

## **FAQ – CelcomDigi Fibre Samsung TV Offer**

### **1. What is this campaign about?**

This is a collaboration between CelcomDigi and Samsung to offer three models of Samsung 4K UHD Smart TVs (50", 55", 65") at special prices.

### **2. When does the campaign commence?**

This campaign commences on 21<sup>st</sup> March 2023. Any extension or discontinuation thereof is subject to CelcomDigi's sole discretion.

### **3. Who is eligible for this campaign?**

This campaign is open to

- Customers who sign up for CelcomDigi Fibre 300Mbps, Celcom or Digi Fibre 300 Mbps and above.
- Customers who upgrade their plan to CelcomDigi Fibre 300Mbps, Celcom or Digi Fibre 300Mbps and above.

### **4. Where can I purchase the Samsung 4K UHD Smart TVs?**

You may get it from any Celcom bluecube, Celcom Certified Partners or any Digi Stores nationwide.

### **5. What are the special prices for the Samsung 4K UHD Smart TVs?**

Type	Samsung	Special Price	24 Months
Smart TV	50" Crystal 4K UHD	RM1,536	RM64/month
		RRP: RM2,899	
Smart TV	55" Crystal 4K UHD	RM1,776	RM74/month
		RRP: RM3,399	
Smart TV	65" Crystal 4K UHD	RM2,280	RM95/month
		RRP: RM4,399	

### **6. How many Samsung 4K UHD Smart TVs can I purchase under my account?**

You can purchase 1 (One) TV per 1 (One) Fibre account only.

### **7. What are the payment options?**

Below are our payment options:

1. **[PREFERRED]** Easy Payment Plan (EPP) for 24 months with selected credit cards: Maybank and CIMB only.
2. One-off payment with any Visa or Master debit/credit card.

### EPP Payment Options

Payment Method	12 months Instalment	24 months Instalment	One-Off Payment (same price as total 12/24m)
Samsung TV 50"	MBB & CIMB credit card	CIMB credit card	All Visa/Master debit & credit card
Samsung TV 55"		MBB & CIMB credit card	
Samsung TV 65"			

**8. I don't have a Maybank or CIMB credit card. Can I still buy the Samsung 4K UHD Smart TV?**

Yes. You may choose to pay the TV's special price in full payment with any debit/credit card. You will still enjoy the same special price for the TV.

**9. Can I use multiple credit cards for the EPP instalment?**

Only one credit card per transaction is allowed.

**10. Can I pay using multiple payment methods, i.e. partly by debit card and partly by credit card?**

No. Only one payment method is allowed via a single debit/credit card.

**11. I have made full payment for the Samsung 4K UHD Smart TV via credit card. Can I change my payment for EPP instalment after completing the registration?**

You will need to liaise directly with your bank to do the EPP instalment and this will be at the bank's discretion.

**12. How long is the delivery period after I have made payment?**

Delivery Area	Estimated Delivery Period
Peninsular Malaysia	Within 5 working days
East Malaysia	Within 7 to 10 working days* *This is an estimated delivery lead time and is subject to change.

**13. Is there a delivery fee?**

No. Enjoy FREE delivery within Malaysia (subject to Samsung [Delivery Service Area](#) and [Installation Service Area](#))

**14. My area is not within the covered delivery area. Can I still buy the Samsung 4K UHD Smart TV?**

We are sorry, unfortunately we will not be able to deliver the TV to the non-delivery areas.

**15. Who can I call to enquire about the delivery status?**

You may call Samsung's Customer Service at 1-800-88-9999.

**16. I would like to change my delivery address. Is it possible?**

No. You are not allowed to make any changes after making payment.

**17. Is the installation service available across Malaysia?**

Installation services are only available in selected areas and postcodes in West Malaysia. Installation services are not available in Kelantan and East Malaysia. Please refer to the link for serviceable areas, [Samsung Installation Areas](#)

**18. Who will perform the installation for me?**

You may liaise with Samsung personnel for installation and the corresponding installation charges (if any). Accessories are not included and need to be arranged with Samsung personnel separately. Please refer to the links below for installation scope and installation areas:

- Installation service [Samsung Installation Service Scope](#)
- Installation service areas [Samsung Installation Areas](#)

**19. Who can I contact for after-sales service and enquiries?**

You may call Samsung's Customer Service at 1800-88-9999 (Monday to Sunday, 24 hours) or email [my\\_shop@samsung.com](mailto:my_shop@samsung.com) for after-sales service and warranty.

**20. Where can I check for further information regarding the installation service offered by Samsung?**

You may refer to the information for installation service as published at [Samsung Installation Services](#).

**21. Is there any notification prior to the delivery/installation?**

Yes. You will receive a notification from Samsung's logistic team for updates on the delivery/installation status.

**22. If I did not purchase the Samsung 4K UHD Smart TV whilst I was at the store, can I purchase it later (once my Fibre has been installed)?**

No. The in-store purchase of the TV [after Fibre sign-up](#) is not available for now. We encourage you to purchase the special-priced TV on the spot when you sign up for Fibre at the store.

**23. If I upgrade my plan to 300Mbps and above, am I able to purchase the Samsung 4K UHD Smart TV?**

Yes. After upgrading, you will get an invite via email/SMS to purchase this special offer of Samsung TV within 14 days of your upgrade.

**24. I've signed up for Fibre/registered my interest via the online form. How can I purchase the Samsung 4K UHD Smart TV?**

The same eligibility for the retail sign-up applies, i.e. you would need to sign up for a 300Mbps plan and above. Once you've registered your interest online, you'll receive a WhatsApp message with an invitation link to purchase the special-priced TVs online.

Do look out for the WhatsApp message from our official CelcomDigi Fibre WhatsApp Account.

**25. I've signed up/registered my interest for CelcomDigi Fibre online. Can I walk into any Celcom or Digi stores to purchase the Samsung 4K UHD Smart TV?**

No. Please follow the "TV Purchase invitation link" sent to you from our official CelcomDigi Fibre Whatsapp Account to purchase the TV.

**26. I've already an existing CelcomDigi Fibre customer (not a new sign up or upgrade to CelcomDigi Fibre 300Mbps, Celcom or Digi Fibre 300Mbps and above). Can I purchase the Samsung 4K UHD Smart TV?**

Not at the moment. CelcomDigi reserved the right to cancel and refund any ineligible TV purchases. Refund may take up to 30 days. For campaign eligibility please refer to FAQ [Question #3](#)

**27. I'm an existing Celcom or Digi Postpaid/Prepaid customers. Can I purchase the Samsung 4K UHD Smart TV?**

No. CelcomDigi reserved the right to cancel and refund any ineligible TV purchases. Refund may take up to 30 days. For campaign eligibility please refer to FAQ [Question #3](#)

**28. I'm not a celcom or digi customer. Can I purchase the Samsung 4K UHD Smart TV?**

No. CelcomDigi reserved the right to cancel and refund any ineligible TV purchases. Refund may take up to 30 days. For campaign eligibility please refer to FAQ [Question #3](#)