

FREQUENTLY ASKED QUESTIONS (CelcomDigi Biz 5G WiFi)

PART 1: Registration

1. What is CelcomDigi Biz 5G WiFi?

CelcomDigi Biz 5G WiFi is a wireless broadband plan that provides High-Speed Internet that uses the latest 5G technology, created for businesses.

The new CelcomDigi Biz 5G WiFi also includes both outdoor Customer Premises Equipment (CPE) and router to ensure optimal connectivity.

2. Does the plan come with a commitment contract?

Yes, it comes with a 24-month contract for plans with Outdoor CPE + Indoor router, router or MiFi.

3. Can customers subscribe to the 5G SIM plan only?

Yes, customers can subscribe to the SIM plan only with no contract commitment at RM99 per month.

4. Does the product have any location lock features?

No, the product does not have any location lock features, but we advise customers not to move the router and SIM from the existing 5G coverage location to ensure better user experience.

5. How can I check the 5G coverage area?

You can check the coverage by visiting the DNB website [here](#).

6. What are the conditions for subscription?

CelcomDigi Biz 5G WiFi plan is available for corporate officials (CO) and Corporate Individual (CI) customers.

7. Where can I subscribe to the CelcomDigi Biz 5G WiFi plan?

You may subscribe to the service via an Account Manager and VAPS.

8. What are the monthly fees?

Please refer to the table below:

Plan	Biz 5G WiFi 199	Biz 5G WiFi 149	Biz 5G WiFi 99	Biz 5G WiFi (Plan Only)
Monthly Price	RM 199	RM 149	RM 99	RM 99

Monthly Quota	*Unlimited			
Device	Outdoor CPE + Router	4G/5G Dual Router	MiFi	NA
Contract	24 months	24 months	24 months	NA

***UNLIMITED** terms are subject to CelcomDigi Fair Usage Policy.

CelcomDigi reserves the right to amend and vary the offered plan package from time to time at its discretion or to withdraw it at any time without assigning reasons for such withdrawal and migrate the customer to another plan or promotional package as CelcomDigi deems fit.

For non-Malaysians, an additional deposit of RM500 is required upon registration.

9. How much is the credit limit for each package?

For the credit limit, please refer to the table below:

Plan	Biz 5G WiFi 199	Biz 5G WiFi 149	Biz 5G WiFi 99	Biz 5G WiFi 99 (Plan Only)
Monthly Price	RM199.00	RM149.00	RM 99.00	RM99.00
Monthly Quota	UNLIMITED*	UNLIMITED*	UNLIMITED*	UNLIMITED*
Credit Limit	RM597	RM650.00	RM650.00	RM650.00

10. What happens if the router or SIM is located at a weak 5G coverage area?

The router will go into 4G speed if it cannot detect any 5G signal to ensure the continuity of the user's internet experience. The router will automatically go back to 5G speed the moment a 5G signal is detected.

11. Can I insert another ISP SIM into the router?

No, the router is SIM locked to only CelcomDigi SIM only.

12. Can I connect to another device via wired LAN?

Yes, the router comes with 2 RJ45 LAN ports that can be connected to other devices.

13. How do I set up the connection?

It's plug-and-play, the device will be delivered to you with an instruction manual on how to set up the wireless connectivity.

14. What is the quota per month?

The product comes with *unlimited quota. However, CelcomDigi has the right to implement the Fair Usage Policy (FUP) to ensure you receive the best user experience.

15. I am currently a 4G Business Wireless user, can I change to this plan?

You would need to terminate 4G Business Wireless and re-register to this 5G plan with a 24-month contract.

16. Can I use this service whilst roaming overseas?

No, you cannot use this service outside of Malaysia.

17. Does the service come with calls and SMS?

The plan does not support calls and SMS.

18. What will I get upon registration?

- For the CelcomDigi Biz 5G WiFi 199 with Outdoor CPE + Indoor Router, you would receive one (1) unit Outdoor CPE, one (1) unit router, one (1) Cover plate kit, Windows Kit, Mounting Kit, one (1) POE adapter and AC Power cord and one (1) RJ-45 Network cable.
- For the CelcomDigi Biz 5G WiFi 149 with router, you will receive one (1) unit router, one (1) adaptor, one (1) LAN cable, one (1) user manual and one (1) router box.
- For the CelcomDigi Biz 5G WiFi 99 with MiFi, you will receive one (1) unit of U50 and the battery will be separate in box, one (1) box, one (1) Quick Start, one (1) warranty card and one (1) type C cable.
- For the CelcomDigi Biz 5G WiFi 99 plan only, you will receive one (1) unit of 4G/5G Business WiFi SIM Card.

19. What is the warranty period for the router?

The router has a warranty period of twelve (12) months.

20. Who owns the modem?

The modem remains as CelcomDigi property throughout the contract period. For any termination within or beyond the active contract period, upon full payment of the service penalty or the expiry of the contract period, you may keep the modem. However, the modem usage is locked within the CelcomDigi SIM card only.

21. If I am an existing legacy plan i.e Businee Wireless Gold can I change my plan to sign up for the new CelcomDigi Biz 5G WiFi plan?

No, the new Celcom Business 5G WiFi Plan applies to new registered customers only.

22. Can I relocate my service to any other location?

You may request service relocation subject to the availability of the service at the new location. You can only request relocation after seven (7) days from the registration date. Please visit the nearest CD Store or call our care line.

23. What if my new location is not within the coverage area?

You may request the termination of your account. However, if you are still within your

contract period, you may have to pay a penalty.

24. What if I terminate the service within the contract period?

You will be charged an early termination fee of the remaining balance of RRP. It will be reflected in your final bill. Please refer to the sample calculation below:

Scenario 1:

Early termination charge after 3 months subscription $RM149 \times 24 \text{ months}$
 $= RM3576$

After 3 months $= RM3576 - (3 \text{ months} \times RM149) = RM 3129$

Early Termination charge based on the remaining month's balance $= RM3129$

Scenario 2:

Early termination charge after 22 months subscription $RM199 \times 24 \text{ months} = RM4776$

After 22 months $= RM4776 - (22 \text{ months} \times RM199) = RM 398$

Early Termination charge based on the remaining month's balance $= RM398$

25. If I terminate the service before the contract ends, do I need to return the device(s)?

No, you will not need to return the device. However, you will be required to pay the penalty.

26. Can I keep the device(s) once the contract has expired?

You can keep the device once the contract expires. The device, however, will be locked to CelcomDigi network usage only.

27. Where can I terminate the service?

Termination of service is available via the account manager and Contact Centre.

PART 2: Device Return/Replacement

28. What if my router is faulty and needs replacement?

If you experience issues with your router within the warranty period, you can reach out to our Account Manager.

However, please note that the warranty does not cover physical damage, water damage, lightning strikes, or negligence. If your router is damaged due to these reasons, we can offer you a replacement at the regular retail price.

For ZTE model, You can walk into ZTE service center with the faulty unit and the CD invoice. ZTE will verify if the unit is still under warranty based on the invoice date. If the unit is under warranty, the service center will keep the unit for diagnosis and either repair it or replace it with a new unit within seven (7) days.

If the unit is found to have damage caused due to your negligence or if it is beyond the twelve (12) months warranty period, it will be considered out of warranty. In such cases, the service center will provide a repair quote to the customer. Repair work will commence only after the customer agrees to the quotation.

PART 3: Billing

29. What will I see on my first bill?

You will receive your first bill in the second month of your subscription together with the package value for the second month. Plus, you will see a statement reflecting your monthly access fee plus a ratio of the access fee from the date of your registration to the date that you are billed, a processing fee of RM10 and Sim card fee of RM10. Additional charges and rebates will be reflected based on the offers that are part of your package.

30. What is the processing fee?

A non-refundable, non-recurring fee is paid for the administrative and/or ancillary cost of processing the application.

31. What type of bill will I receive for my subscription?

You can request a printed bill or e-billing. E-Billing is a service where you will receive your bill online instead of a physical bill. To ensure that you receive your e-bill, you need to have a valid Business Portal ID and password which can be retrieved from the Business Portal website. Just click the Register Now button and follow the simple instructions to complete your registration.

32. Where can the customer check and pay their bill?

Depending on which product they subscribe to. For products under the Celcom platform please visit (<https://bizcare.celcom.com.my/bizcareui>). For products under the Digi platform please visit login to [MyDigi | Digi - Let's Inspire](#)