

All Aboard

Installation Journey



Installer's On The Way

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

- 3 power outlets

Installer's 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's Installing the unifi

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

You can download

- WiFi Optimiser** to test your connection
- playtv@unifi** to connect to your unifi TV
- care@unifi** to access to your bills and make payment

GET IT ON Google Play | Download on the App Store

after

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 helps us craft services you enjoy.

unifi Installation Guide

(Installation work by appointed contractor)

OUTSIDE PREMISE

► Where Distribution Point (DP) is on the ground



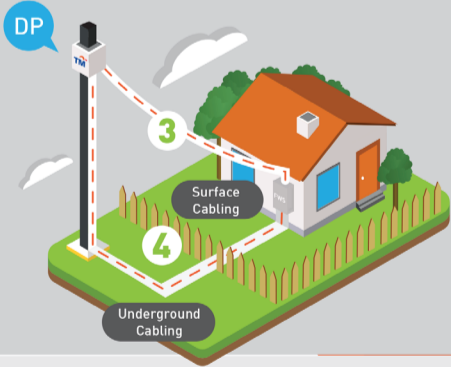
SCENARIO	CATEGORY	RESPONSIBILITY
1 If cable is blocked outside customer's compound	Standard	Provided by TM
2 If cable is blocked within customer's compound		
2.1 If customer requires installation via surface cabling	Standard	Provided by TM
2.2 If customer requires installation via underground cabling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

Note:

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

- Installation for **Scenario 1** is considered as TM standard installation subject to customer private housing policy.
- Installation for **Scenario 2.2** requires customer to appoint own contractor to resolve the blockage.
- Applicable for landed properties only.

► Where Distribution Point (DP) is on Pole



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

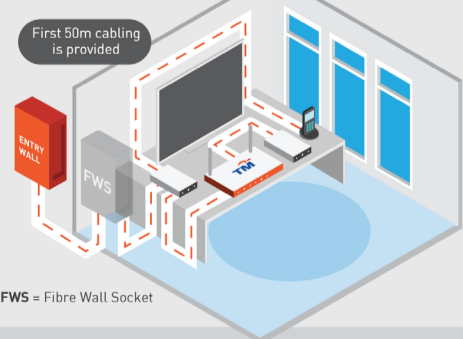
Note:

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

- TM Installation work scope for **scenario 4** consists of underground cabling for outside customer compound and surface cabling inside customer compound.
- Applicable for landed properties only.

INSIDE PREMISE

► Internal Cabling



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

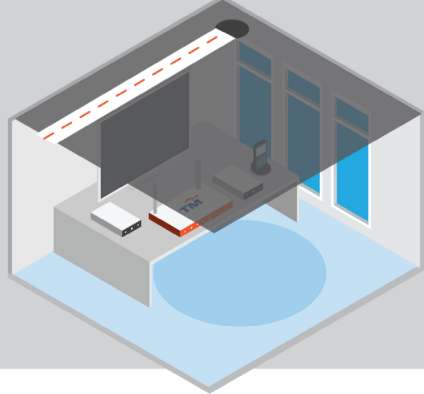
CABLING LENGTH	PRICE
5.1 Internal Wiring (per meter)	RM2.50

Note:

Materials: RJ45 and RJ11.

- Cable length calculation starts from Entry Wall until the furthest unifi equipment.
- Raceway (casing) is also provided to protect your cabling up to 50 meter (additional cabling is charged RM 2.50/m)
- Applicable to both landed and high-rise properties

► Inside The Ceiling



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.

- Applicable to both landed and high-rise properties