

## FREQUENTLY ASKED QUESTIONS (FTTR for Business)

**1. What is FTTR-B?**

FTTR-B (Fibre-to-the-Room for Business) extends fibre-grade internet speeds to every corner of a premise using Wi-Fi 7 technology and smart fibre distribution nodes. It is a WiFi coverage solution

**2. How is FTTR-B different from standard broadband Wi-Fi?**

Standard Wi-Fi often weakens as you move further from the router, creating dead zones. FTTR-B eliminates this by delivering consistent speed and coverage in every room.

**3. What is included in the FTTR-B + FTTO 1Gbps bundle?**

The bundle comes with CelcomDigi Business Fibre 1Gbps line plus the FTTR-B system (main gateway + fibre room nodes).

**4. What is the standard cable length from Main FTTR to each nodes?**

The standard length is up to 80m. Any longer than this setup, is consider a customized solution and equipment pre-ordering is required with longer lead-time.

**5. What is the main value proposition to customers?**

Reliable, ultra-fast connectivity in every room – enabling smoother digital operations, faster transactions, and better customer and employee experiences.

**6. How many devices can FTTR-B support?**

Up to 300 concurrent devices, without sacrificing performance.

**7. How different is FTTR-B and FTTR for home?**

The main different are FTTR-B is Wi-Fi 7 solution, and doesn't require power source to power up the nodes as it use Power over Fibre (PoF) cable. It also has higher specification compared to FTTR for Home. You can refer to the FTTR-B vs FTTR-H comparison table for clearer understanding.

**8. Is the FTTR-B bundle a monthly subscription or one-time payment?**

The FTTO 1Gbps plan is monthly, while FTTR-B installation is a one-time payment (special launch offer).

**9. Can the solution be customised?**

Yes. Apart from the standard bundle, customers can request a **bespoke FTTR-B managed service** tailored to their business needs.

**10. How can I subscribe to the bespoke FTTR-B solution**

You can contact our Account Manager and Pre-Sales team for consultation and quotation.

**11. Can FTTR-B solution works on its own without any connectivity?**

No, it can't. In order for FTTR-B to work, an internet connectivity is required. It can be either via fibre broadband, DIA services or Fixed wireless access (FWA).

**12. What happens if the business grows or moves to a bigger premise?**

FTTR-B is scalable – more fibre nodes can be added as the business expands. This will fall under customize manage wifi solution.

**13. How reliable is FTTR-B compared to mesh Wi-Fi?**

Unlike mesh Wi-Fi which still relies on wireless hops, FTTR-B uses dedicated fibre to each node, ensuring zero signal loss and consistent gigabit speeds.

**14. Does FTTR-B replace the normal dual-mode router?**

No. It works **together with the FTTO modem/router**, distributing connectivity via fibre to room nodes for better coverage.

**15. What happen if we replace the normal 1Gbops dual-mode router?**

You will lose the capability to back-up your fibre broadband connection with wireless. However technically you can connect the FTTR directly to the Fibre from outside. This will be more suitable with DIA/LL where the connectivity SLA is higher.

**16. Is there a warranty on the equipment?**

Yes, FTTR-B equipment comes with standard 1-year warranty coverage (details to be shared in T&C).

**17. What is the installation process like?**

Our team will assess the premise after 1Gbps fibre installation, make configuration suggestion and advice if any non-standard installation service involve. Once agreed, we will set an appointment date for our FTTR installer to come and install the agreed FTTR configuration.

**18. Can this work in buildings with multiple floors?**

Yes, FTTR-B is designed for both single and multi-storey premises, ensuring seamless coverage across all levels. However, depending on the distance, this might fall under bespoke or customize solution which will take slightly longer time to fulfil.

**19. How does the fibre cable between each nodes is installed and be protected?**

To ensure the safety of the fibre cable, we will provide a cable conduit to protect the fibre cable as part of the standard installation.

**20. How do customers sign up?**

Through CelcomDigi sales reps. They can choose the FTTO + FTTR-B bundle or request a customised solution.