

## **CelcomDigi Fibre Frequently Asked Questions**

### **Introduction**

**1. What is CelcomDigi Fibre?**

CelcomDigi Fibre is a home broadband service that comes with ultra high-speed, unlimited Internet.

**2. What are the plans and fees?**

Please refer to the table below for more information:

Plan	CelcomDigi Fibre 50Mbps	CelcomDigi Fibre 100Mbps	CelcomDigi Fibre 300Mbps
Monthly Fees	RM90	RM130	RM150
Download Speed	20Mbps	100Mbps	300Mbps
Upload Speed	20Mbps	50Mbps	50Mbps
Quota	Unlimited		
Router	FREE WiFi 6 Router		
Installation Fee	FREE Standard Installation		

**3. Who can sign up for CelcomDigi Fibre?**

Anyone who is 18 years old and above can sign up for CelcomDigi Fibre. Please note that if you are a foreigner, a RM500 deposit will be required.

**4. How do I sign up for CelcomDigi Fibre?**

Just follow the simple steps below:

**Step 1** : Ensure your address is covered by our CelcomDigi Fibre network. Click [here](#) to check if your area is within our network coverage.

**Step 2** : Fill up the information required in the registration form correctly. We will contact you via WhatsApp within 24 hours\*.

Alternatively, walk-ins are also available at any Celcom bluecube or Digi Stores.

**5. How fast can I get my CelcomDigi Fibre appointment scheduled?**

To get your Fibre installation appointments scheduled within 24 hours, please respond to the follow-up WhatsApp messages from the CelcomDigi team upon submission of your registration form.

**6. Do all CelcomDigi Fibre plans come with a contract?**

Yes, all new CelcomDigi Fibre Plans come with a 24-month contract.

**7. Am I allowed to change my CelcomDigi Fibre plan during my contract period?**

Yes, you are allowed to upgrade your CelcomDigi Fibre plan during the contract period free of charge. However, a RM50 downgrade fee will be charged for each downgrade request.

**8. What happens if I terminate my CelcomDigi Fibre plan within the contract period?**

If you decide to terminate your CelcomDigi Fibre plan within the contract period, you will be charged an early termination fee. Termination charges will be based on a minimum amount of RM500, or the remaining contract value (Number of months remaining \* monthly Fibre fee), whichever is higher.

**9. Can I relocate my CelcomDigi Fibre service?**

Yes, you may relocate your CelcomDigi Fibre service. However, this is subject to coverage availability. Just walk into any Celcom bluecube or Digi Stores to submit your relocation request. Please ensure you bring your existing equipment to the new address at the time of installation.

If the new address is not within CelcomDigi Fibre's coverage, you may terminate the CelcomDigi Fibre service. However, you will need to walk into a Celcom bluecube or Digi Store for this. Please bring your existing equipment to terminate the service. Kindly note that you will be charged an early termination fee will if your CelcomDigi Fibre plan is still within the contract period.

**10. Can I transfer the ownership of my CelcomDigi Fibre to someone else?**

No, you are not allowed to transfer the ownership of CelcomDigi Fibre.

## CelcomDigi Fibre - Postpaid and Fibre Rebate

### 1. What is the CelcomDigi Fibre - Postpaid and Fibre Rebate?

CelcomDigi Fibre - Postpaid and Fibre Rebate is a rebate that is granted to help you save more when you pair your eligible Digi or Celcom postpaid plan with a CelcomDigi Fibre Plan.

### 2. How can I enjoy the CelcomDigi Fibre – Postpaid and Fibre Rebate?

You just need to have an eligible Celcom or Digi Postpaid plan **and** a CelcomDigi Fibre plan registered under 1 NRIC. You can easily sign up for any of our CelcomDigi Fibre plans here <insert ROI page link>. If you prefer a more personal touch, feel free to drop by any of our Celcom bluecube or Digi Stores nearest to you.

If you are not currently a Celcom or Digi Postpaid customer, you can sign up for a postpaid 60 & above plans to enjoy the rebates!

**Note:** Postpaid & Fibre plans must be registered under 1 NRIC. Both Fibre & Postpaid rebates will be granted within 60 days post-activation of your Postpaid or Fibre line. The rebate for your 1<sup>st</sup> month will be pro-rated according to the number of days within your 1<sup>st</sup> billing cycle.

### 3. How much is the CelcomDigi Fibre - Postpaid and Fibre Rebate?

You can enjoy monthly rebates of up to RM30 on your Postpaid line, and monthly rebates of up to RM20 on your Fibre line. Kindly refer to the table below for more details:

Postpaid Plans	Rebates	Fibre Plan		
		CelcomDigi Fibre 50Mbps	CelcomDigi Fibre 100Mbps	CelcomDigi Fibre 300Mbps
Postpaid Value 60 -89	Postpaid Rebate	RM 15.00	RM 15.00	RM 15.00
	Fibre Rebate	-	RM 15.00	RM 15.00
	<b>Total Rebate</b>	<b>RM 15.00</b>	<b>RM 30.00</b>	<b>RM 30.00</b>
Postpaid Value 90 and above	Postpaid Rebate	RM 15.00	RM 30.00	RM 30.00
	Fibre Rebate	-	RM 10.00	RM 20.00
	<b>Total Rebate</b>	<b>RM 15.00</b>	<b>RM 40.00</b>	<b>RM 50.00</b>

For full list of eligible Postpaid plans, please click [here](#).

### 4. How long will the CelcomDigi Fibre - Postpaid and Fibre Rebate be granted?

The CelcomDigi Fibre - Postpaid and Fibre Rebates will be granted throughout your initial CelcomDigi Fibre service contract period. Therefore, you will enjoy the rebates for up to 24 months from your CelcomDigi Fibre plan activation date.

### 5. What happens if I upgrade/downgrade my Postpaid / Fibre Line?

Your CelcomDigi Fibre - Postpaid and Fibre Rebate amount will be adjusted according to the latest combination of your Postpaid & Fibre plans.

### 6. What happens if I have more than 1 eligible Postpaid / Fibre Line?

Regardless of how many Postpaid & Fibre lines you have, you are only eligible for a maximum of 1 Postpaid and Fibre Rebate per NRIC.

If you have more than 1 eligible Postpaid & Fibre line, the Rebate will be granted to your Postpaid & Fibre line with the highest monthly commitment value.

If you have more than 1 Eligible Postpaid & Fibre Line with the same monthly commitment values, the Rebate will be granted to your Postpaid & Fibre line with the longest tenure.

## **CelcomDigi Fibre Standalone Rebate**

**1. What is the CelcomDigi Fibre Standalone Rebate?**

The CelcomDigi Fibre Standalone Rebate is a promotional rebate granted to new CelcomDigi Fibre customers who are not Celcom or Digi postpaid subscribers.

**2. How can I enjoy the CelcomDigi Fibre Standalone Rebate?**

If you are not a Celcom or a Digi postpaid subscriber, you can enjoy the rebate by subscribing to our new CelcomDigi Fibre 100Mbps or 300Mbps plan during the promotional period. The rebate will be granted to your Fibre line within 60 days, post-activation. The rebate for your 1<sup>st</sup> month will be prorated according to your billing cycle.

**3. What is the value of the CelcomDigi Fibre Standalone Rebate?**

You are entitled to a RM40 monthly rebate for CelcomDigi Fibre 100Mbps and RM75 monthly rebate for CelcomDigi Fibre 300Mbps.

**4. How long will I be granted the CelcomDigi Fibre Standalone Rebate?**

The CelcomDigi Fibre Standalone Rebate will be granted for six (6) months from your CelcomDigi Fibre plan's activation date.

**5. What happens if I sign up for more than one (1) Fibre Line?**

You are only eligible for a maximum of 1 CelcomDigi Fibre Standalone Rebate per NRIC.

If you have more than 1 eligible Fibre Line, the CelcomDigi Fibre Standalone Rebate will be granted to your Fibre line with the longest tenure.

**6. What happens if I sign up for a Celcom or Digi Postpaid plan that qualifies me for the Postpaid and Fibre Rebate?**

Your CelcomDigi Fibre Standalone Rebate will be replaced with the CelcomDigi Fibre - Postpaid and Fibre Rebate based on the latest combination of your Postpaid & Fibre plans.

## Installation and Activation for CelcomDigi Fibre

### What is the CelcomDigi Fibre installation process?

Once you have registered for CelcomDigi Fibre online, at any Celcom bluecube or Digi Stores, we will contact you within three (3) business days to confirm your installation appointment. Upon confirmation with our agent, you will receive an email detailing your appointment date and time. In the event that you need to reschedule your installation appointment, please WhatsApp our CelcomDigi Fibre account (+6011 1600 3088) at least 72 hours before the installation date. Failure to do so will result in a RM200 fee.

### Standard Installation

Standard installation takes an average of 2 hours. The duration differs from home to home depending on the distance of the fibre cable and other factors. The standard installation service is free but non-standard installations are chargeable to the customer.

Standard installation includes:

- Up to 100m fibre cable connection from the nearest distribution point to the Broadband Termination Unit (BTU)
- Up to 2m of RJ45 cable from the BTU/ modem to the Customer Premises Equipment (CPE)/ Wi-Fi router

### Non-Standard Installation

Non-standard installation is defined as any work that is not covered under standard installation including but not limited to over the ceiling, underground ducts, concealed wiring etc. Such work must be completed at the customer's expense and CelcomDigi will not be held responsible for the quality or completeness of such work.

You are required to be present on the day of installation. In the event that you are not able to do so, a person you have designated (the "Designated Person"), aged 18 and above is to be present on your behalf. If the designated person is present on the installation date, you hereby agree and authorise the designated person to sign the service acceptance form on your behalf.

Once installation is completed, please ensure a speed test is done by the installer with at least 90% of the subscribed speed achieved via LAN cable before you sign the Service Acceptance Form (SAF). In the event of unsuccessful installation, CelcomDigi authorised installer will try to resolve the issue on the day itself or reschedule another session after performing a further investigation.