

# The best CelcomDigi Fibre experience for all.

Pre-Installation Guide.



Terms and conditions apply.

CelcomDigi Berhad (formerly known as Digi.Com Berhad)  
[Registration No. 199701009694 (425190-X)]

# Thank you for choosing us.



Our dedicated **CelcomDigi fibre expert** will be contacting you within 1 business day to verify your application.

As part of our installation process, please help us prepare the following:



**Utility bill** (with the same address for your fibre installation)



**Fibre bill** (if you have an existing fibre service)



**Other supporting documents** (if required)


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## Want to reschedule your fibre installation?



Just WhatsApp our CelcomDigi fibre line (+6011 1600 3088) at least 72 hours before the original scheduled date to avoid any late penalty charges\*.

\*If the installation schedule is changed in less than 72 hours from the original scheduled date, RM200 penalty fee is chargeable to the customer.



# Prepare ahead for a smooth **fibre installation process**

You'll receive a friendly reminder from CelcomDigi WhatsApp a day before your appointment. Our installer will also call or WhatsApp you before arriving at your home.

You may need to get approval from your residential management before installation, if applicable.



Do prepare three (3) power outlets for your modem and router.



The installer will assess the best cabling route. Some drilling may occur, if required.



If the work required is out of the Standard Installation scope, additional charges may apply. Kindly refer to page 6 for more details.



The installer will start work once you have agreed to the proposed setup.

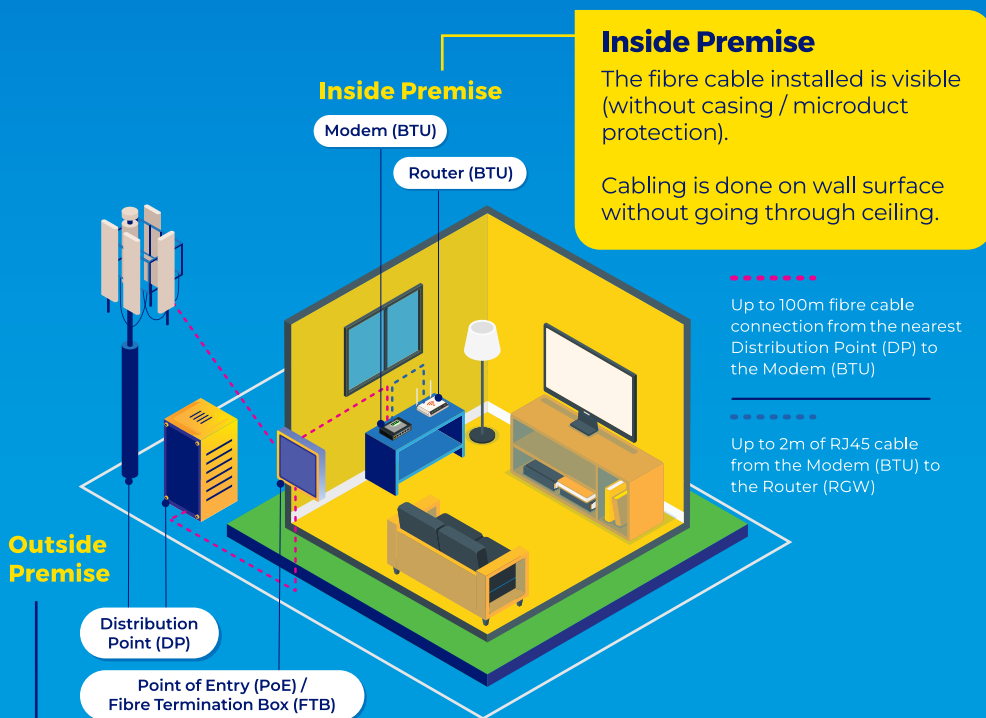
**Please be physically present during the installation.**

If you can't, please appoint a proxy (aged 18 and above) as he/she would need to sign the Service Acceptance Form upon activation.

Note: The router and modem are required to be returned in good working condition when customer choose to terminate CelcomDigi fibre service. A penalty fee of RM500 is chargeable if the equipment is not returned.

# What is Standard Installation?

## Landed Property



### Inside Premise

The fibre cable installed is visible (without casing / microduct protection).

Cabling is done on wall surface without going through ceiling.

\*\*\*\*\*  
Up to 100m fibre cable connection from the nearest Distribution Point (DP) to the Modem (BTU)

\*\*\*\*\*  
Up to 2m of RJ45 cable from the Modem (BTU) to the Router (RGW)

### Outside Premise

#### Distribution Point (DP) on pole to Point of Entry (PoE)

If the DP is on a pole, the passage from the DP to the customer's Point of Entry (PoE) is not blocked.

#### Distribution Point (DP) on ground/ underground to Fibre Termination Box (FTB)

If the DP is on the ground or underground, the passage from the DP directly to the pre-installed FTB at customer's house is not blocked.

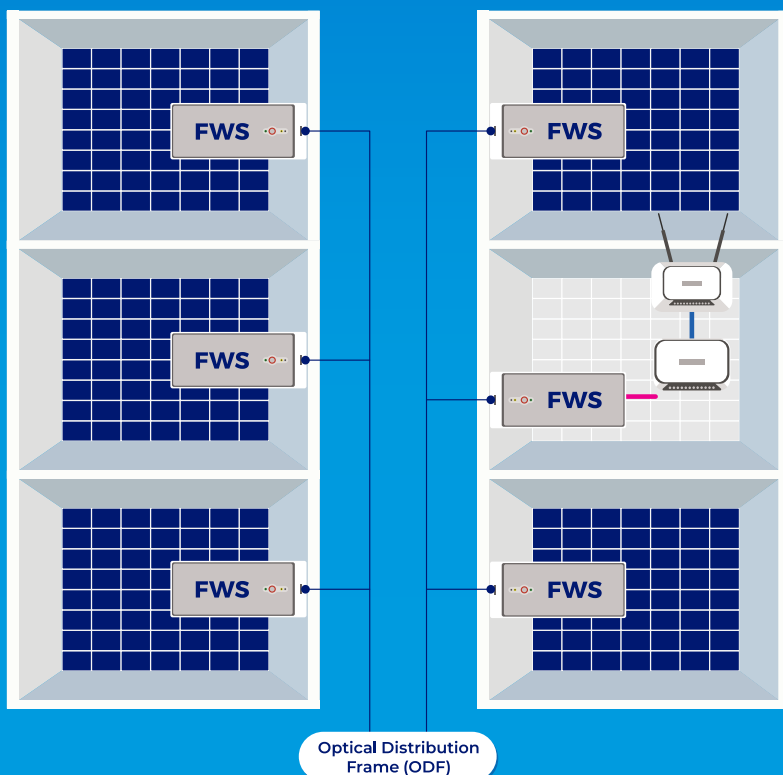
The fibre cable installed is visible (without casing / microduct protection).

# What is Standard Installation?

## High Rise

### Inside Premise

The Fibre Wall Socket (FWS) is readily available in customer's unit.



Up to 2m fibre cable  
connection from the FWS  
to the Modem (BTU)

Up to 2m of RJ45 cable  
from the Modem (BTU) to  
the Router (RGW)

# What is **Non-Standard Installation?**

## Examples include:

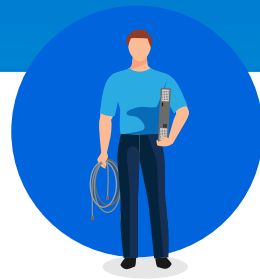
- **Materials used**

(casing, conduit, microduct protection, etc.)

- **Non-direct cable routing**

(cable through ceiling or underground)

- Underground, concealed or over-roof cabling
- Work required to clear blockage at existing underground passage
- Work required to clear blockage outside/inside customer premise
- Any extra work not categorised by Installer as “Standard Installation”



All discussions, options and negotiations including costing shall be undertaken between you and the installer. The quoted cost should cover labour work and materials (including fibre cable). Non-standard installation costs shall be paid directly to the installer.

**Please request for a receipt** of itemised charges with the warranty period clearly stated, before making payment to the installer.

For more information about the Fibre Installation Process, as well as Standard & Non Standard Installation criteria, please click **[here](#)**.

Please know that workmanship quality and installation completeness is beyond the responsibility of CelcomDigi.



For more fibre product offerings,  
please visit **fibre.celcomdigi.com** or  
scan the QR code.

