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► Roaming Passes (Effective date 14th October 2025)

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Modified on Mon, 27 Oct at 3:58 PM

1. What are the available roaming passes?

Below are the available roaming passes for all CelcomDigi, Celcom and Digi postpaid and prepaid subscribers:

Roaming Passes	
Price	
Internet	
Voice Calls	<div><ul style="list-style-type: none">• Call back• Calls with• Receivir</div> <div>Note: Calls are counted based</div>
SMS	
Add-On	
Renewal	
In-flight Roaming Services	



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- CelcomDigi One: Refer [here](#)

2. What are the eligible countries for the roaming passes and roaming add-on?

- 3-Day Pass
- Roam Add-On (Singapore/ Indonesia /Thailand)

- 3-Day Unlimited Pass
- 7-Day Unlimited Pass
- 14-Day Unlimited Pass
- 30-Day Unlimited Pass*
- Roam Add-On (Worldwide)

- 10-Day Pass

*For Prepaid customers, the 30-Day Unlimited Pass starts at RM118 for roaming across 76 countries or RM148 for roaming across 5 countries: Brunei Darussalam, China, Oman, Turkey, and the United Arab Emirates (UAE).

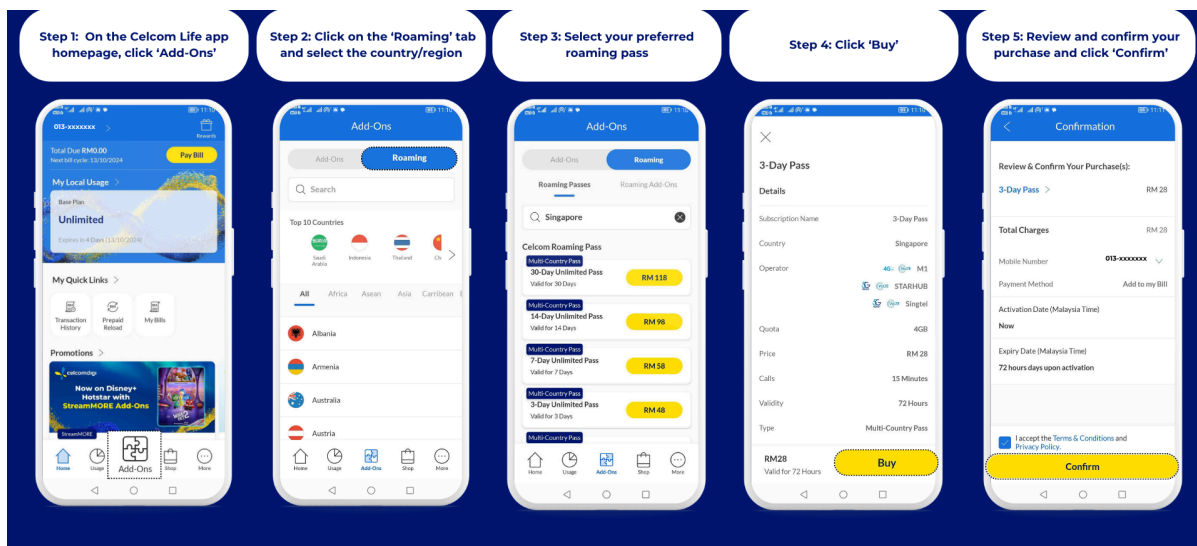
3. How to purchase a roaming pass and can I buy it in advance?

You can purchase your roaming pass via Celcom Life & MyDigi app. You can only pre-book your pass in advance via MyDigi app. Please refer to the steps below:

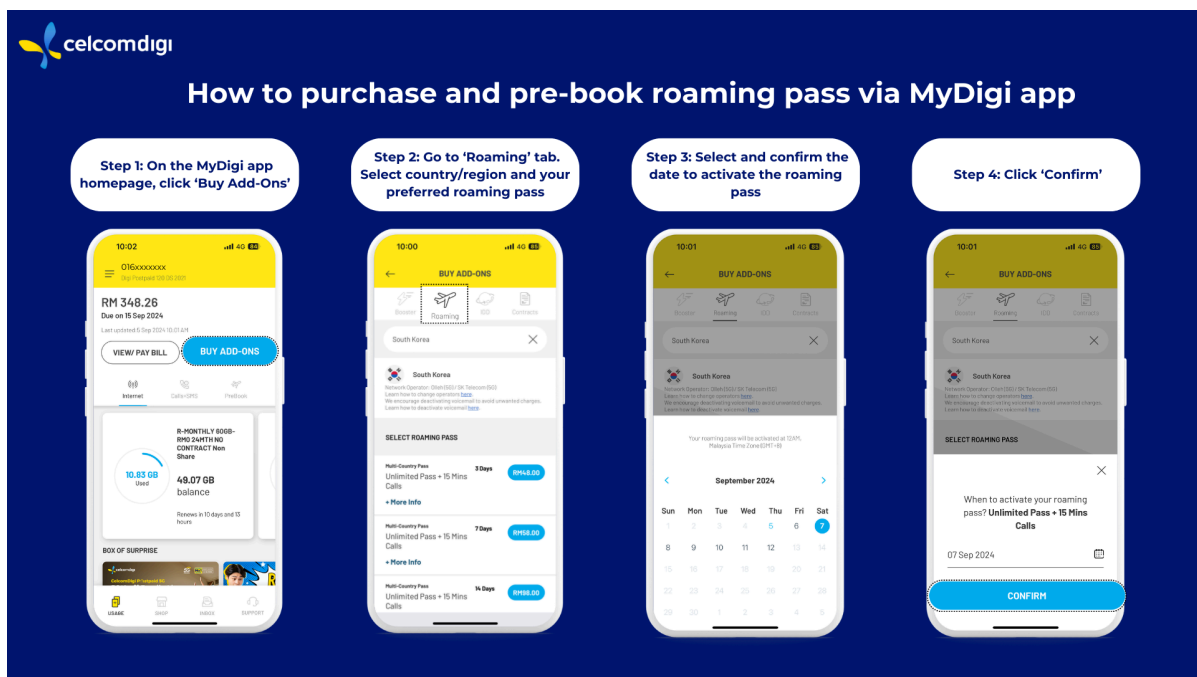
Celcom Life app



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MyDigi app



Note: Ensure you're connected to the Internet e.g., via Wi-Fi.

If you don't have Internet connection, you may purchase the roaming pass by dialling *800# after arriving at the destination country (no pre-booking function in *800#).

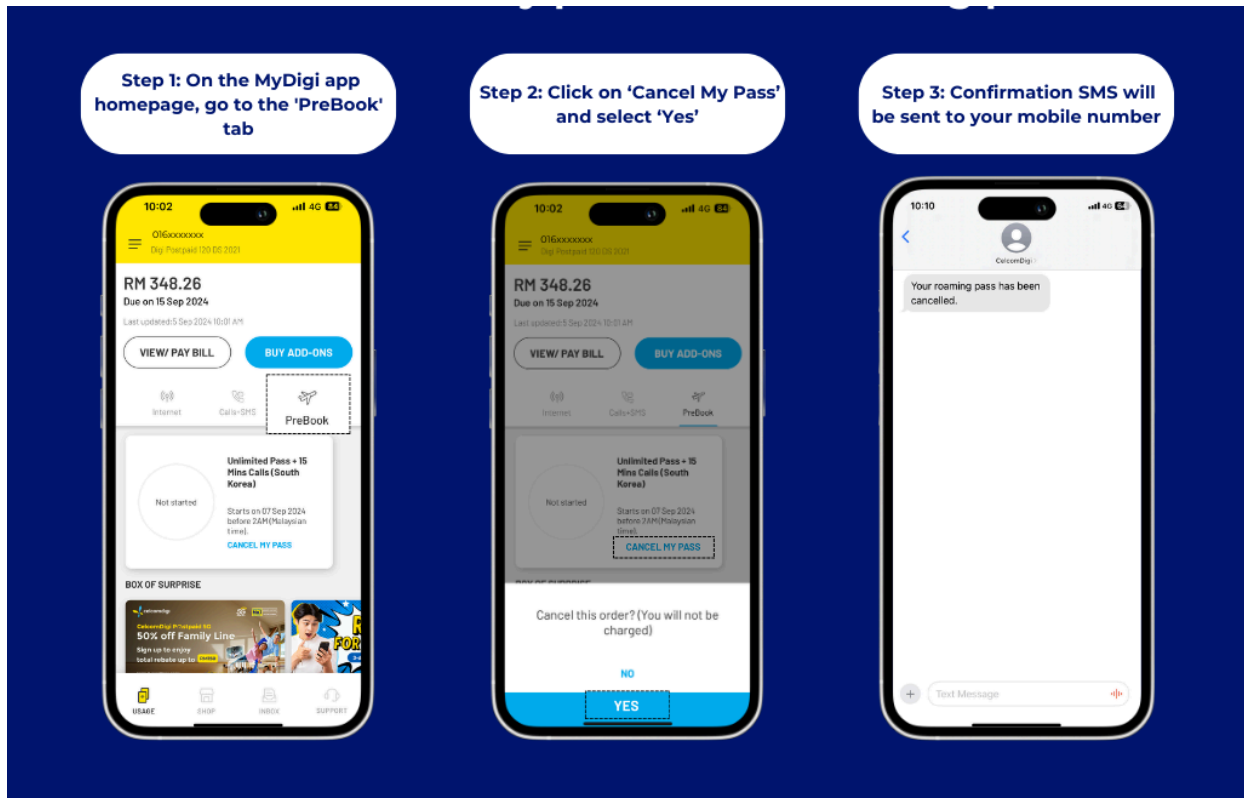
4. Where can I check my pre-booked roaming passes, and can I cancel them?

**Applicable for customers using MyDigi app only*

You can check your pre-booked pass via the MyDigi app by clicking on the 'PreBook' tab on your MyDigi app homepage. Refer to the steps below to cancel your pre-booked roaming pass:



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Note: You can cancel the pre-booked roaming pass as long as it has not been activated yet.

5. How do I know if my roaming pass is activated?

Upon successful activation, you will receive an SMS notification sent to your mobile number. Alternatively, you can verify the status of your roaming pass, through Celcom Life or MyDigi app. Roaming passes that are purchased for immediate use will be activated instantly.

For Digi customers, if you've purchased a roaming pass in advance, the activation window is from 12 A.M. to 2 A.M. (Malaysia time) on the chosen date. A confirmation SMS will be sent once your roaming pass is activated.

6. When should I purchase the roaming pass?

You are encouraged to purchase your roaming pass **before departure** to avoid unexpected charges overseas. You can easily do this via the Celcom Life or MyDigi app. Activating early gives you peace of mind and ensures you are connected the moment you land.

7. Turn off voicemail



8. What is my roaming pass validity, and will I get notified once my pass has expired?

The validity period for each roaming pass will commence from the point of activation.

You will get a notification upon roaming pass expiry. The pass validity is as follows:

Roaming Pass Validity	Celcom	
3-Day Pass	72 hours after activation	
10-Day Pass	240 hours after activation	
3-Day Unlimited Pass	72 hours after activation	Expire: Time
7-Day Unlimited Pass	168 hours after activation	Expire: Time
14-Day Unlimited Pass	336 hours after activation	Expire: Time)
30-Day Unlimited Pass	720 hours after activation	Expire: Time)

To avoid being charged with additional roaming charges, please turn off data roaming in your mobile phone before the end of the validity period. [Read how here.](#)

9. What happens after my roaming pass expires? Will I still be able to browse the Internet?

Once the roaming pass expires, postpaid customers will be charged with Daily Roaming Pass (RM39/day) if they continue browsing. However, prepaid subscribers will not be able to browse the Internet without an active roaming pass.

10. What happens if I fully utilise my quota?

- **3-Day & 10-Day Pass:** Internet usage will be suspended once the high-speed Internet quota has been completely exhausted. Customers can purchase another roaming pass or add-on quota to continue browsing with high-speed Internet.
- **Unlimited Pass:** Upon subscription, you will get 2GB/3GB High-speed Internet daily. Once the quota is fully utilized, Internet speed will reduce to 1Mbps (Postpaid) and 512Kbps (Prepaid). This still provides a satisfactory experience for standard internet



11. Can I purchase more than one roam pass?

- **3-Day & 10-Day Pass:** You can re-purchase the same pass within active validity.
- **Unlimited Pass:** You can purchase multiple unlimited roaming passes of different validity at the same time. However, you cannot purchase multiple unlimited roaming passes of the same validity.

You can have both 3-Day Pass and 3-Day Unlimited Pass at the same time.

12. Can I use the same roaming pass in multiple countries within active validity?

All our roaming passes are multi-country passes. You can use the same roaming pass in multiple countries within active validity. The same quota allocation is available for all eligible countries. Please refer to question 2.

13. Do I have to manually select my preferred operator abroad?

No, operator selection is automatic. Please ensure that your Network Setting is set to 'Auto' for seamless connectivity.

However, you can manually select network operator if you encounter issues where your mobile device is unable to detect the network. Please refer [here](#) for more information on how to manually select a network operator.

Important: Please note that manually selecting a network is not recommended for customers traveling across multiple countries, as it will prevent the device from automatically connecting to the preferred network upon arrival in the next country due to the manual selection setting. If this occurs, kindly revert the Network Setting to 'Auto'.

14. Will I be charged multiple times for switching networks?

No, you will not be charged multiple times for switching between different mobile operator networks within the roaming pass validity period.

15. What is In-flight Roaming?

All our roaming passes include In-flight Data Roaming, allowing you to stay connected while flying through the aircraft's that carry AeroMobile network. You can use your phone during the flight (when permitted by the airline) just like you would on the ground, for data, calls, and SMS.

16. How do I know if In-flight Roaming is available on my flight?

**17. Do I need to buy a separate roaming pass for In-flight Roaming?**

No, you do not need to purchase a separate roaming pass. All our roaming passes include In-flight Data Roaming services at no extra charge. If you have not purchased a roaming pass and we detect in-flight usage, a Daily Roaming Pass will be automatically activated for you at RM39 with quota up to 2GB.

18. How do I connect to In-flight Roaming during my flight?

First, confirm with the cabin crew that your flight offers AeroMobile service. Then follow these steps:

Step 1: Ensure data roaming setting is turned ON on your phone before your flight.

Step 2: Wait for the crew to announce that in-flight mobile services are available.

Step 3: Turn off airplane mode. Your phone will automatically connect to the AeroMobile network.

Wait for the signal bars to appear, then you can start using data, calls, and SMS.

19. What should I do if I cannot connect to the in-flight network?

- Ensure airplane mode is OFF and Data Roaming is ON.
- Manually search and select AeroMobile under your phone's network settings.
- Allow a few minutes for the network to connect.
- If you are still unable to connect, check with the cabin crew to confirm if the in-flight mobile service is active on your flight.





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