

FAQ – Celcom Business

What is Celcom Business Plans?

Celcom Business Plans is offered to companies where they will be able to enjoy the flexibility to share or allocate Internet quota to each of their members. All members will also enjoy Unlimited Calls & SMS to all networks.

What are key benefits of Celcom Business Plans?

Companies that sign up to this plan will enjoy flexibility on the following;

SIMPLE

Choose any Celcom Business Plan that fit to your business needs and enjoy Unlimited Calls and SMS without the fuss of monthly bills.

FLEXIBLE

Choose to "Share" or "Allocate" the data to all employees, you are in control. You can minimise data wastage and increase productivity.

EXPANDABLE

There will be no headache because you can simply upgrade to a bigger plan or Add On unlimited additional lines as your business grow.

CELCOM BUSINESS DEVICE SUBSIDY

Utilise Celcom Business Device Subsidy to increase savings on smartphone or any other device purchase.

CONTROL

Monitor and manage your team's usage via Business Portal (www.businessportal.celcom.com.my) anytime, anywhere.

REGISTRATION

Who can sign up for Celcom Business Plans?

Celcom Business Plans is open to all new customers and existing customers (companies only). This plan is not applicable for personal registration.

Can I register for more than one plan with Celcom Business Plans?

Yes, you can register more than one plan with Celcom Business Plans.

Where can I register for the plan?

You may register for Celcom Business Plans via your account manager.

OFFERINGS

What are Celcom Business Plans' offerings?

Below are Celcom Business Plans' offerings:

Description	Celcom Business S Plan	Celcom Business M Plan	Celcom Business L Plan
Monthly Commitment Fee	RM490	RM2,300	RM4,500
Monthly Internet	100GB	550GB	1,100GB
Voice Calls	Unlimited Calls to all networks		
SMS	Unlimited SMS to all networks		
Video Calls	15sen/min		

MMS	15sen/MMS		
Complimentary Lines	5	25	50

What happens when I have fully utilised the allocated Internet?

Your Internet connection will be slowed down to 64kbps capped at 15GB. Internet quota will be refreshed in the next bill cycle. In order to increase Internet speed, you may purchase additional quota offered via Business Portal:

Add On Internet	Price	Internet Quota
Add On 20GB	RM200	20GB
Add On 50GB	RM500	50GB

*The additional Internet quota is valid until the next billing cycle.

What happens if I do not fully utilise the allocated Internet?

The Internet quota allocation cannot be carried forward. It will be automatically forfeited upon completion of a bill cycle.

Will I be getting a message or any SMS notification on usage based on allocated minutes, SMS and Internet?

Yes, there will be messages sent to the account administrator and members' lines. The account administrator will receive messages either via email or SMS on the group's quota status and usages. Member lines will receive a notification via SMS on the quota limit set by the company, quota balance and usages.

Usage	SMS reminder	
Internet	70%	100%

How can I check my Internet Balance?

You can check the Internet Balance via Business Portal or SMS 'BAL STATUS' to 28882.

Can I utilise my Unlimited Calls & SMS and allocated Internet while roaming?

No. Unlimited Calls & SMS and allocated Internet are applicable for domestic use only (within Malaysia). Calls, SMS and Internet while roaming will be charged on top of your monthly commitment at roaming rates.

BUSINESS PORTAL

What is Business Portal?

You can manage the account via Business Portal (www.businessportal.celcom.com.my). This portal allows you to access the following:

- Manage Account
- View usage by group and by mobile number
- Allocate Internet quota for each line
- Purchase Add On Internet
- Purchase Add On IDD
- Purchase Add On Cloud Storage
- Purchase Add On Biz Web Builder
- Purchase Add On MDM
- View Bill
- Change Password

How do I get the access to Business Portal?

All companies that subscribed to a Celcom Business Plans will have an account created according to the information indicated in the Registration Form. An email will be sent to the account administrator's email (as indicated in the Registration Form) for account activation. Account administrator will receive an SMS notification with the details to sign up at the Business Portal.

SPECIAL FEATURE

What are the special features for Celcom Business?

You can choose either to share the Internet quota or allocate it in accordance to your team members' needs on the account.

What is Internet sharing feature?

This feature will allow each line to enjoy and share the Internet quota for the account based on first come first serve basis.

What is Internet allocation feature?

This feature will allow administrator of the account to allocate Internet quota for each member.

In the event of the sharing Internet quota being depleted before the end of bill cycle, can all my members' lines continue to use the service?

Yes, all lines will be able to continue to browse the Internet, but at a reduced speed.

ADDITIONAL LINES

Can I add more lines for my Celcom Business Plans?

Yes, you can add more lines to your Celcom Business Plans.

What are packages offered for Additional Lines?

Package	Monthly Commitment Fee
Additional Line @ RM70 5GB Internet and Unlimited Calls & SMS: Additional 5GB Internet and Unlimited Calls & SMS. Note: additional 5GB Internet will re-site at member level	RM70/line
Additional Line @ RM20 Internet Sharing: Sharing Internet quota only. No Calls and SMS.	RM20/line

ADD ON INTERNET

What is Add On Internet?

Add On Internet is additional Internet quota if you require any additional Internet quota.

Can I purchase existing Add On 100MB/500MB/1GB/5GB in the market?

No.

What are packages offered for Add On Internet?

Package Name	Price	Internet Quota	Type of Subscription
Add On 20GB	RM200	20GB	One Time or Monthly Subscription
Add On 50GB	RM500	50GB	One Time or Monthly Subscription

ADD ON IDD

What is Add On IDD?

Add On IDD is a package for you to enjoy discount on IDD usage.

What are packages offered for Add On IDD?

Package Name	Commitment Fee	Discount on IDD	Type of Subscription
Add On IDD @ RM100	RM100	10%	Monthly Subscription
Add On IDD @ RM200	RM200	20%	Monthly Subscription

**Discount applies for total IDD usage in a month (all lines) registered in account*

What happens if the total IDD usage after discount is more than the Add On IDD commitment fee?

Maximum amount that you need to pay is the IDD usage after discount.

What happens if the total IDD usage after discount is less than the Add On IDD commitment fee?

Maximum amount that you need to pay is the IDD commitment fee.

Can I unsubscribe the Add On IDD?

Yes, the company's account administrator can unsubscribe the Add On IDD via Business Portal.

ADD ON BUSINESS SOLUTIONS

What are Business Solutions that I can add on for this plan?

Below is a list of Business Solutions that can be added to this plan:

Business Solutions	Descriptions
Mobile Device Management (MDM)	MDM is a software to secure, monitor, manage and support mobile devices deployed across enterprises.
Biz Web Builder	You can manage your business's website effectively anytime, anywhere. You can build e-commerce using your own domain name, e-mail accounts and more.
Cloud Storage	Online file storage where you can easily make uploaded files accessible for your colleagues. There are many useful features that allow quick and simple file uploads and quick creation of links to customers' files. Link can be sent over via email or placed on customers' website or blog.

How to register for the Business Solutions?

Please contact your Account Manager to register for Business Solutions.

CONTRACT & PENALTY

Does Celcom Business Plans come with a minimum terms of contract?

Yes, each line is required to be active for a minimum of 24 months. There will be charges of penalty for account termination before your contract expires.

OTHERS

My Celcom Business Plans account is being suspended (involuntary), can my members' line use the data?

No, if the account has been suspended, all members' lines are suspended as well.

One of the members' line is being suspended (voluntary), can other members' lines use the data?

Yes, other members' lines can still use the data.