

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)

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.

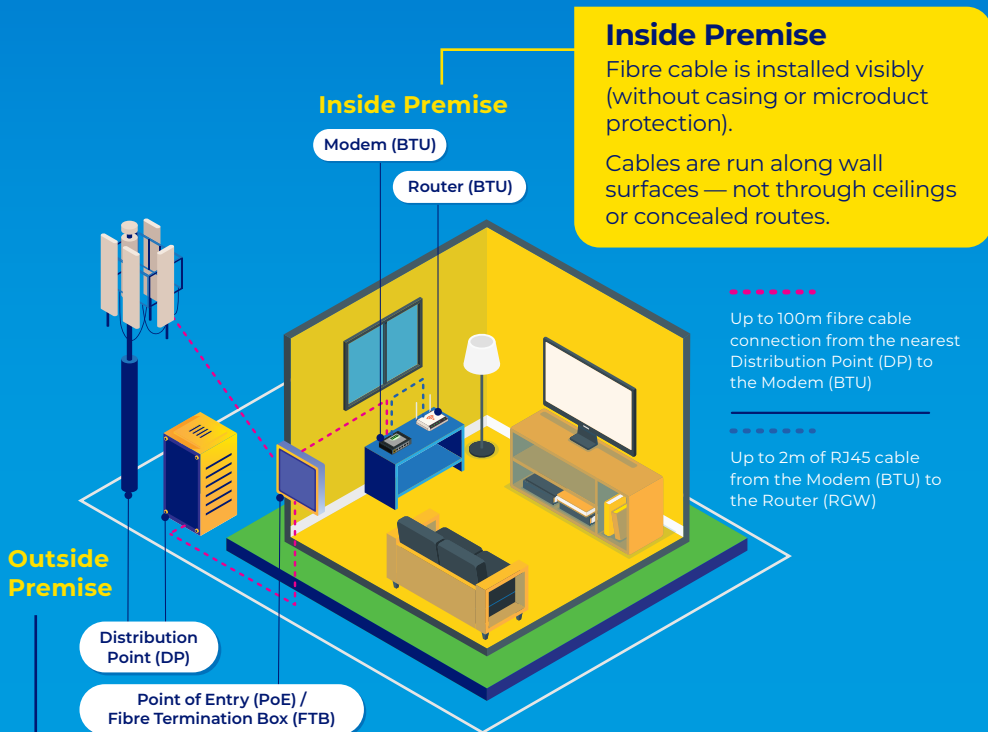
Please be physically present during the installation.

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: Upon termination of the CelcomDigi fibre service, customer is not required to return the router and modem. Early termination of the service will incur a penalty minimum RM500 or the amount of remaining months multiply by the monthly fee, whichever is higher.

What is Standard Installation?

Landed Property



Inside Premise

Fibre cable is installed visibly (without casing or microduct protection).

Cables are run along wall surfaces — not through ceilings or concealed routes.

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

From Distribution Point (DP) on a pole to Point of Entry (PoE)

Fibre runs from the DP on a pole directly to the PoE at your home. The passage must be clear and unobstructed.

From on ground or underground DP to Fibre Termination Box (FTB)

If the DP is on ground or underground, the path from the DP to your FTB must be clear and accessible.

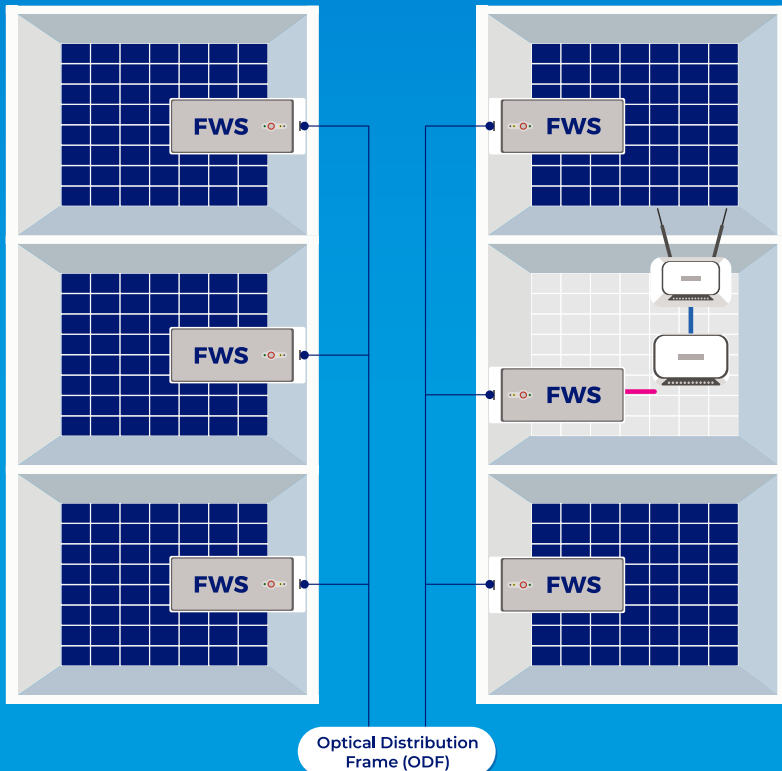
Fibre cable is installed visibly (without casing or microduct protection).

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:

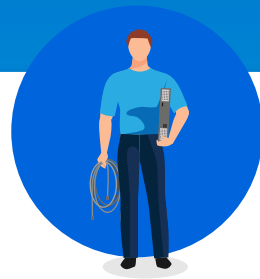
- **Materials used**

(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
www.celcomdigi.com/fibre/home-fibre

