

CelcomDigi Business fibre Merdeka campaign

Frequently Asked Questions

1. What is CelcomDigi Business fibre Merdeka Campaign?

New potential business/Corporate Official (CO) customers will enjoy a special rebate offer, with discounted price ranges based on chosen FTTO plan upon subscription.

2. When is the campaign date?

8th Aug 2023 until 31st Oct 2023. Any extension or discontinuation thereof shall be subject to the sole discretion of CelcomDigi.

3. Who is eligible for the CelcomDigi Business fibre Merdeka campaign?

Customers must fulfill the criteria below:

- a. NEW CelcomDigi Business Fibre or NEW Digi Fibre Business Plan
- b. Fibre installation address within all access partners (TM/CTSB/ALLO/SACOFA) ports/infra/network
- c. Pre-requisite with Go Digi/Mega Mobile plan customers with value RM80 and above for Existing CelcomDigi Postpaid Customer.

4. What are the benefits for customers participating in this campaign?

Subject to the terms herein and the applicable processing fee of RM10, customers will enjoy discount according to CelcomDigi Business fibre plan chosen from the monthly fee for the first 6 or 24 months respectively according to below table:

Digi Fibre Business (Fibre Only)	Rebate for New Customer	Price After Rebate	Rebate for Existing CD Postpaid/TR	Price After Rebate
100Mbps	RM 40 X 6 months	RM130 RM90	RM 40 X 24 months	RM130 RM90
300Mbps	RM 122X 6 months	RM188 RM66	RM 88 X 24 months	RM188 RM100
500Mbps	RM 29 X 24 months	RM248 RM219	RM 59 X 24 months	RM248 RM189
800Mbps	RM 49 x 24 months	RM318 RM269	RM 68 x 24 months	RM318 RM250

CelcomDigi Business (with bundle)	Rebate for New Customer	Price After Rebate	Rebate for Existing CD Postpaid/TR	Price After Rebate
100Mbps	NA	RM 129	RM 39 X 24 months	RM 129 RM 90
300Mbps	NA	RM 189	RM 59 X 24 months	RM 189 RM 130
500Mbps	NA	RM 239	RM 39 X 24 months	RM 239 RM 200
800Mbps	NA	RM 289	RM 20 x 24 months	RM 289 RM 269

5. How can customers know if they are eligible for the campaign?

Customer may reach out to our Account Manager or VAPS to check whether within the coverage area.

6. How can customers subscribe to the offer?

For subscription, Customer may subscribe to the service via an Account Manager and VAPS.

7. What if a customer terminates the service within the contract period?

Customer will incur a penalty for the remaining contract period, or a fee of RM500, whichever is higher, inclusive of any penalty fee for bundle offering if applicable.

8. Can customers upgrade/downgrade Business Fibre plan?

This campaign offer does not allow for upgrading and downgrading.

9. I have a postpaid plan (XPAX Postpaid or a legacy plan i.e. first Blue) but not under MEGA™ or Go Digi plan, am I entitled to this campaign?

Please liaise with the respective Account Manager/Channel Manager for approval.

10. My address is not within the serviceable area and is placed on the Demand List. When will I be eligible for this campaign?

Customers on the demand list need to make sure fibre port is available first before they are eligible for this campaign.

11. I do not have an existing postpaid line, but I'm interested to enjoy the offering discounts for existing customer?

Customer should register for any MEGA™ or Go Digi plan value at RM80 and above before registering for this package, in order to enjoy the rebates.