

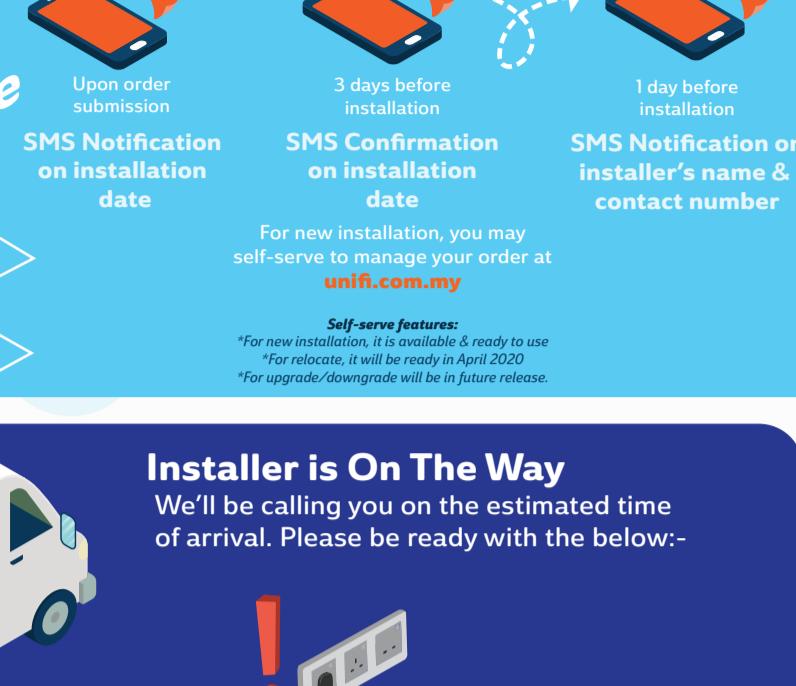
All Aboard



installation journey



before



Self-serve features:

*For new installation, it is available & ready to use

*For relocate, it will be ready in April 2020

*For upgrade/downgrade will be in future release.



Installer is On The Way

We'll be calling you on the estimated time of arrival. Please be ready with the below:-



Installer is Checking the Premise

We'll be analysing the best cabling route to install unifi with your consent.

Standard Installation

FREE

Optional Installation

Charges may incur

Beyond TM Installation

Appoint own contractor

*Please refer to [unifi Installation Guide](#) below



Installer is Installing the unifi

We will ensure a clean installation, your WiFi coverage is optimised and your devices are configured correctly.

You can download



playtv@unifi

to connect to your unifi TV



myunifi

to access to your bills and make payment



Digital Sign-off

You can sign the acceptance form upon completion (softcopy will be sent via email)



SMS Feedback
Share your experience with us via SMS. Your valuable feedback will help us craft services you will enjoy.

unifi Installation Guide

(Installation work by appointed contractor)

OUTSIDE PREMISE

► Where Distribution Point (DP) is on the ground



► Where Distribution Point (DP) is on Pole



| SCENARIO | CATEGORY | RESPONSIBILITY |
|---|-----------------|---------------------------|
| 1 If cable is blocked outside customer's compound | Standard | Provided by TM |
| 2 If cable is blocked within customer's compound | Standard | Provided by TM |
| 2.1 If customer requires installation via surface cabling | Beyond TM Scope | Customer to bear the cost |
| 2.2 If customer requires installation via underground cabling | | |

| SCENARIO | CATEGORY | RESPONSIBILITY |
|---|----------|---------------------------|
| 3 From pole straight to Entry Wall | Standard | Provided by TM |
| 4 From pole to Entry Wall via underground and surface cabling | Optional | Customer to bear the cost |

Charges For Scenario 4

| DESCRIPTION | PRICE |
|--------------------------|--------|
| 4.1 Total cabling charge | RM 212 |

Note:

Materials : GI Pipe, Jubilee Clip, Microduct and Cement.

1. TM Installation work scope for scenario 4 consists of underground cabling for outside customer compound.

2. Applicable for landed properties only.

INSIDE PREMISE

► Internal Cabling



FWS = Fibre Wall Socket

► Inside The Ceiling



| SCENARIO | CATEGORY | RESPONSIBILITY |
|-------------------------------------|----------|---------------------------|
| 5 Internal cabling first 50 meter | Standard | Provided by TM |
| Internal cabling more than 50 meter | Optional | Customer to bear the cost |

Charges For Scenario 5

| CABLING LENGTH | PRICE |
|---------------------------------|--------|
| 5.1 Internal Wiring (per meter) | RM2.50 |

Note:

Materials : RJ45 and RJ11.

1. Cable length calculation starts from Entry Wall until the furthest unifi equipment.

2. Raceway (casing) is also provided to protect your cabling up to 50 meter (additional cabling is charged RM 2.50/m)

3. Applicable to both landed and high-rise properties

| SCENARIO | CATEGORY | RESPONSIBILITY |
|---|----------|---------------------------|
| 6 Cabling inside the ceiling with micro duct protection | Optional | Customer to bear the cost |

Charges For Scenario 6

| DESCRIPTION | PRICE |
|--------------------------|-------|
| 6.1 Total cabling charge | RM66 |

Note:

Materials : Cement and Microduct.

1. Applicable to both landed and high-rise properties

Life Made Easier™

TM Group



PORTAL REGISTRATION & MANAGE ORDER GUIDELINE

Portal Registration

1 Layari unifi.com.my RESTRUCTION OF LOCAL CALL RATES FOR TM FIXED LINE. Click here for more details HOME & PERSONAL BUSINESS

#khabarbaik Sign up for unifi Mobile™ 99 at RM59 and win 8x Samsung Galaxy Note10+ 512GB

Promo ends 29 February 2020 T&C apply FIND OUT MORE

2 Masukan alamat e-mel dan tekan 'Next'

3 Mencipta akaun (Nama anda)

4 Sahkan alamat e-mel

5 Masukan kata laluan

6 Pilih jenis pengenalan diri

7 Masukan no. pengenalan diri

8 Pengesahan pengenalan diri

9 Akaun anda telah berjaya didaftarkan

10 Sahkan alamat e-mel dari 'Link' yang diberikan

11 Notifikasi - pengesahan alamat e-mel diterima

Track Order & Acknowledge Installation Date

1 Memantau pesanan My Account Activities My Last Activity was on: All Categories | Past 7 Days | Your Activity

2 Pengesahan tarikh pemasangan

3 Memilih tarikh pemasangan yang baru

Change Installation Date

1 Menukar tarikh pemasangan Good Morning, e2e Your last login was on 18 March, 2020, Wednesday, 11:48 AM

Order No. 1-5632132351 RATE NOW

2 Memilih sebab penutupan tarikh Reason of Amendment

3 Memilih tarikh pemasangan yang baru Installation Appointment

- Tarikh pemasangan tidak boleh ditukar 24 jam sebelum pemasangan berlaku
- Tarikh pemasangan tidak boleh diubah melebihi 3 kali di unifi.com.my
- Jika memerlukan bantuan, anda boleh berinteraksi bersama "Livechat team"

Cancel Appointment Date

1 Membatalkan tarikh pemasangan Good Afternoon, liver Your last login was on 31 January, 2020, Friday, 3:30 PM

Order No. 3-D5LIMY RATE NOW

2 Memilih sebab pembatalan tarikh Reason of Amendment

3 Memilih tarikh pemasangan yang baru Installation Appointment

4 Memilih sebab pembatalan tarikh Reason of Amendment

5 Membatalkan tarikh pemasangan Good Afternoon, liver Your last login was on 31 January, 2020, Friday, 3:30 PM

Order No. 3-D5LIMY RATE NOW

6 Memilih sebab pembatalan tarikh Reason of Amendment

7 Membatalkan tarikh pemasangan Good Afternoon, liver Your last login was on 31 January, 2020, Friday, 3:30 PM

Order No. 3-D5LIMY RATE NOW

8 Memilih sebab pembatalan tarikh Reason of Amendment

9 Membatalkan tarikh pemasangan Good Afternoon, liver Your last login was on 31 January, 2020, Friday, 3:30 PM

Order No. 3-D5LIMY RATE NOW