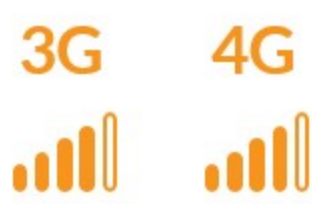




Discover Our Network

Setapak, Kuala Lumpur, Federal Territory of Kuala Lumpur, Malaysia Go

Setapak, Kuala Lumpur, Federal Territory of Kuala Lumpur, Malaysia

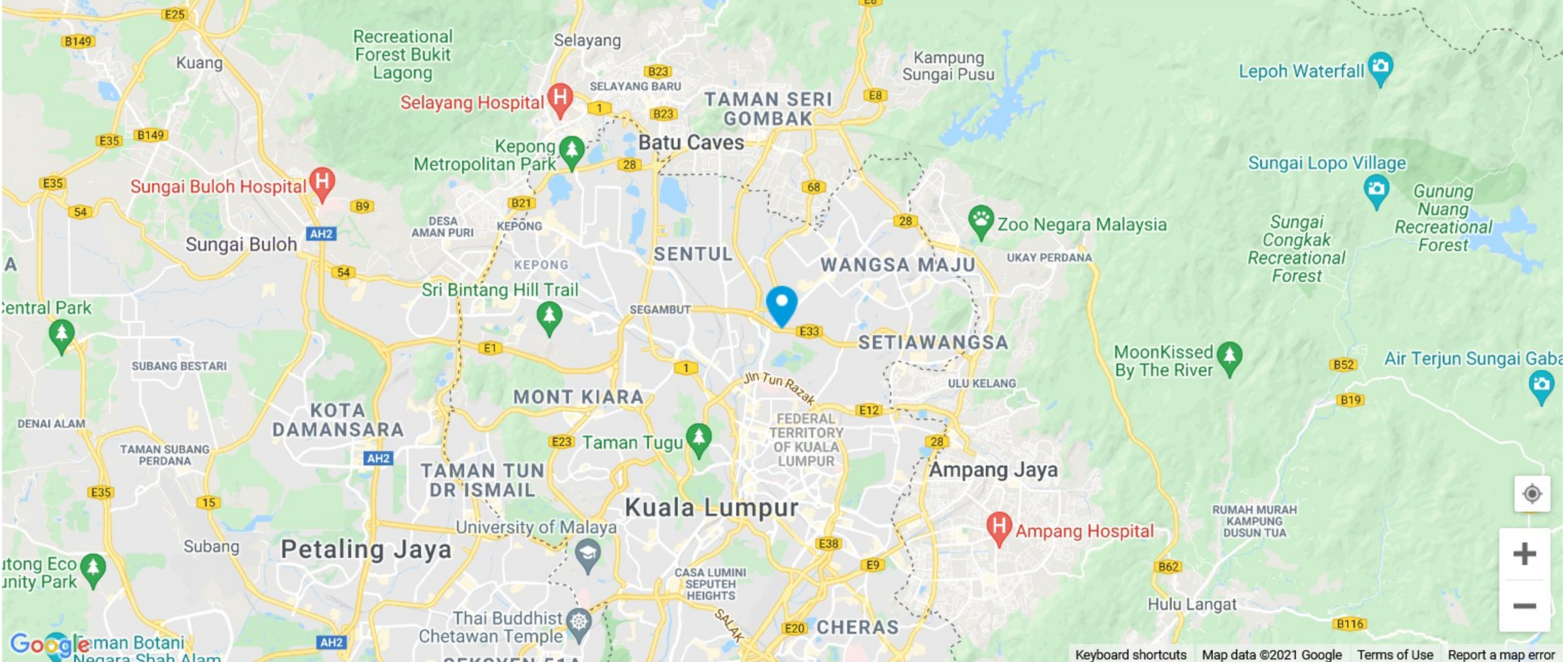


No Network Issue

Our network is performing as expected at your searched location. We will update you here when we perform any maintenance work.

[Switch to Celcom](#)

[Manage My Places](#)



Disclaimer: All data provided is for informational purposes only. Actual service coverage, quality and availability may vary according to factors such as system limitations, topography, blockage, indoor coverage, phone and modem model. Services are provided on an available basis and please note that information provided here is not a guarantee of service availability.



Hang in there, we'll get you back online

Due to a fire incident at one of our partner's site, some customers in Tawau, Sabah may find their voice, SMS and data services experience affected. Our technical team is working alongside our partner to restore the services as soon as possible.

State	Areas Affected
Sabah	Eastern Plaza Mall and some parts of Jalan Kuhara

Scheduled Network Maintenance

If you experience any service interruption after any maintenance activity, please switch the flight mode on your device on and off or restart your device to refresh your network connectivity.

**Note: Maintenance activities are usually scheduled between 12am - 6am. However, there will be activities that are scheduled at other times.*

23 November 2021 12:15 AM - 04:00 AM Service that may be affected: 4G Voice and Data	Sarawak - Serian, Lundu, Sri Aman, Kuching, Betong, Simunjan, I ubok Antu, Bintulu Medan, Batu Niah, Belaga, Miri Town, Sibul, Selangau, Mukah, Sarikei, Matu, Meradong, Bintangor, Saratok, Marudi, Miri E-Mart, Samarahan, Bau, Kanowit, Kapit, Song, Daro, Tatau, Pakan, Lawas
25 November 2021 12:00 AM - 06:00 AM Service that may be affected: Voice and Data	Some areas Nationwide
25-27 November 2021 09:00 AM - 11:55 PM Service that may be affected: Voice and Data	Sarawak - Lawas Sabah - Tongod, Lahad Datu, Kota Kinabalu Damai, Kudat, Putatan, Sipitang, Tawau Merotai Kalabakan, Semporna
26 November 2021 12:15 AM - 04:00 AM Service that may be affected: 4G Voice and Data	Sarawak - Batu Niah, Miri E-Mart, Miri Town, Samarahan, Kuching, Bau, Bintulu Medan, Sibul, Bintulu Town

3G is leaving your area now!

Time to switch up from 3G to Celcom 4G. Change your SIM card and upgrade to a 4G phone now! Keep updated with the 3G shutdown progress in your area so you won't get left behind. Make the smarter switch today!

Shutdown Schedule

October 2021

November 2021

Date	Affected Areas	Status
19 November 2021 - 22 November 2021	Kelantan - Pasir Mas, Gua Musang, Kota Bharu, Pasir Puteh, Machang, Kuala Krai, Tumpat, Tanah Merah, Bachok Pahang - Kuantan Terengganu - Kemaman, Kuala Terengganu, Kuala Nerus, Besut, Marang, Dungun, Hulu Terengganu	Completed
22 November 2021 - 06 December 2021	Johor - Batu Pahat, Johor Bahru, Kulajaya, Pontian, Kluang, Kota Tinggi, Ledang, Mersing, Muar, Segamat Melaka - Alor Gajah, Melaka Tengah Negeri Sembilan - Kuala Pilah, Port Dickson, Rembau, Seremban, Tampin	In Progress
30 November 2021 - 02 December 2021	Sabah - Kota Kinabalu, Tuaran, Sandakan, Penampang, Papar, Putatan, Kudat, Kota Belud, Kota Marudu, Ranau, Tawau, Semporna, Sipitang, Keningau, Lahad Datu, Kunak, Pitas, Kinabatangan, Beluran, Tongod, Beaufort, Tenom, Kuala Penyu, Tambunan, Nabawan Wilayah Persekutuan - Labuan	Upcoming

December 2021

Easy steps to check network issues



Network Check

Restart your device or turn on & off the Flight mode to verify that it is a network issue



Device Check

Place another SIM into your device to check if it is a device issue



SIM Card Check

Place your SIM into another device to check if it is a SIM card issue

