fee shall apply to new SIM Card activations and MNP, and will be reflected in the Customer's first postpaid bill.
- 4.6. The principal line of the SIM Card shall be solely and wholly liable for all charges incurred for all the supplementary line(s) upon the activation of the SIM Card. The principal line of the SIM Card reserves the right to terminate the services provided under the supplementary line(s) by giving written notice to CelcomDigi. However, the principal line shall remain solely and wholly liable for all charges incurred under the supplementary line(s) up to and including the effective date of termination. CelcomDigi is under no responsibility whatsoever to verify the transactions of supplementary line(s) with the principal line.
- 4.7. All rates depicted for voice calls with the bundled Mobile Internet Quota ("**Bundled Offers**") apply only when used within Malaysia (to all domestic networks).

- 4.8. All other services that are not included as part of the Bundled Offers including but not limited to SMS, MMS, 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, subject to CelcomDigi's pricing for such services as amended from time to time.
- 4.9. For more information on roaming rates, please click [here](#).
- 4.10. For more information on IDD rates, please click [here](#).
- 4.11. Usage on calls, SMS and MMS beyond the cap of the Bundled Offers will be charged on the basis of PAYU in addition to the applicable Monthly Commitment Fee.
- 4.12. CelcomDigi is under no responsibility whatsoever to verify the transactions of the supplementary line with the principal line.

5. Change of Rate Plan Service (CRP)

- 5.1. The Customer may request to upgrade the existing principal line via CRP to any other mobile business postpaid plans offered by CelcomDigi ("**New Plan**"), subject to CelcomDigi's sole discretion. For clarity, the Customer is not permitted to downgrade the existing Plan to any supplementary plans unless the contract period of the existing Plan has expired.
- 5.2. Upon successful CRP:
 - 5.2.1. the existing mobile number will be maintained; and
 - 5.2.2. all supplementary line(s) subscribed under the principal line will be transferred to the New Plan. In the event that the CRP is registered before the billing cycle, the monthly commitment fee of existing Plan shall be pro-rated from the date of registration of the CRP.

6. Mobile Internet Quota

- 6.1. This section shall apply to both principal and supplementary line(s) of the Plan.
- 6.2. The mobile internet quota shall commence on the Activation date of the Plan and shall continue to be effective until the Plan is terminated.
- 6.3. All mobile internet quota allocated in the Plan is exclusively for domestic usage only.
- 6.4. Upon full utilisation of the mobile internet quota, the Customer will receive an SMS notification from CelcomDigi, and the internet speeds will be throttled to 10Mbps until the next billing cycle. The Customer may opt to purchase or top up the mobile internet quota to restore regular internet speeds.
- 6.5. Except where provided in these Terms and Conditions, if the Customer does not fully utilise the mobile internet quota allocation, the balance of unutilised mobile Internet allocation shall be forfeited at the end of the bill cycle.
- 6.6. For Plan with a fixed mobile internet quota, data usages will be restricted once it exceeds the quota allocated. The Customer may opt to purchase mobile internet quota top-up to continue the usage at regular speed. All data allocated under the Plan is strictly for domestic usage only.

6.7. Tethering or hotspot usage will be drawn from the mobile internet quota.

7. Unlimited Calls

7.1. This section shall apply to both principal and supplementary line(s) of the Plan **except CelcomDigi WatchSIM, CelcomDigi Business 5G Tablet SIM and CelcomDigi Business 5G Tablet SIM Pro.**

7.2. Unlimited calls allocated with the Plan:

- 7.2.1. will 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);
- 7.2.2. are strictly for standard person-to-person calls; and not meant for any commercial/non-personal usages. 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 the SIM Card in any other devices), Cellular Trunking Units (CTUs), or any other activity CelcomDigi considers to be non-standard usage;
- 7.2.3. in cases of excessive usage, suspicion of fraud, illegal practice and/or unusual activity related to the Customer's Account, CelcomDigi reserves the right, at its sole and absolute discretion, to discontinue, disconnect, interrupt, bar or suspend the services at any time. CelcomDigi shall not be liable to the Customer or any third party for such actions;
- 7.2.4. are non-transferable, whether by operation of law or otherwise, either to any other person, entity or any other postpaid accounts; and
- 7.2.5. can only be utilised domestically i.e., within Malaysian networks only. All other services that are not included such as International Direct Dialing (IDD) and calls made while overseas are chargeable based on usage on a PAYU basis and rates applicable are based on standard rates, subject to CelcomDigi's pricing for such services as amended from time to time.

8. Unlimited SMS

8.1 This section shall apply to both principal and supplementary line(s) of this Plan **except CelcomDigi WatchSIM, CelcomDigi Business 5G Tablet SIM and CelcomDigi Business 5G Tablet SIM Pro.**

8.2 The unlimited SMS is subject to CelcomDigi's Fair Usage Policy respectively and is capped at 3000 SMS. Usage beyond the cap of the SMS quota will be charged on the basis of a PAYU basis at RM0.20/per SMS in addition to the applicable monthly commitment fee.

9. Roaming Passes

9.1. This section shall apply to both principal and supplementary line(s) of the Plan(s), **except CelcomDigi WatchSIM, CelcomDigi Business 5G Tablet SIM and CelcomDigi Business 5G Tablet SIM Pro.**

9.2. The Customer may subscribe to any or multiple of roaming passes.

9.3. The usage of roaming services shall be subject to their respective terms and conditions published on CelcomDigi's Website.

9.4. Any calls and SMS shall follow the standard international roaming rates as published on CelcomDigi's Website. For more information on roaming rates, please refer [here](#).

10. Roaming Pass 50% Discount

- 10.1. This section shall apply exclusively to principal Plan only i.e. **CelcomDigi Business Postpaid 5G 108 and above**.
- 10.2. This Roaming Pass 50% discount cannot be combined with any other promotional or discount offers.
- 10.3. This Roaming Pass 50% discount shall apply to the roaming passes [here](#) except for stated otherwise.

11. CelcomDigi Secure

- 11.1. This section shall apply to both principal and supplementary line(s) under the Plan.
- 11.2. CelcomDigi Secure, a complimentary mobile security feature, is provided free of charge to the Customer who subscribes to an eligible Plan as stated in **Table 1** and **Table 2** above.
- 11.3. CelcomDigi Secure is provided on an “as is” basis without any warranties, express or implied. While the service is designed to enhance cybersecurity protection, CelcomDigi makes no representations or guarantees that it will detect, prevent, or eliminate all cyber threats, attacks, or data breaches. CelcomDigi shall not be liable for any loss or damage arising from or in connection with the use of CelcomDigi Secure.
- 11.4. CelcomDigi reserves the right to modify the features, suspend, or discontinue any features of CelcomDigi Secure at its sole discretion and at any time, without prior notice. CelcomDigi shall not be liable for any loss or damage arising from such modification, suspension, or discontinuation.

12. Convergence

- 12.1. This section shall apply to both principal and supplementary line(s) of the Plan(s) **except CelcomDigi WatchSIM**.
- 12.2. Effective from **26 February 2025**, the Customer who subscribed to the Plan(s) and Fibre-to-the-Office (FTTO) or Fixed Wireless Access (FWA) services may convert up to the monthly internet quota of up to **Eight (8)** mobile lines to unlimited. The Customer who subscribed to FTTO or FWA services shall be subject to the respective terms and conditions. More information on FTTO is available [here](#) and on FWA [here](#).
- 12.3. The Customer may select which **Eight (8)** mobile lines to convert to unlimited monthly internet quota.
- 12.4. Unlimited data usage is subject to CelcomDigi's Fair Usage Policy.

13. General

- 13.1. If application services are bundled with the selected Plan, CelcomDigi reserves the absolute right to change, suspend, cancel substitute these services at any time without prior notice. The Customer shall not be entitled to any claim or compensation (in cash or in kind) for any loss or damage resulting from such change, suspension, cancellation or substitution.
- 13.2. CelcomDigi shall not be held responsible in any way if a third party activates the Customer's subscription to the Plan without the Customer's consent. In such cases, CelcomDigi will not provide any refund or compensation to the Customer.

- 13.3. CelcomDigi reserves the sole and absolute right to withdraw, amend, omit and/or vary any part or the whole of these Terms and Conditions without prior notice to the Customer and the Customer shall be bound to observe, perform, and comply with the Terms and Conditions herein and any amendments thereof.
- 13.4. CelcomDigi's decisions in any matter in relation to these Terms and Conditions shall be final and conclusive. Any request for appeal or review shall not be entertained.
- 13.5. CelcomDigi shall not be liable for any claim by the Customer or third-party claims or losses of any nature, including but not limited to, loss of profits, punitive, indirect, special, incidental, or consequential damages or for other damages and any related claims of any nature, including direct, indirect, third party, consequential or other damages resulting from or in connection with these Terms and Conditions.
- 13.6. CelcomDigi does not take any responsibility in the event the Customer is prevented from subscribing to the Plan, as a result of certain technical restrictions, other limitations or Force Majeure events.
- 13.7. In the event any of these Terms and Conditions is invalid, illegal and unenforceable under any applicable law or for any reason whatsoever, the legality and enforceability of the remaining provisions shall not be affected.
- 13.8. No delay or indulgence by CelcomDigi in enforcing any terms or conditions herein shall constitute a waiver by CelcomDigi of the Customer's breach of these Terms and Conditions.
- 13.9. Each Party shall bear their respective costs and expenses in connection with and incidental to the preparation, execution, delivery and completion of the Agreement, including but not limited to all legal fees and out-of-pocket expenses incurred. All stamp duties payable under these Terms and Conditions, if any, shall be borne by the Customer which will be billed to the Customer.
- 13.10. These Terms and Conditions shall be construed and governed by the laws of Malaysia. In the event of a dispute, the courts of Malaysia shall have exclusive jurisdiction.