

## FREQUENTLY ASKED QUESTIONS (Business Fiber Basic)

### PART 1: Registration

**1. What is Business Fiber Basic?**

Business Fiber Basic is a fibre broadband plan that provides High Speed Internet using optical technology, created for businesses and consists of several speed packages.

**2. What is the RRP price for all the fibre plans under Business Fiber Basic?**

You can refer to the table below:

Plan Speed	100Mbps	300Mbps	500Mbps	1Gbps
RRP	99	139	159	249

**3. What are the download and upload speed for each plan?**

You can refer below table of the upload and download speed:

Plan Speed	100Mbps	300Mbps	500Mbps	1Gbps
RRP	99	139	159	249
Download Speed (Mbps)	100	300	500	1000
Upload Speed (Mbps)	50	50	100	500

**4. What is the contract duration?**

All Business Fibre Basic come with a standard 24-months contract.

**5. What will I receive if I agree to subscribe?**

Upon subscribing, you will receive an Unlimited Hyper Speed internet plan with a WiFi 6 router for packages 300Mbps and below. For orders of 500Mbps and above, you will receive a WiFi 6 router along with a mesh node to ensure better coverage throughout your home.

**6. Who is eligible for this package?**

This package is offered primarily to Corporate Individual (CI) customers, but it is also available for Corporate Official (CO) customers

**7. When will I receive the fibre service?**

We will immediately make a request for the installation of fibre to your address. This will take approximately between 7 to 60 days, depending on the infra-availability and port readiness in your area.

**8. Can I add on any additional mesh wifi to this package?**

No, add-ons mesh wifi are not allowed for this package.

**9. Will I receive any new devices during fibre installation?**

Every fibre installation comes with a WiFi 6 router. Customers who subscribe to 500 Mbps plans and above will also receive a free mesh router for enhanced coverage. Please note that for these packages, no additional device add-ons are allowed.

**10. Do I have to pay for fibre installation?**

We provide free standard installation when you subscribe to our plan.

**11. What does 'standard installation' mean?**

Standard installation is where the installer installs:

- a) Up to 100m fibre cable connection from the nearest distribution point to the Broadband Termination Unit (BTU)
- b) Up to 2m of RJ45 cable from the BTU/Modem to the Customer Premise Equipment (CPE) / WiFi router

**12. What does 'non-standard installation' mean?**

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.

**13. Do I have to pay for 'non-standard installation' (NSI)?**

Yes. You will need to deal directly with the installer during installation day for NSI work and make payment directly to them. Please ensure the installer provides you with a valid receipt for your own future reference.

**14. Can I reschedule my installation appointment?**

Yes, you can. However, any last-minute rescheduling (within 24 hours of confirmed installation) will be subject to RM 200 rescheduling penalty.

**15. How long does the fibre installation take?**

The standard installation takes an average of 2 hours. The duration differs from premise to premise depending on the distance of the fibre cable and other factors.

**16. What is Business Fiber Basic installation process?**

Once you have registered for Business Fiber Basic through our channel or agent, 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, you will receive an WhatsApp detailing your appointment date and time. If you need to reschedule your installation appointment, please WhatsApp our CelcomDigi Business Fibre account (+6011 1600 3088) at least 72 hours before the installation date. Failure to do so will result in a RM200 fee.

**17. What happens if I already have fibre from another provider installed at my premise?**

No worries, simply follow these steps:

**Step 1:** Register/subscribe your preferred plan with our agent/channel. 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

**18. Can I upgrade or downgrade my Business Fiber Basic?**

Yes, you are allowed to upgrade to the higher speed package if the remaining contract is less than 6 months. However, you will be tied to a new 24 months contract period regardless if you are within or beyond the contract period.

Downgrade are not allowed.

**19. I am no longer in contract (legacy plan), can I migrate to any Business Fibre Basic?**

Yes, you can do so by terminating your old account and re-registering any of the new Business Fibre Basic plans if the remaining contract is less than 6 months. However, you will be tied to a new 24 months contract period regardless if you are within or beyond the contract period.

**20. Will I receive any notification after the successful installation of fibre at my address?**

Yes. You will receive a welcome email containing your account information details and the package that you subscribed to.

**21. How do I pay my bill?**

You can pay your bill via our Business Portal, which you will be given access upon successful subscription.

**22. What if there is an outage of the fibre service?**

You would not be experiencing any internet outage as the fibre service has been backed up by our wireless LTE. The service will resume back to your subscribed fibre speeds once the outage has been resolved.

**23. Can I relocate my service?**

Yes, you can relocate but this is subject to the coverage availability. A relocation fee of RM200 is applicable upon successful relocation and a fresh 24-month contract will be

applied. You may also enjoy any latest promotion during relocation, if there is any. Do bring your current equipment to your new location. In cases where there's no coverage at the new address, the customer will have to terminate the service, and an early termination penalty will be applied if you are still within the contract.

**24. What happens if I terminate my Business Fibre Basic during my contract period?**

You will be subjected to an early termination penalty which will be calculate by the remaining contract value of the original plan (before discount).

**25. Do I have to return the devices when I terminate my service?**

No, the devices belong to you upon clearing all outstanding and penalty charges (if any).