

FREQUENTLY ASKED QUESTIONS (CelcomDigi Business Fibre)

PART 1: Registration

1. What is CelcomDigi Business Fibre?

CelcomDigi Business Fibre 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 CelcomDigi Business Fibre?

You can refer to the table below:

Plan Speed	100Mbps	300Mbps	500Mbps	800Mbps	1Gbps
RRP	119	179	219	259	299

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	800Mbps	1Gbps
RRP	119	179	219	259	299
Download Speed (Mbps)	100	300	500	800	1000
Upload Speed (Mbps)	50	50	100	200	500

4. What is the contract duration?

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

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

You will receive immediately a router with 4G sim (Instant Broadband) to start your internet journey with us. The internet speed can go up to 100Mbps, with Unlimited quota, regardless of fibre port availability in your area.

6. Does the router with 4G sim come with any commitment?

Yes, the monthly commitment will start immediately at RM119 with a rebate promo of RM68, regardless of the fibre speed package that you choose to subscribe to and will be prorated from the day you enjoy the 4G internet.

7. When will I receive the fibre service?

We will immediately make a request for the installation of fibre at your address. This will take approximately between 7 to 60 days, depending on the infra-availability and port readiness in your area. While waiting, you can continue to enjoy the Unlimited high-

speed internet via our 4G router.

8. What will happen once fibre installation is completed?

Once fibre installation is completed, your monthly commitment will change according to your fibre speed package. The first month of the fibre bill will be prorated from the day you enjoy fibre internet.

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

Depending on the fibre speed packages you choose, you will receive one (1) unit of mesh WiFi and one (1) unit of IP desk phone. Depending on any add-on service(s) that you might subscribe to as well, those equipment and devices will be delivered to you during or after installation of fibre.

10. Should I return the original router with 4G sim I received earlier when the fibre is installed at my address?

You don't need to return the original router with 4G sim. The router will be used as the main fibre router connected to the fibre modem/broadband termination unit (BTU).

11. What will happen to my unlimited 4G data sim?

The 4G sim will be used as a backup to your fibre service and remain up to 100Mbps 4G speeds throughout all your fibre tenure so you can have worry free service in case of any fibre breakdown.

12. Can I cancel my fibre subscription and remain with 4G broadband (Instant Broadband) after I receive the router?

You can continue and remain with 4G broadband, however RM200 penalty will be imposed in your next bill if you decide to cancel your fibre subscription.

13. What will happen if I lose the router before the fibre installation date?

You must ensure the router is in working condition during installation of fibre at your address. If the router is lost due to your negligence, an RM300 router replacement fee will be charged into your next bill and we will replace the router with a new one.

14. Do I have to pay for fibre installation?

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

15. 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

16. 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.

17. 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.

18. 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.

19. 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.

20. What is CelcomDigi Business Fibre installation process?

Once you have registered for CelcomDigi Business Fibre 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 with our agent, you will receive an email 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.

21. 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

22. Will I still be getting the router with unlimited wireless 4G sim internet while waiting for my TR (transfer request) to be sorted out?

Yes, as promised, we will deliver the router with unlimited 4G internet within 48-hrs to you once you have registered/subscribed, regardless of the port availability or transfer request.

23. Do I need to terminate my current account/existing fibre account upon transfer request?

In certain cases, you may be required to register a new account and terminate your existing account. Once the transfer request is successfully completed, a final bill will be generated for the existing fibre account. You are required to settle the final bill and any outstanding charges. Any applicable fees, charges, or penalties under the existing account must be settled by the customer in accordance with the service terms and conditions.

24. Can I upgrade or downgrade my CelcomDigi Business Fibre plan?

Yes, you are allowed to upgrade to the higher speed package at any time. However, you will be tied to a new 24 months contract period regardless if you are within or beyond the contract period.

Downgrade is not Allowed.

25. I am no longer in contract (legacy plan), can I migrate to any CelcomDigi Business Fibre plans?

Yes, you can do so by terminating your old account and re-registering any of the new legacy 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.

26. 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.

27. How do I pay my bill?

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

28. 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.

29. 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. 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.

30. Do I still enjoy my rebate upon relocation?

Your existing promotional rebate **will only follow you from your previous contract for those remaining months**. It does **not** reset or extend into a new 24-month rebate period

just because the service contract renews.

31. What happens if I terminate my CelcomDigi Business Fibre during my contract period?

You will be subjected to an early termination penalty which will be calculated by the remaining contract months X monthly fee or RM500, whichever is higher.

32. 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).

33. When can I receive my IP desk phone?

The IP desk phone will be delivered to you within 3 weeks of complete fibre installation.

34. Do I have to configure the IP desk phone to enjoy the voice service?

You won't need to. All IP desk phone delivered to our customers have been pre-provision. It's plug-and-play. You just need to connect the phone to any of the LAN port on the router. You will also receive an installation guide together with the phone.

35. Will the installer re-visit my premises to install the VOIP after I have received the VOIP?

No, you will receive an installation guide to assist you in the VOIP installation. Alternatively, you may request a remote guide to assist you.

36. What is the call rate for the voice services?

CelcomDigi offers unlimited calls to any mobile or fixed phone number (on-net/off-net) within Malaysia. However, CelcomDigi has the right to revise this policy and apply new call rates in future.

37. Does the unlimited call include IDD?

No. Unfortunately, IDD numbers are blocked (not allowed).

38. Does the IP Phone come with a warranty?

Yes, it comes with a one (1) year manufacture warranty.

39. Who do I contact if I have technical issues with my IP voice service or IP desk phone installation?

For further assistance, please contact your dedicated Account Manager. Alternatively, you may contact our 24-hour Customer Service hotline at +6016-3331111 or dial *125#.