

FREQUENTLY ASKED QUESTIONS (5G FWA + SIM Plan Only)

PART 1: Registration

1. What is Celcomdigi 5G Business WiFi®

CelcomDigi 5G Business WiFi® is an official GTM name for a wireless broadband plan that provides High Speed Internet that uses the latest 5G technology, created for businesses.

2. Does it available at both Celcom or DiGi system platform?

Yes, it is available at both platform with different product name in each respectively. It was called Celcom Business 5G on the exCelcom platform and Celcomdigi 5G Home Wifi in exDigi platform.

3. Do both platforms provide similar products?

Yes, it comes with Unlimited* data and the latest 5G wireless router price at RM 149 per month.

4. Does the plan come with a commitment contract?

Yes, it comes with a 24-months commitment contract.

5. Can customers subscribe to 5G sim plan only?

Yes, customers can subscribe to sim plan only with no contract commitment.

6. How much is 5G sim plan only and which platform should I register?

The 5G sim plan only is price at RM99 and currently only available via exDigi platform.

7. 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.

8. Where are the 5G areas in Malaysia?

The 5G coverage area is constantly expanding to serve you better. Continue checking the map for more updates i.e. <https://www.digital-nasional.com.my/interactive-map#map>

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

You can check the coverage by visiting DNB website at <https://www.digital-nasional.com.my/interactive-map#map>

10. What are the conditions for subscription?

CelcomDigi 5G business WiFi plan is available for corporate officials (CO) and can be registered using a BRN number.

11. Where can I subscribe to CelcomDigi 5G business WiFi plan?

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

12. What are the monthly fees?

CelcomDigi 5G business WiFi		CelcomDigi 5G business WiFi (SIM Plan Only)
Monthly Price	RM149.00	RM99.00
Monthly Quota	UNLIMITED*	UNLIMITED*
Device	Loan by CelcomDigi	NA
Foreigner Deposit	RM500.00	RM500.00
Contract	24 MONTHS	NA

*UNLIMITED term is 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.

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

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

CelcomDigi 5G Business WiFi		CelcomDigi 5G business WiFi (SIM Plan Only)
Monthly Price	RM149.00	RM99.00
Monthly Quota	UNLIMITED*	UNLIMITED*
Credit Limit	RM650.00	RM650.00

14. What happens if router or sim is located at weak 5G coverage area?

The router will go into 4G speeds in the event where it cannot detect any 5G signal to ensure continuity of the user internet experience. The router will auto fallback to 5G speeds the moment 5G signal is detected.

15. Can we insert another ISP sim into the router?

No, the router is sim lock to only Celcom or DiGi sim only.

16. Can we connect to another device via wired LAN?

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

17. How do customers set up the connection?

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

18. What is the quota per month?

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

- 19. Does the product come with any return policy?**
No. We removed all the return policy earlier. As such you need to make sure that the customer is located in a very good 5G coverage area to ensure the best experience.
- 20. How can I check the 5G coverage area?**
You, can check the coverage by visiting DNB website at <https://www.digital-nasional.com.my/interactive-map#map>
- 21. The customer is currently a 4G Business Wireless user, can they change to this plan?**
Customer will need to terminate the 4G business Wireless and re-register to this 5G plan with 24-months contract.
- 22. Does this plan open for CI (corporate Individual) subscription?**
No. Currently only for CO
- 23. Can I use this service whilst roaming overseas?**
No, you cannot use this service outside Malaysia.
- 24. Does the service come with calls and SMS?**
The plan does not support call and SMS.
- 25. What will I get upon registration?**
- For CelcomDigi 5G business WiFi plan, you will receive 1 unit router, 1 adaptor, 1 LAN cable, 1 user manual and 1 router box.
 - For CelcomDigi 5G business WiFi SIM plan only, you will receive 1 unit of 4G/5G business WiFi SIM Card only.
- 26. What is the warranty period for the router?**
The router has a warranty period of twenty-four (24) months.
- 27. 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 upon the expiry of the contract period, you may keep the modem. However, the modem usage is locked within the CelcomDigi sim card only.
- 28. If I am an existing CelcomDigi Business Wireless Gold Plan, Can I change my plan to the CelcomDigi 5G business WiFi plan?**
No. CelcomDigi 5G business WiFi Plan applicable to New Customers only.
- 29. 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 7 days from the registration date. Please visit the nearest Bluecube or Digi Stores or call our care line.
- 30. What if my new location is not within the coverage area?**
You may request termination of your account. However, if you are still within your contract period, you may have to pay a penalty.

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

You will be charged an early termination fee of RM3,576 remaining balance or RM500, whichever is higher. It will be reflected in your final bill. Please refer to the below sample calculation:

Example:

Scenario 1: Early termination Charge after 3 months subscription RM149 X 24 months = RM3576

After 3 months = RM3576 – (3 months X RM149) = RM 3129

Early Termination charge base on remaining month balance = RM3129

Scenario 2: Early termination after 22 months subscription RM149 X 24 months = RM3576

After 22 months = RM3576 – (22 months X RM149) = RM 298

Early Termination charge base on remaining month balance or RM500 whichever is higher = RM500

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

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

33. Can I keep the modem(s) once the contract has expired?

The customer will be able to keep the modem once the contract expires. The modem, however, will be locked to CelcomDigi network usage only.

34. Where can I terminate the service?

Termination of service is available via the Account manager, contact center, Bluecube and Digi Stores.

PART 2: Device Return/Replacement

35. What happens if I return an incomplete or faulty CelcomDigi 5G business WiFi Router due to my negligence?

A penalty will be incurred if you terminate without returning the complete set or a faulty/dented modem. The penalty amount is RM3576. The complete set of accessories refers to the router, adaptor, LAN cable, user manual and modem box.

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

You will not be charged for the replacement of the router during the warranty period due to damage caused by a manufacturing defect. If the modem is damaged due to your negligence you will be charged RM3576.

37. What happens if I return incomplete accessories?

A penalty will be incurred if you terminate without returning the complete set of accessories. The penalty amount is RM100.00. A complete set of accessories refers to the adaptor, LAN cable, user manual and modem box. A breakdown of the penalty charges is as follows:

Modem	LAN Cable	Adaptor	User manual	Box	Penalty
✓	✓	✓	✓	X	RM100.00
✓	✓	✓	X	✓	RM100.00
✓	✓	X	✓	✓	RM100.00
✓	X	✓	✓	✓	RM100.00
✓	X	X	X	X	RM100.00
✓	✓	X	X	X	RM100.00
✓	✓	✓	X	X	RM100.00
X	✓	✓	✓	✓	RM3576.00
X	X	X	X	X	RM3576.00

38. Where do I return my CelcomDigi 5G business WiFi Router and complete accessories?

You can return it at Celcom Bluecube, Digi Stores or can do so via Account Manager if you want to return the device.

PART 3: Billing

39. What will I see on my first bill?

You will receive your first bill on the second month of your subscription together with the package value on the second month. You will see a statement reflecting your monthly access fee plus a pro- ration of the access fee from the date of your registration to the date that you are billed and a processing fee of RM10. Additional charges and rebates will be reflected based on the offerings that are part of your package.

40. What is the processing fee?

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

41. How do I pay for my service?

You may make payments at any of our Bluecubes, Digi Stores, kiosk services or via online banking services such as Maybank2u or CIMBClicks.

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

You can request for 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 here. Just click the Register Now button and follow the simple instructions to complete your registration.

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

Depending on which product they subscribe to.

For product under Celcom platform please visit (<https://bizcare.celcom.com.my/bizcareui>).

For product under Digi platform please visit Log In to [MyDigi | Digi - Lets Inspire](#)