

CELCOMDIGI ONE BIZ PLAN

Product Overview:

CelcomDigi One Biz is an all-in-one business connectivity bundle designed to empower businesses with seamless connectivity and digital solutions. Enjoy Unlimited 5G/4G Postpaid, FREE latest 5G devices, high-speed Fibre Broadband up to 500Mbps, and secured connectivity — all in one comprehensive plan to keep your business connected anytime, anywhere.

Effective Date: 18th June 2026 - current

PART 1: Product Details

1. Who can subscribe to this Plan?

The plan is available to eligible Corporate Officers (CO), including both new and existing CelcomDigi business customers, subject to plan eligibility requirements.

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

Yes, foreigners are eligible to register.

3. What Business ONE plans are available?

You can choose from:

Plan	CelcomDigi One Biz 219	CelcomDigi One Biz 399	CelcomDigi One Biz 599
Monthly Commitment	RM219	RM399	RM599
Bundle Includes	1 Mobile Postpaid + 1 5G WiFi	4 Mobile Postpaid Lines + 1 Fibre	6 Mobile Postpaid Lines + 1 Fibre

Each of the bundle offering is eligible for main lines, free lines and fixed line as per below.

a) Main Line

Plans	CelcomDigi One Biz 219	CelcomDigi One Biz 399	CelcomDigi One Biz 599
Number of main line	1	1	1
Main Line (Eligible Plan)	CelcomDigi One Biz 219	CelcomDigi One Biz 399	CelcomDigi One Biz 599
Monthly Internet	Unlimited		
Hotspot	Shared from base Monthly Internet		
5G Access & VOLTE	FREE Uncapped 5G High-Speed & VOLTE		
Voice Call	Unlimited to all network		
SMS (all network)	Unlimited		
Video Call (all network)	RM0.20/min		
MMS (all Network)	RM0.20/MMS		
Free Devices	Selected Devices		
Early Termination Fee	With device: RM1,680	With device: RM2,800	With device: RM4,300
	Without device:	Without device:	Without device:

	RM50 flat	RM50 flat	RM50 flat
Plan Benefits			
Roaming Discount	50%		
Cisco Security (CelcomDigi Secure)	FREE		
PhoneCARE	1-month FREE		

* The unlimited quota is subject to the [CelcomDigi Fair Usage Policy](#).

b) Free Line

Plans	CelcomDigi One Biz 399		CelcomDigi One Biz 599
Number of FREE Lines	3		5
FREE Line (Eligible Plan)	CelcomDigi Business Postpaid 5G 58		
Monthly Internet	Unlimited		
Hotspot	Shared from base Monthly Internet		
5G Access & VOLTE	FREE Uncapped 5G High-Speed & VOLTE		
Voice Call	Unlimited to all network		
SMS (all network)	Unlimited		
Video Call (all network)	RM0.20/min		
MMS (all Network)	RM0.20/MMS		
Free Devices	Selected Devices		
Early Termination Fee	With device: RM1,000/line Without device: RM50 flat	With device: RM1,200/line Without device: RM50 flat	Early Termination Fee
Plan Benefits			
Roaming Discount	50%		
Cisco Security (CelcomDigi Secure)	FREE		
PhoneCARE	1-month FREE		

c) Fixed Line

Bundle Name		CelcomDigi One Biz 219	CelcomDigi One Biz 399	CelcomDigi One Biz 599
Number of Fixed plan		1	1	1
Fixed Line (Eligible Plan)		CelcomDigi Business 5G WiFi 149	CelcomDigi Fibre 500M	CelcomDigi Fibre 500M
Internet	Download Speed	Best Effort	500Mbps	
	Upload Speed	Best Effort	100Mbps	
	Quota	Unlimited	Unlimited	
Device		Router	Fibre Router + Mesh WiFi	
Early Termination Fee		Remaining balance of service charges for the unexpired Contract Term.	Remaining balance of service charges for the unexpired Contract Term.	

PART 2: Fees and Payment

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

	Unit	Upon Registration	1 st Bill (per bill)
Advance Payment	-	-	-
Processing Fee (one-time)	Per account	-	RM10
SIM Card Fee (one-time)	Per physical SIM	-	RM10
Itemised Bill Fee	Per account	-	RM20

2. How many bills will I get per bundle?

	CelcomDigi One Biz 219	CelcomDigi One Biz 399	CelcomDigi One Biz 599
Main Line (219/399/599)	✓	✓	✓
Free Lines (CDB 58)	-	✓	✓
Fibre/FWA	✓	✓	✓
Total no. of bill	2	3	3

3. Is there any foreigner deposit to sign up for this plan?

Foreigner deposit is not applicable for mobile lines but is applicable for fixed lines.

4. 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.

5. 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.

6. 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 One Biz plan?

The available roaming passes for CelcomDigi One Biz 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.

4. The 50% roaming discount is applicable to which roaming pass?

The 50% discount on roaming passes applies to the 3-Day Pass, 3-Day Unlimited, 7-Day Unlimited, 14-Day Unlimited and 30-Day Unlimited Roaming Passes. You may check [here](#) for more.

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.