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CelcomDigi Fibre plans, installation and billing FAQs

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Frequently Asked Questions

Note: Your first bill includes a pro-rated monthly fee and a one-time RM10 processing fee. Rebates may start 60 days after service activation, full payment may be required for the first two bills

1. What is CelcomDigi Fibre?

CelcomDigi Fibre is a home broadband service that comes with ultra high-speed, unlimited Internet at an affordable price.

2. What are the plans and monthly fees?

	CelcomDigi Fibre 100Mbps	CelcomDigi Fibre 300Mbps	
Download Speed	100Mbps	300Mbps	
Upload Speed	50Mbps	50Mbps	
Monthly Commitment	RM99	RM139	

3. Who can sign up for CelcomDigi Fibre?

Anyone who is 18 years old and above can sign up for CelcomDigi Fibre. Please note that if you are a foreigner, a RM300 deposit will be required.

4. How do I sign up for CelcomDigi Fibre?

Just fill up this form [here](#) and our staff will be in touch to make arrangements. Alternatively, you can walk into the nearest [CelcomDigi store](#).

5. Do CelcomDigi Fibre plans come with any devices?

Good news! All our plans come with FREE mesh-enabled WiFi 6 routers, as below:



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CelcomDigi Fibre 100Mbps	1x WiFi 6 router
CelcomDigi Fibre 300Mbps	1x WiFi 6 router
CelcomDigi Fibre 500Mbps	1x WiFi 6 router; and 1x mesh node
CelcomDigi Fibre 1Gbps	1x Premium WiFi 6 router; and 1x mesh node
CelcomDigi Fibre 2Gbps	1x Premium WiFi 6 router; and 1x mesh node

6. I'm a postpaid customer, do I get to enjoy any offers for fibre?

All new and existing postpaid customers with eligible plans can enjoy RM10 monthly rebate on your fibre plan.

	CelcomDigi Fibre 100Mbps	CelcomDigi Fibre 300Mbps
RRP	RM99	RM139
Monthly Rebate*	- RM10	- RM10
Net Fibre Monthly Commitment	RM89	RM129

**Any monthly fibre rebates may take up to 60 days to start being reflected in your fibre bill. The monthly rebate is for 24 months only.*

7. What is the eligible postpaid plan?

Your postpaid plan value must be RM60 and above to enjoy monthly rebates and the “FREE months” offer.

8. How long will the monthly rebate be granted?

You will enjoy the rebates for 24 months if the postpaid line remains active.

9. How can I enjoy the FREE 6 months offer?

Postpaid customers (RM60 plans and above) who sign up for a 300Mbps plan during the promotion period will be able to enjoy FREE 6 months of fibre.



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RRP	RM139
Monthly Rebate	- RM10
Fibre Rebate (6 Months)*	- RM129
Net Fibre Commitment for 6 Months (during 6 months rebate)	RM0
Net Fibre Commitment After Free Months	RM129 (The amount you will see in your monthly bill after 6%)
Net Monthly Commitment for 24 Months	RM97 (Effective monthly commitment after factoring in rebates)

*Customer must maintain an active eligible postpaid plan. All rebates can be found in your monthly fibre bill.

10. I just got my first fibre bill. Why don't I see any rebates?

It may take up to 60 days for any rebates to be reflected in your fibre bill.

Hence in month 1 and month 2 you may still need to pay the full amount. But rest assured if that happens, month 3 onwards will be free and you will enjoy 6 months of free fibre.

Here's how rebates reflected in the 2nd month work:

Offer	Fibre Plan	1st Month
FREE 6 Months	CelcomDigi Fibre 300Mbps	What you see in your bill: <ul style="list-style-type: none"> • Discount & Rebates - RM129 • Monthly Charges RM139 • Processing fee RM10 (one-time)


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Note: Your first bill may be month depends on r

Alternatively, your rebates may be reflected starting in the 1st month:

Offer	Fibre Plan	
FREE 6 Months	CelcomDigi Fibre 300Mbps	<ul style="list-style-type: none"> • Discount & • Processing I • Monthly Ch
		<p>Note: Your first d</p>

11. Will I still be eligible for the promotion if I subscribe during the promotion period but schedule installation after it ends?

Yes, you will still be eligible for the offer if you register during the promotion period.

12. Does CelcomDigi Fibre come with a contract?

Yes, all new CelcomDigi Fibre plans come with a 24-month contract.

13. How do I terminate my CelcomDigi Fibre plan?

You can walk into the nearest [CelcomDigi store](#) and we'll assist you. Here are the steps that you should know:

- We will check and provide pre-final bill for you to clear the outstanding bill first.
- Our representative will call you within seven (7) days to do confirmation on termination your request.
- Upon bill settlement, your termination order will be process.



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-----~~Early termination of CelcomDigi Fibre will incur a penalty. The number of remaining~~-----

Early termination of CelcomDigi Fibre will incur a penalty. The number of remaining contract months x monthly fee or RM500, whichever higher, will be imposed as an early termination penalty.

15. Am I allowed to change my CelcomDigi Fibre plan?

Yes, you are allowed to upgrade or downgrade your CelcomDigi Fibre plan at any time even during the contract period. Upgrades and downgrades are free of charge, however for each downgrade request, your contract will be refreshed to a new 24-month contract.

16. How can I change my CelcomDigi Fibre plan?

Just reach out to us via [WhatsApp](#).

17. I'm a new 1Gbps customer with free premium WiFi 6 router, am I allowed to change my CelcomDigi Fibre plan?

Yes, you may upgrade your CelcomDigi Fibre plan to a 2Gbps plan. You will not be able to downgrade your plan during the contract period.

18. Can I get a replacement if my WiFi 6 router is faulty or not working properly?

Yes, we can assist you with a router replacement based on your contract status.

- If you are still within your contract period, you are eligible for a free router replacement.
- If your contract has ended, you can either:
 - Recontract for 12 months to get a free replacement, or
 - Purchase a new router for RM300 without any contract. The amount will be charged to your bill.

However, in cases where the router is faulty due to customer negligence, a RM300 charge will still apply, regardless of the contract status.

19. Can I use a third-party mesh system with my CelcomDigi TP-Link router?

Yes, the CelcomDigi TP-Link router supports EasyMesh technology. You can pair it with other TP-Link routers that also support EasyMesh, such as models from the Archer series, to create a seamless mesh network.

However, do note that TP-Link Deco series routers use a different mesh protocol and are not compatible with the CelcomDigi TP-Link router



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Your monthly rebate will continue as long as you maintain an active eligible postpaid plan and the fibre line is still within the service contract.

- **Fibre Rebate:**

You will no longer enjoy the remaining FREE 6 months offer rebate.

21. Can I relocate my CelcomDigi Fibre service?

Yes, you may relocate your CelcomDigi Fibre service subject to coverage availability. Just walk into any [CelcomDigi store](#) to submit your relocation request, and make sure you bring the current equipment to the new address at the time of installation.

You will be able to enjoy the latest promotional offer and be re-contracted for 24 months upon successful relocation.

If your new address is not in CelcomDigi Fibre coverage, you will be offered 5G Home WiFi as an alternative until a fibre port is provided. However, if this option is not acceptable, early termination penalty of fibre account will be imposed if you are still within contract.

22. What type of IP does CelcomDigi Fibre run on?

CelcomDigi Fibre plans run on Private Dynamic IP.





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