

FAQs: Digi Postpaid™ Plan for Business

1. What is Go Digi Postpaid™ Plan for Business?

The Go Digi Plan is Digi's most innovative postpaid plan that gives you total freedom and flexibility. Customise your Go Digi, and enjoy unlimited calls to all networks.

2. When is this package Plan available?

This Plan has been made available for subscription from 30th November 2023 and shall continue to be available until further notice is issued by Digi.

3. Who can subscribe to this Plan?

The Plan is available for subscription to all Business customers, Corporate Officers, and Corporate Individuals.

4. Who is eligible for the offerings?

The Plan is open to all New and Existing CelcomDigi Business Customer which includes:

- subscribing to a new line
- port-in from other telcos
- convert from Digi Prepaid to Digi Postpaid, or
- change of plan

5. Where can I register?

You can register through the channels below:

- Digi Certified Partners
- Account Managers / Channel Managers

6. Is there a processing fee?

Yes, it's a non-refundable, non-recurring fee paid for the administrative and/or ancillary cost of processing the application.

7. I am a non-Malaysian; can I register for this Plan?

Yes, non-Malaysians who sign up for a Postpaid Line are required to pay a RM500 deposit per line at the point of registration. This deposit will be refunded after two complete billing cycle from the date of account termination. For example, a non-Malaysian subscriber with billing cycle on 21st of each month and terminated the postpaid line on 23rd February would only receive the refund of the deposit after 21st April.

In addition to the plan advance payment, subscribers may be subject to [one-time fees that are charged to the first Postpaid bill.](#)

8. What are the offerings in the Go Digi Business Postpaid Plan?

Go Digi 78	
Monthly Commitment Fee	RM80
Plan Benefits	
Mobile Internet Quota Allocation	120GB
Minutes Allocation (All Networks)	Unlimited
SMS Allocation (All Networks)	1500
5G Booster / Month	✓
Subsequent Rates / Charges	
SMS (All Networks)	RM0.10/SMS
IDD Calls	Varies by country. Click here for more info
Add-Ons Options (On Demand)	
Supplementary Lines	X
5G Booster + 5G Quota / Month	✓
Go Digi 98	
Monthly Commitment Fee	RM108
Plan Benefits	
Mobile Internet Quota Allocation	150GB
Minutes Allocation (All Networks)	Unlimited
SMS Allocation (All Networks)	1500
5G Booster / Month	✓
Subsequent Rates / Charges	
SMS (All Networks)	RM0.10/SMS
IDD Calls	Varies by country. Click here for more info
Add-Ons Options (On Demand)	
Supplementary Lines	2
5G Booster + 5G Quota / Month	✓
Go Digi 128	
Monthly Commitment Fee	RM138
Plan Benefits	
Mobile Internet Quota Allocation	180GB

Minutes Allocation (All Networks)	Unlimited
SMS Allocation (All Networks)	3000
5G Booster / Month	✓
Subsequent Rates / Charges	
SMS (All Networks)	RM0.10/SMS
IDD Calls	Varies by country. Click here for more info
Add-Ons Options (On Demand)	
Supplementary Lines	4
5G Booster + 5G Quota / Month	✓
Go Digi 168	
Monthly Commitment Fee	RM168
Plan Benefits	
Mobile Internet Quota Allocation	Unlimited
Minutes Allocation (All Networks)	Unlimited
SMS Allocation (All Networks)	3000
5G Booster / Month	✓
Subsequent Rates / Charges	
SMS (All Networks)	RM0.10/SMS
IDD Calls	Varies by country. Click here for more info
Add-Ons Options (On Demand)	
Supplementary Lines	6
5G Booster + 5G Quota / Month	✓

9. Am I eligible for VoLTE?

All Go Digi customers who are using iPhone 6s above and VoLTE certified Android devices are eligible for VoLTE subscription.

10. What does Unlimited Calls to all Networks mean?

Unlimited Calls apply to all Networks and for domestic usage only (i.e. within Malaysian networks), excluding video calls, calls to toll-free numbers or numbers with special charges (i.e. 1-300/1-800/600, 121, TM100, 1MOCC).

Supplementary Plan

11. What is the offering for supplementary plan?

From as low as RM48 monthly per line, you'll get to enjoy high-speed Internet & Unlimited Calls to all Networks when you subscribe to the Lightning supplementary line.

Go Digi 48 Supp	
Monthly Commitment Fee	RM48
Plan Benefits	
Mobile Internet Quota Allocation	Mirror Principal
Minutes Allocation (All Networks)	Unlimited
SMS Allocation (All Networks)	300
5G Booster / Month	✓
Subsequent Rates / Charges	
SMS (All Networks)	RM0.10/SMS

Usage Notification

12. What happens if I fully utilise my monthly Internet allocation within the billing cycle?

You can still enjoy the Internet access at throttled speed. To continue enjoying the Internet service at a faster speed, you can purchase the Internet Add-On via My Digi App or MyDigi Business Portal.

13. 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.

Payment

14. How can I pay my bills?

- Auto Billing
- Touch n Go eWallet
- MyDigi Business Portal
- My Digi App
- Digi Outlets / Other payment agencies
- Contact Center
- e-Pay

- Internet banking
- JomPAY
- Pay Your Way
- Self-Service Kiosk (SSK)

Termination

15. What happens if I terminate my principal plan and/or supplementary plan?

The monthly commitment fee of Go Digi plan will be prorated 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.