

Digi Fibre

Welcome to Digi Fibre!



LET'S INSPIRE

Terms and conditions apply. Digi Telecommunications Sdn. Bhd. (201283-M)

Thank you for choosing us.

So, what's next?

We will contact you via **WhatsApp** from our **Digi Fibre Broadband account (+6011 1600 2500)** within 48 hours to verify your application.



Once received, please respond to the message within 24 hours to proceed with your Fibre installation.

Kindly prepare these documents for your installation:



- Utility bill (same as installation address)
- Fibre bill (if you have an existing fibre service)



- Latitude and longitude of installation via Google Maps



- Other supporting documents (if required)

What if I want to reschedule?



To reschedule, WhatsApp our Digi Fibre Broadband account (+6011 1600 2500) at least 72 hours before the installation date. Failure to do so will result in a RM200 fee.

Things you should know about your installation

We will send you a reminder via WhatsApp 1 day before your appointment. Our installer will also call or SMS you before arriving at your home.



Obtain approval from residential management before installation, if applicable.

Three (3) power outlets are required to install your modem and router.



Drilling may occur, if required, after our installer assesses the best cabling route.

Additional charges may apply if extra work is needed beyond Standard Installation. Kindly refer to page 6 for more details.



Our installer will only proceed once you've agreed to the proposed setup.

Please be physically present during the installation.

If you can't, please appoint a proxy aged 18 and above, in order to sign the Service Acceptance Form upon activation.

Note: Upon termination Digi Fibre service, the equipment should be returned in good working condition. Failure to do so will result in a penalty fee of RM500.

What is “Standard Installation”?

Landed Property:

Outside Premise

1. Distribution Point (DP) on pole to Point of Entry (PoE)

- If the DP is on a pole, the passage from the DP to the customer's Point of Entry (PoE) is not blocked.

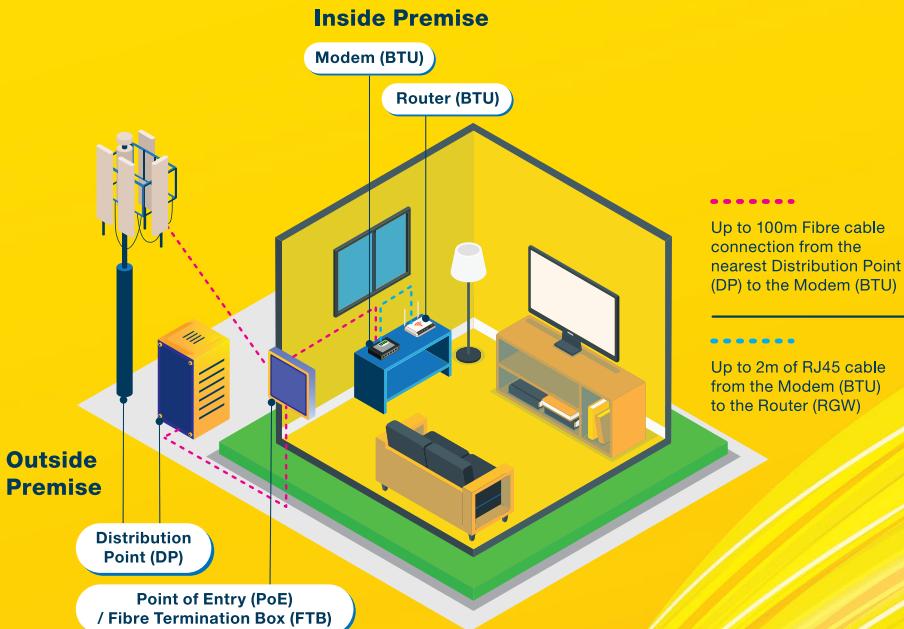
2. Distribution Point (DP) on ground/underground to Fibre Termination Box (FTB)

- If the DP is on the ground or underground, the passage from the DP directly to the pre-installed FTB at customer's house is not blocked.
- The fibre cable installed is visible (without casing / microduct protection).

Inside Premise

The fibre cable installed is visible (without casing / microduct protection).

Cabling is done on wall surface without going through ceiling.

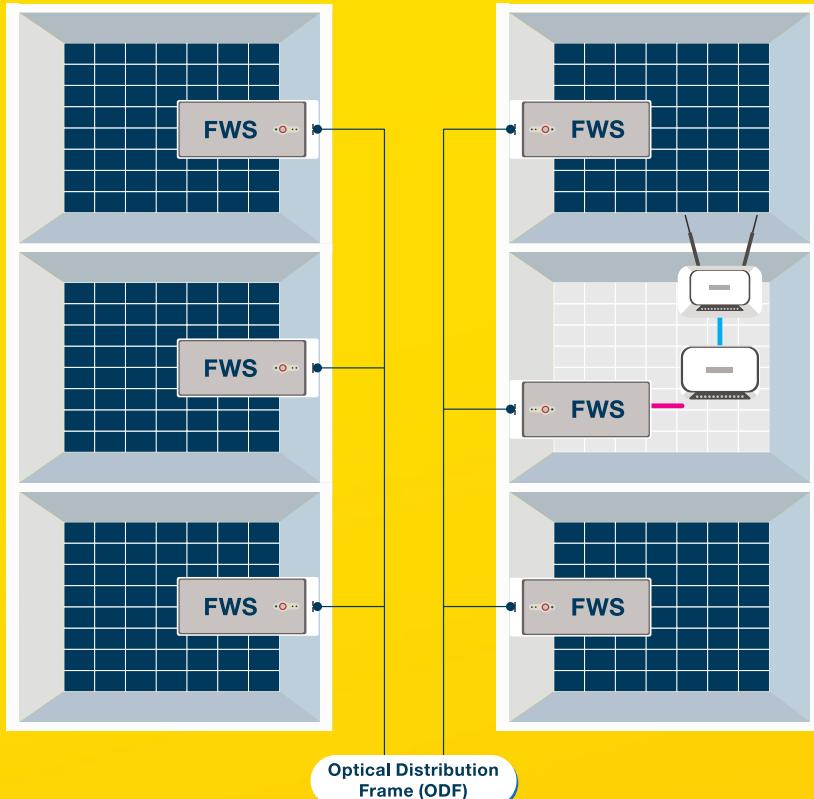


What is “Standard Installation”?

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 for costing should be undertaken between you and our installer. The quoted cost should include labour work and materials (including fibre cable). All installation costs will be paid directly to our installer.

Please request for a receipt of itemised charges with the warranty period clearly stated, before making payment to our installers.

Digi is not liable with quality or completeness of the workmanship.

For more info about the Fibre Installation Process, as well as Standard & Non-Standard Installation criterias, please visit <https://digi.my/fibreinstallation> or scan the QR code.





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For more Fibre product offerings,
please visit <https://digi.my/digifibre>
or scan the QR code.



Digi Fibre

Selamat Datang ke Digi Fibre!



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Tertakluk pada terma dan syarat. Digi Telecommunications Sdn. Bhd. (201283-M)

[Terima kasih kerana memilih kami.]

Apa langkah seterusnya?

Kami akan menghubungi anda menerusi WhatsApp daripada akaun Digi Fibre Broadband (+6011 1600 2500) dalam masa 48 jam bagi mengesahkan permohonan anda.



Selepas itu, pastikan anda membalias mesej tersebut dalam masa 24 jam bagi meneruskan pemasangan Fibre anda.

Sila sediakan dokumen-dokumen ini untuk pemasangan anda:



- Bil utiliti (sama seperti alamat pemasangan)
- Bil fiber (jika anda ada perkhidmatan fiber sedia ada)
- Latitud dan longitud pemasangan menerusi Google Maps
- Dokumen sokongan yang lain (jika diperlukan)



Bagaimana jika saya ingin menukar tarikh?



Bagi menukar tarikh, WhatsApp akaun Digi Fibre Broadband kami (+6011 1600 2500) sekurang-kurangnya 72 jam sebelum tarikh pemasangan. Bayaran sebanyak RM200 akan dikenakan jika anda gagal berbuat demikian.

Perkara yang anda perlu tahu mengenai pemasangan

Kami akan menghantar peringatan kepada anda menerusi WhatsApp sehari sebelum janji temu. Pemasang kami juga akan menghubungi atau SMS sebelum tiba ke rumah anda.



Dapatkan kebenaran daripada pengurusan kediaman sebelum pemasangan, jika diperlukan.

Tiga (3) salur keluar kuasa diperlukan bagi memasang modem dan penghala anda.



Penggerudian mungkin berlaku, jika diperlukan, selepas pemasang kami menilai laluan kabel terbaik.

Caj tambahan akan dikenakan jika kerja tambahan diperlukan melebihi Pemasangan Standard. Sila rujuk halaman 6 untuk maklumat lanjut.



Pemasangan hanya akan diteruskan setelah anda bersetuju dengan persediaan yang dicadangkan.

Sila hadir secara fizikal semasa pemasangan. Jika tidak, sila lantik wakil berumur 18 tahun dan ke atas, bagi menandatangani Borang Penerimaan Perkhidmatan semasa pengaktifan.

Nota: Apabila perkhidmatan Digi Fibre ditamatkan, peralatan perlu dipulangkan dalam keadaan yang baik. Kegagalan berbuat demikian akan dikenakan bayaran penalti sebanyak RM500.

Apakah "Pemasangan Standard"?

Kediaman Bertanah:

Luar Premis

1. Titik Agihan (DP) pada tiang ke Titik Masuk (PoE)

- Jika DP pada tiang, laluan dari DP ke Titik Masuk (PoE) pelanggan tidak dihalang.

2. Titik Agihan (DP) di tanah/dalam tanah ke Kotak Penamat Fiber (FTB)

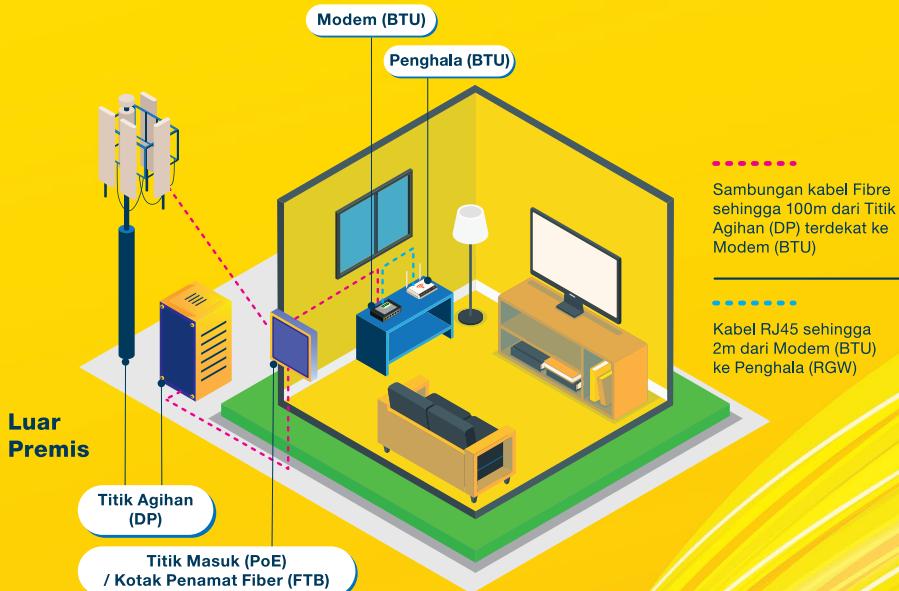
- Jika DP di tanah atau dalam tanah, laluan dari DP terus ke FTB pra pasang di rumah pelanggan tidak dihalang.
- Kabel fiber yang dipasang boleh dilihat (tanpa selongsong / perlindungan saluran mikro).

Dalam Premis

Kabel fiber yang dipasang (tanpa selongsong / perlindungan saluran mikro).

Pengkabelan dilakukan di permukaan dinding tanpa melalui siling.

Dalam Premis

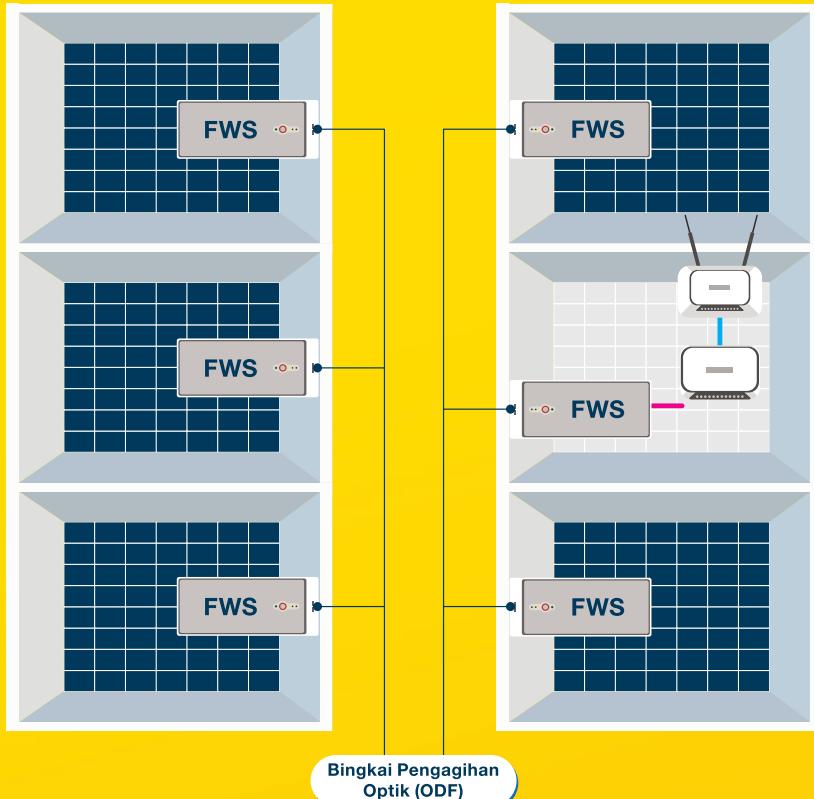


[Apakah “Pemasangan Standard”?]

Bertingkat Tinggi:

Dalam Premis

Soket Dinding Fiber (FWS) sudah disediakan di unit pelanggan.



Sambungan kabel Fibre sehingga
2m dari FWS ke Modem (BTU)

Kabel RJ45 sehingga 2m dari
Modem (BTU) ke Penghala (RGW)

Apakah “Pemasangan Tidak Standard”?

Contoh termasuk:

- Bahan yang digunakan (selongsong, saluran, saluran mikro, dan lain-lain.)
- Penghalaan kabel tak langsung (kabel menerusi siling atau dalam tanah)
- Pengkabelan dalam tanah, tersorok atau atas bumbung
- Kerja diperlukan bagi membersihkan penyumbatan dalam laluan dalam tanah sedia ada
- Kerja diperlukan bagi membersihkan penyumbatan di luar/di dalam premis pelanggan.
- Sebarang kerja tambahan yang tidak dikategorikan Pemasang sebagai “Pemasangan Standard”



Semua perbincangan, pilihan dan rundingan kos perlu dilakukan antara anda dan pemasang kami. Kos yang dinyatakan hendaklah termasuk kerja buruh dan bahan (termasuk kabel fiber). Semua kos pemasangan akan dibayar terus kepada pemasang kami.

Sila dapatkan resit caj yang diperincikan dengan tempoh jaminan yang dinyatakan dengan jelas, sebelum membuat bayaran kepada pemasang kami.

Digi tidak bertanggungjawab terhadap kualiti atau kesempurnaan hasil kerja.

Untuk maklumat lanjut mengenai Proses Pemasangan Fibre, serta kriteria Pemasangan Standard & Tidak Standard, sila layari <https://digi.my/fibreinstallation> atau imbas kod QR ini.





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Untuk lebih banyak tawaran produk Fibre, layari <https://digi.my/digifibre> atau imbas kod QR ini.

