Get Help

▶ What do I do if I have calls or Internet issues?

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Here are some self-troubleshooting steps that you can do if you are experiencing the following issues:

1. Check the network coverage in your area and ensure that there are no service disruptions.

2. Ensure that your line is active. You can check the status of your line through the MyDigi or Celcom Life app.

- For postpaid customers: If your line is barred, please pay any outstanding amounts though the app. Alternative payment methods available here.
- For prepaid customers: If your line is barred, inactive or has insufficient balance, please perform a reload through the app. Alternative reload methods available here.

3. Check the following device settings:

▶ **For Call Issues**
▶ **For Internet Issues**

4. Reset your phone's network settings.

Phone Model	Reset Network Setting Instruction
iPhone	• iOS 15 or later, tap Settings > General > Tran • iOS 14 or earlier, tap Settings > General > Re
Samsung	Go to Settings > General Management > Reset >
Huawei	Go to Settings > System & Updates > Reset > Tou to reset network settings.
Vivo	Go to Settings > System Management/System > I again.

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5. Switch out your SIM card into a different device. If your call or Internet issues persist in a different device, we suggest that you replace your SIM at your nearest CelcomDigi store.

> If you require further assistance, please get in touch with us here.

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