

Introduction

What is MEGA™ for Business plan?

MEGA™ is Celcom's most innovative postpaid plan that delivers the flexibility to help businesses cope with the greater demand for connectivity, now and in the future. No matter the size of your company, Celcom Mega™ Business has something for you.

Criteria

Who is eligible for subscription to a MEGA™ plan?

- New registration
- Mobile Number Portability (MNP)
- Change of rate plan
- Prepaid to Postpaid conversion

Registration Channels

Where can I register?

You can register through the channels below:

- Account Manager
- Celcom VAPs Partners & Fulfillment Partners

Advance Payment and Foreigner Deposit

How much do I need to pay upon registration?

For plan only registration, you are required to pay an advance payment equivalent to the monthly commitment of the plan.

Here's the calculation based on Mega™ Lightning 98

No	Item	Upon Registration	1st Bill
1	Advance Payment (Mega™ Lightning 98)	RM98	-
2	Stamp Duty (one-time)	-	RM10

3	Monthly Commitment (pro-rated)	-	Up to RM98
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I am a foreigner; can I register for this plan?

Yes, foreigners just need to pay a deposit of RM500, on top of the required advance payment.

Plan Offerings

What are the offerings?

Lightning Plan

Plan	Mega™ Lightning 80	Mega™ Lightning 98	Mega™ Lightning 128	Mega™ Lightning 158	Mega™ Lightning 188
Monthly Commitment	RM80	RM98	RM128	RM158	RM188
Monthly Internet	40GB	50GB	70GB	90GB	120GB
Voice Call (All Networks)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
SMS (All Network)	RM0.20	RM0.20	RM0.20	RM0.20	RM0.20
Video Calls (All Networks)	RM0.20	RM0.20	RM0.20	RM0.20	RM0.20
Social Messaging	-	-	Unlimited WhatsApp & WeChat	Unlimited WhatsApp & WeChat	Unlimited WhatsApp & WeChat
FREE Roaming	-	-	FREE Roaming to 6 Countries (Data Only)	FREE Roaming to 23 Countries (Data Only)	FREE Roaming to 23 Countries (Data, Call, SMS)

FREE Roaming Countries	-	-	Bangladesh, Cambodia, Nepal, Indonesia, Singapore, Sri Lanka	Singapore, Thailand, Indonesia, Vietnam, Brunei Darussalam, Cambodia, Laos, Myanmar, Philippines, Sri Lanka, Bangladesh, Nepal, Australia, China, Hong Kong, India, Japan, Macau, Saudi Arabia, South Korea, Taiwan, United Kingdom & United States of America
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Unlimited Plan

Plan	Mega™ Unlimited 98	Mega™ Unlimited 128	Mega™ Unlimited 158
Monthly Commitment	RM98	RM128	RM158
Monthly Internet	Unlimited Data - HD (Up to 10Mbps)	Unlimited Data - Full HD (Up to 15Mbps)	Unlimited Data - Ultra HD (Up to 20Mbps)
Voice Call (All Networks)	Unlimited	Unlimited	Unlimited
SMS (All Network)	RM0.20	RM0.20	RM0.20
Video Calls (All Networks)	RM0.20	RM0.20	RM0.20
Monthly Hotspot	10GB	20GB	30GB
FREE Roaming	-	FREE Roaming to 6 Countries (Data Only)	FREE Roaming to 23 Countries (Data Only)
FREE Roaming Countries	-	Bangladesh, Cambodia, Nepal,	Singapore, Thailand, Indonesia, Vietnam, Brunei Darussalam, Cambodia, Laos, Myanmar,

		Indonesia, Singapore, Sri Lanka	Philippines, Sri Lanka, Bangladesh, Nepal, Australia, China, Hong Kong, India, Japan, Macau, Saudi Arabia, South Korea, Taiwan, United Kingdom & United States of America
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Supplementary Line

Plan	Lightning Supplementary Line	Unlimited Supplementary Line
Monthly Commitment	RM40	RM40
Monthly Internet	30GB	Unlimited Data (Up to 6Mbps)
Voice Call (All Networks)	Unlimited	Unlimited
SMS (All Network)	RM0.20	RM0.20
Video Calls (All Networks)	RM0.20	RM0.20
Monthly Hotspot	-	5GB

Important Notes:

- Any VAS and/or OTT Mobile Content purchases e.g. Video Walla, Add-On, Content (CMT/Games/Apps), IDD, roaming, Airtime Share etc. are not included in the usage commitment policy and are subject to the terms and conditions of the respective VAS and/or OTT Mobile Content.
- You can check your unutilized data, remaining validity period and e-billing through the [Celcom Life App](#).
- Each MEGA™ plan can support up to a maximum of 3 Supplementary Lines per account.

What does it mean by Unlimited Calls to all Networks?

The Unlimited Calls apply to all networks and for domestic usage only (i.e. within Malaysian networks) However, it excludes video calls, calls to toll-free numbers or numbers with special charges.

What can I do with Celcom Mega™ Unlimited 98, Unlimited 128 and Unlimited 158?

You can use your unlimited plan for any Internet usage on your mobile device.

Recommended usages fit for Unlimited 158	Recommended usages fit for Unlimited 128	Recommended usages fit for Unlimited 98
Real-time collaboration supported by HD streaming capabilities	Real-time collaboration supported by Full HD streaming capabilities	Real-time collaboration supported by Ultra HD streaming capabilities

What are the differences between UNLIMITED Plan and Lightning Plan?

Unlimited plan is recommended for a customer who needs super-high internet usage and wants to be worry-free, be it a video-fanatic, gaming-freak, social-butterfly, full-time blogger, or even music lover! Whereas Lightning plan is recommended for a customer who needs just enough Internet for his/her monthly consumption with LIGHTNING mobile Internet speed. The customer may use these plans for any Internet usage on his/her mobile device within the quota as offered by respective plans.

What happens if I fully utilize my monthly Internet allocation within the billing cycle?

You can still enjoy Internet access at 64kpbs up to 15GB. To continue enjoying Internet service at a faster speed, you'll need to purchase an 'Internet Add-On' via [Celcom Life App](#).

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 month.

Am I eligible for VoLTE?

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

Mobile Hotspot

What's the FREE Monthly Hotspot offered under Unlimited 98, Unlimited 128 & Unlimited 158?

Upon subscribing to Unlimited 158, Unlimited 128 & Unlimited 98, you'll get to enjoy FREE 30GB, 20GB and 10GB hotspot quota every month, respectively.

What happens if I fully utilise the FREE hotspot quota?

Once you've fully utilised the FREE hotspot quota, the hotspot service will be renewed in the next billing cycle. To continue enjoying hotspot experience, you'll need to purchase an 'Internet Add-On' via [Celcom Life App](#).

What is going to happen if I change my plan from Unlimited 98 to Unlimited 128 before I completely utilise the Hotspot add on quota?

Any unutilised Hotspot add on quota will be forfeited upon change of plan.

Change of Plans

Can I change my existing Celcom Postpaid plan to MEGA™ plan?

Yes. However, should you still be bound to any existing contract obligations, you will have to pay off the relevant penalty before you can change to this plan, subject to the prevailing contract's T&C.

If you're currently enjoying any special freebies or rebates such as the current promotion of FREE Video Walla, these freebies or rebates will be removed immediately and will not be carried over to the MEGA™ plan after the plan is changed.

What happens if I change my current Celcom Mobile Postpaid plan to MEGA™ plan?

The monthly commitment fee of your current Celcom Mobile Postpaid plan and the new MEGA™ plan will be pro-rated.

Can I, as an existing prepaid customer upgrade to MEGA™ plan? Will my credit balance and Internet be carried over?

Yes, you can upgrade anytime as long as you've been a Prepaid customer for more than 30 days. Any remaining credit will be transferred to your new postpaid plan whereas any unused Internet will be forfeited.

Can I use my credit balance to cover my advance payment for MEGA™ plan?

No, you can't. Full advance payment is required during registration.

Supplementary Plan

What is the offering for supplementary plan?

From as low as RM40 monthly per line, you'll get to enjoy Unlimited Internet & Unlimited calls to all networks when you subscribe to the unlimited supplementary line OR at the same monthly fee, enjoy 30GB high-speed internet & Unlimited calls to all networks with the lightning supplementary Line.

What can I do with Unlimited Internet offered by Unlimited Supplementary Line?

You can use your Unlimited quota for any Internet usage on your mobile device.

How many supplementary lines can be registered under MEGA™ principal line?

Each MEGA™ plan may register up to a maximum of 3 numbers as supplementary lines. The Unlimited Supplementary Line is only applicable for Mega Lightning/Unlimited 98 and above.

Can I have mix of Lightning & Unlimited Supplementary lines within a principal?

Yes, you can have a mix of Lightning & Unlimited Supplementary lines within the principal and the permitted 3 supplementary lines.

Internet Sharing

Can I share my monthly Internet between the principal and supplementary lines?

For Corporate Individual, yes you can share your Internet quota between principal and supplementary lines.

For Corporate Official, you can share your Internet quota between principal and supplementary lines.

Data sharing is only available on Lightning plans and/or Lightning Supplementary Line. Internet sharing is not applicable for Unlimited plans and/or Unlimited Supplementary line.

How can I share my monthly Internet between the principal and supplementary lines?

You can share your Internet quota by subscribing to INTERNETshare™ add-on at RM5 per month through [Celcom Life App](#) or Business Portal. For Corporate Official registration, you will already enjoy COMPLIMENTARY data sharing when your company subscribes to 4 or more lines.

If I have 3 Supplementary Lines, how many times do I need to subscribe to INTERNETshare™ Add-On?

Regardless of the number of Supplementary Line activated, you only need to subscribe ONCE to INTERNETshare™ Add-On to share your Internet quota.

If I have 2 Lightning Supplementary Line and 1 Unlimited Supplementary Line can I still subscribe to INTERNETshare™ Add-On?

Yes, as long as the principal plan is on Lightning plan.

Is INTERNETshare™ Add-On a one-time subscription or a recurring service?

INTERNETshare™ Add-On is an auto-recurring service. If you want to stop the service, you may log on to [Celcom Life App](#) or Business Portal to unsubscribe.

What will happen after I unsubscribe the INTERNETshare™ Add-On?

You may continue to share your Internet quota with your Supplementary Lines till the end of the billing cycle and the termination will take immediate effect upon commencement of the next billing cycle.

What are the other roles/features that are available to the Principal (Admin)?

For Corporate Individual registration, the Principle (Admin) can control the sharing of Internet for each Supplementary Line with Allocated Sharing via [Celcom Life App](#) and Purchase additional features, VAS, Add On, etc. for sharing and/or Supplementary Line.

For Corporate Official, PIC of company has the ability to allocate Internet quota across all the lines.

Will I be able to change the sharing feature?

Yes. Only the Principal (Admin) is allowed to change the sharing feature to either Group Sharing or Allocated Sharing via [Celcom Life App](#) or Business Portal.

What is Group Sharing?

Group Sharing enables everyone to enjoy Internet from the same Internet quota.

How does Group Sharing work?

Upon the activation of your INTERNETshare™, you will be on the Group Sharing feature by default, where your monthly Internet and each of your Family Line's™ internet quota will be rolled up for Group Sharing. Any available Internet balance can be shared communally, on a first come, first served basis.

How much Internet can I share with my lines?

You can share any available Internet balance within your lines.

What happens if I do not fully utilise my Group Sharing Internet quota?

Any unused Internet quota will be forfeited upon commencement of the next billing cycle.

Can my Supplementary line purchase an Add-On or subscribe to VAS?

For Corporate Individual, by default Supplementary Line is not allowed to make any purchases. However, the principal may choose to Grant Buying Privileges to the Family Line™ where the individual is given the freedom to purchase any Add On or subscribe to any VAS via [Celcom Life App](#).

For Corporate Official, child line can purchase Add On via the following methods:

- Self Paid – Add On purchase in [Celcom Life App](#) made by the child line has to be paid first via Payment Gateway (Credit/Debit Card, Online FPX, Boost)
- Credit to Bill – Add On purchase by PIC via Business Portal.

How will the Supplementary Line/s that are not granted with buying privileges be able to enjoy additional Internet or subscribe to VAS?

For Corporate Individual, principal line (Admin) can purchase on their behalf or approve the purchase request from your Supplementary Line lines via [Celcom Life App](#).

For Corporate Official, you can either make the purchase and pay yourself via [Celcom Life App](#) or get your PIC to purchase on behalf via Business Portal.

If I purchase an Add-On or subscribe to VAS on behalf of my Supplementary Line, will it be deducted from my credit limit?

No. Any purchases made on their behalf will be deducted from each of your Supplementary Line's own credit limit.

If I purchase Internet Add-On, can I share the internet quota with my Supplementary Line?

No, it is not sharable with your Supplementary Line. Only principle (admin) can enjoy the Internet Add-On.

What happens if I do not fully utilise my Internet Add-On?

Any unused Internet quota will be forfeited upon commencement of the next billing cycle.

Can I use Internet quota while roaming?

No. The 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.

Can I control the sharing of Internet into a specific amount of quota for each of my Supplementary Lines?

Yes, you can control the sharing of Internet for each of your Supplementary Lines™ with Allocated Sharing via [Celcom Life App](#) or Business Portal.

How does Allocated Sharing work?

You can easily switch to the Allocated Sharing feature where you can allocate your monthly Internet quota to yourself and your Supplementary Line/s via [Celcom Life App](#) or Business Portal.

How much can I allocate to myself or Supplementary Line?

You can allocate your quota accordingly as long as there is remaining quota in your account or line.

What happens if I do not fully utilise the Allocated Sharing Internet quota?

Any unused Internet quota will be forfeited upon commencement of the next billing cycle.

What happens if I am on Allocated Sharing but didn't allocate any Internet to myself and my Supplementary Lines?

Once you switched to Allocated Sharing feature, you and your Supplementary Lines will be allocated with minimum 500MB each by default. Once the 500MB finishes without any further allocation, you and your Supplementary Line will still be able to browse at a throttled mode, at speeds of 64kbps.

I have allocated Internet quota to my Supplementary Lines, can I allocate more or reduce the Internet quota?

Yes, you can. Allocation or deallocation can be performed via [Celcom Life App](#) or Business Portal. However, if the allocation has already been fully utilised, you will not be able to re-allocate or reduce the quota allocation.

Can a Supplementary Line adjust the group's Internet allocation?

No, only the principal (Admin) is allowed to perform allocation or re-allocation.

Roaming

What are the available roaming passes for MEGA™ plan?

The available roaming pass options are as per listed under the Add-On section.

Can I use my plan's local Internet quota while roaming if I am on MEGA™ Lightning 80 & 98?

Yes. You can still use your local Internet quota while travelling abroad within 23 selected countries upon your roaming pass subscription. However, you will be charged upon your subscription to the roaming pass that you have purchased. Below are roaming pass options available with the Roam Like Home feature in selected 23 countries.

Add-Ons	Internet	Price
Celcom Passport™	1-Day Internet Pass	RM38
(Roam Like Home)	3 Day 3-in-1 Pass	RM88
	7 Day 3-in-1 Pass	RM138

What is FREE Roaming offered under MEGA™ Lightning/Unlimited 128?

You'll enjoy FREE Roaming when you subscribe to MEGA™ Lightning/Unlimited 128. FREE Roaming allows you to use your local Internet quota for FREE when you're travelling abroad to 6 selected countries (Bangladesh, Cambodia, Nepal, Indonesia, Singapore, Sri Lanka). However, there is maximum cap of 100GB local internet quota per billing cycle that you can use while traveling abroad.

What is FREE Roaming offered under MEGA™ Lightning/Unlimited 158?

You'll enjoy FREE Roaming when you subscribe to MEGA™ Lightning/Unlimited 128. FREE Roaming allows you to use your local Internet quota for FREE when you're travelling abroad to 23 selected countries. However, there is maximum cap of 100GB local internet quota per billing cycle that you can use while traveling abroad.

What is FREE Roaming offered under MEGA™ Lightning 188?

You'll enjoy FREE Roaming when you subscribe to MEGA™ Lightning 188. FREE Roaming allows you to use your local Internet quota, Unlimited calls & SMS for FREE when you're travelling abroad to 23 selected countries. However, there is maximum capping of 100GB local internet quota per bill cycle that you can use while traveling abroad.

What are the 23 countries that are covered under the FREE Roaming?

You will be able to enjoy this feature in Singapore, Thailand, Indonesia, Vietnam, Brunei Darussalam, Cambodia, Laos, Myanmar, Philippines, Sri Lanka, Bangladesh, Nepal, Australia, China, Hong Kong, India, Japan, Macau, Saudi Arabia, South Korea, Taiwan, United Kingdom & United States of America.

If I am on MEGA™ Unlimited 98, will I get to enjoy Unlimited Roaming with Roam Like Home feature?

For Mega™ Unlimited 98, you will have to subscribe to available roaming pass to can enjoy local internet quota with maximum cap of 100GB while travelling abroad to 23 selected countries. However, the roaming Internet speed experience will be the same as domestic speed experience.

For further information, you may refer to Roam Like Home FAQ [here](#).

Add-Ons

What other add-ons can I purchase?

The MEGA™ plan is eligible for purchase of the following add-ons:

Add-Ons	Internet	Price
Internet Data	5GB	RM20
	12GB	RM40
	25GB	RM80
Roam Like Home	1-Day Internet Pass	RM38
	1-Day Calls & SMS Pass	RM18
	3-Day 3-in-1 Pass	RM88
	7-Day 3-in-1 Pass	RM138

Usage Notification

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%
Hotspot (only applicable for UNLIMITED Plan)	-	100%

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

You can still enjoy the Internet access at 64kpbs up to 15GB. To continue enjoying the Internet service at a faster speed, you can purchase the Internet Add-On via [Celcom Life App](#) or Business Portal.

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

How can I pay my bills?

- Auto Billing
- Internet banking
- [Celcom Life App](#)
- Self-Service Kiosk (SSK)
- Boost e-wallet
- Tele-banking
- Automated Teller Machine (ATM)
- Celcom Outlets / Other payment agencies
- e-Pay
- Contact Center
- Pay Your Way
- JomPAY
- Business Portal

Termination

What happens if I terminate my plan?

The monthly commitment fee of MEGA™ plan will be pro-rated and pass will be charged full upon termination on top of your outstanding bill amount. If you have any active contract, the penalty clause/s will be applied accordingly.