

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: 28th February 2025 - current

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?

Principle Line

	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	
Free Devices	Selected Devices			
Plan Benefits				
Roaming Pass (50% Discount)	N/A	N/A	Applicable to all Roam Pass <small>*Except 10-Days pass</small>	
Convergence: Unlimited Data on up to 8 Postpaid Lines	N/A	Yes		
CelcomDigi Secure	Yes			

*1 Subject to [Fair Usage Policy](#).

Supplementary Line

	CelcomDigi 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 Tablet SIM	CelcomDigi Tablet SIM PRO
Monthly Commitment	RM48	RM48	RM48	RM48	RM48	RM48	RM30	RM48
Eligible Principle Plan	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	CelcomDigi Business Postpaid 5G 58 - 168		
Free 5G Access & VOLTE	FREE Uncapped 5G High-Speed & VOLTE							
Monthly Internet	Mirror Principle (100GB)	Mirror Principle (160GB)	Mirror Principle (330GB)	Mirror Principle (520GB)	Mirror Principle (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	
Roaming	Roam Pass					N/A	N/A	N/A

*1 Subject to [Fair Usage Policy](#).

*2 Only available on Celcom platform

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)	-
Processing Fee (one-time)	-	RM10
SIM Card Fee (one-time)	-	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 is subjected to the processing fee of RM10 in the first bill.

3. Who will be charged with the SIM Card Fee?

The SIM card fee of RM10 is subjected to any new SIM Card activations and MNP, and will be reflected in the first bill. Customers retaining their existing number will not be charged.

4. 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.

5. How can I pay my bills?

- Auto Billing
- Automated Teller Machine (ATM)
- Boost e-wallet
- Business Portal
- Celcom Life App / MyDigi App / CelcomDigi 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).

5. What does Unlimited SMS mean?

Unlimited SMS allows you to send unlimited domestic text messages to all mobile networks. It is solely for personal and Individual Business Communication purposes only. It is not to be used for commercial gain, bulk messaging or any broader business-related activities.

PART 4: Signing Up**1. Where can I sign up for this plan?**

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

PART 5: Roaming**1. What is the available roaming passes for CelcomDigi Business Postpaid 5G plan?**

The available roaming passes for CelcomDigi Business Postpaid 5G plan can be found [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: CelcomDigi Secure**1. What is CelcomDigi Secure?**

CelcomDigi Secure is a mobile security feature designed to strengthen cybersecurity protection and enhance your digital experience.

2. Why should I use CelcomDigi Secure?

CelcomDigi Secure keeps your browsing safe and worry-free by automatically detecting harmful or phishing links and blocking access to risky websites whether you're shopping, banking, or just exploring online.

3. How does CelcomDigi Secure protect me?

CelcomDigi Secure is a DNS filter implemented at the CelcomDigi network layer. When you try to access a domain, CelcomDigi Secure will check it against its threat intelligence database. If the domain is flagged as malicious, your access will be blocked, and you will then be redirected to a standard block notification page.

4. How do I ensure CelcomDigi Secure protection is working?

Once you've subscribed to CelcomDigi Secure, you will receive an SMS from CelcomDigi with the message: "Successfully activated – CelcomDigi Secure."

Step 1: Restart your device to ensure it's connected to CelcomDigi Secure.

Step 2: Check your device settings to ensure CelcomDigi Secure is working properly.

- Android users: Turn off VPN (if enabled).

- iOS users: Turn off iCloud Private Relay (if enabled).

For detailed steps on disabling iCloud Private Relay.

5. Will CelcomDigi Secure work when I'm travelling overseas?

CelcomDigi Secure is designed to protect you while you're connected to CelcomDigi networks within Malaysia. It does not extend coverage internationally.

6. Can I use CelcomDigi Secure on multiple devices?

CelcomDigi Secure protects the device that uses the SIM subscribed to the service. Since a SIM card can only be active in one device at a time, CelcomDigi Secure will only work on that single device while connected to the CelcomDigi network in Malaysia.

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 Principle 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 principle 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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