

CelcomDigi fibre Frequently Asked Questions

1. What is new with CelcomDigi fibre?

Effective 13th October 2023, we are introducing even more affordable CelcomDigi fibre plans.

New RRP (Monthly):

CelcomDigi Fibre 50Mbps	CelcomDigi Fibre 100Mbps	CelcomDigi Fibre 300Mbps	CelcomDigi Fibre 500Mbps	CelcomDigi Fibre 800Mbps	CelcomDigi Fibre 1Gbps
RM 90 85	RM 130 99	RM 150 139	RM 219 159	RM 299 249	RM 319 289

2. What happens to the Postpaid and fibre Rebate for Celcom or Digi Postpaid subscribers?

There will be a new rebate structure for eligible Celcom or Digi Postpaid customers when they sign up for a new CelcomDigi fibre plan.

New rebate structure:

	CelcomDigi fibre 50Mbps	CelcomDigi fibre 100Mbps	CelcomDigi fibre 300Mbps	CelcomDigi fibre 500Mbps	CelcomDigi fibre 800Mbps	CelcomDigi fibre 1Gbps
RRP	RM 85	RM 99	RM 139	RM 159	RM 249	RM 289
Postpaid Rebate*	- RM10	- RM10	- RM10	- RM10	N/A	- RM20
Net Fibre Monthly Commitment**	RM 75	RM 89	RM 129	RM 149	RM 249	RM 269

*Rebates will be granted to the Postpaid line as long as the Postpaid line remains active and fibre plan is still within the service contract

** In your fibre bill, you will still see the original RRP amount. The rebate will be in your Postpaid bill. So don't worry you will still enjoy the lower monthly commitment on your fibre plan after the Postpaid rebate is applied.

3. Is there any launch promotion?

Yes, there will be a limited time introductory offer. Celcom or Digi postpaid customers (RM60 plans and above) who sign up for a 300Mbps plan during the promotion period will be able to enjoy Free 6 months of fibre.

	CelcomDigi fibre 100Mbps	CelcomDigi fibre 300Mbps	CelcomDigi fibre 500Mbps	CelcomDigi fibre 800Mbps	CelcomDigi fibre 1Gbps
RRP	RM 99	RM 139	RM 159	RM 249	RM 289
Postpaid Rebate*	- RM10	- RM10	- RM10	N/A	- RM10
Fibre Rebate (6 Months)*	- RM 89	- RM 129	- RM 149	- RM 249	- RM 269
Net Fibre commitment for 6 months	FOC	FOC	FOC	FOC	FOC
Net fibre commitment after free months	RM 89	RM 129	RM 149	RM 249	RM 269
Net Monthly commitment for 24 months**	RM 67	RM 97	RM 112	RM 187	RM 202

*The rebate will be granted for new activation of CelcomDigi fibre plan

*Customer must maintain Active eligible mobile postpaid plan with Celcom / Digi

**This shows the effective monthly commitment after factoring in the Free 6 months

4. Does CelcomDigi fibre come with a contract?

Yes, all new CelcomDigi fibre plans come with a 24-month contract

5. Am I allowed to change my CelcomDigi fibre plan?

Yes, you are allowed to Upgrade or Downgrade your CelcomDigi fibre plan even during the contract period. Upgrades are free of charge, however for each downgrade request, a downgrade fee of RM50 will be imposed.

6. What will happen to my rebate if I change my CelcomDigi fibre plan?

Postpaid Rebate:

Your Postpaid Rebate will be updated according to the latest combination of your Postpaid + fibre plan, and you will continue receiving the postpaid rebate as long as you maintain an Active eligible postpaid plan and the fibre line is still within the service contract.

Fibre Rebate:

The Fibre rebate will be dropped.

7. Can I relocate my CelcomDigi fibre service?

Yes, you may relocate your CelcomDigi fibre service subject to coverage availability. Just walk in to any Blue Cube or Digi Store to submit your relocation request, and make sure you bring the current equipment to the new address at the time of installation.

You will be able to enjoy the latest promotional offer and be re-contracted for 24 months upon successful relocation.

In case your new address is not within CelcomDigi fibre coverage, you may terminate the CelcomDigi fibre service. You will need to walk in to any Blue Cube or Digi Store. Bring along all the current equipment to terminate the service. Early termination penalty will be imposed if you are still within contract

8. What happens if I terminate my CelcomDigi fibre within the contract period?

Early termination of CelcomDigi fibre will incur a penalty. The number of remaining contract months x monthly fee or RM500, whichever higher, will be imposed as an early termination penalty.

9. I am an existing CelcomDigi fibre customer, what will happen to my fibre plan commitment and current postpaid + fibre benefit?

Your monthly commitment and Postpaid rebate will be automatically adjusted as per the latest plans, starting November 2023.

	CelcomDigi fibre 50Mbps	CelcomDigi fibre 100Mbps	CelcomDigi fibre 300Mbps	CelcomDigi fibre 500Mbps	CelcomDigi fibre 800Mbps	CelcomDigi fibre 1Gbps
Fibre Monthly Commitment	RM 90 85	RM 130 99	RM 150 139	RM 219 159	RM 299 249	RM 319 289
Postpaid Rebate	RM 15 10	RM 15 or 30 10	RM 15 or 30 10	RM 15 or 30 10	RM 15 or 30 0	RM 15 or 30 20
Fibre Rebate	NA	RM 10 or 15 0	RM 20 or 15 32	RM 20 or 15 0	RM 20 or 15 0	RM 20 or 15 0
Net Commitment	RM 75 (maintain)	RM 100 or 90 89	RM 120 or 100 97	RM 189 or 169 149	RM 269 or 249 249	RM 269 or 289, 269

If you are a non-Postpaid customer who is currently enjoying the First 6 months offer for CelcomDigi fibre 100 Mbps or 300Mbps plans, you will continue to enjoy the remaining months of your rebate in addition to the new monthly plan commitment.

Installation and activation for CelcomDigi fibre

1. 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 24 hours and once all the documents are provided to our agents, we will take 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.

2. What happens if I already have fibre from another provider installed at home?

Step 1: Get a WhatsApp message from us regarding your CelcomDigi fibre registration. You will need to provide the requested PDF/photo of your existing fibre bill/utility bill and your Google Maps location.

Step 2: Get a Transfer Request (TR) ID from us.

Step 3: Visit your existing service provider within 10 days. Remember to bring your IC along with you. Ask them to approve your TR on the same day.

Step 4: We will inform you once it is approved.

Step 5: Make an installation appointment. You will not experience any service disruption if the installation is done within 10 days from the day your TR is approved.

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.