

# All Aboard

## installation journey

before



Upon order submission  
SMS Notification on installation date



3 days before installation  
SMS Confirmation on installation date



1 day before installation  
SMS Notification on installer's name & contact number

For new installation, you may self-serve to manage your order at [unifi.com.my](https://unifi.com.my)

### 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:-



3 power outlets

## Installer is Checking the Premise

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



during

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

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 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



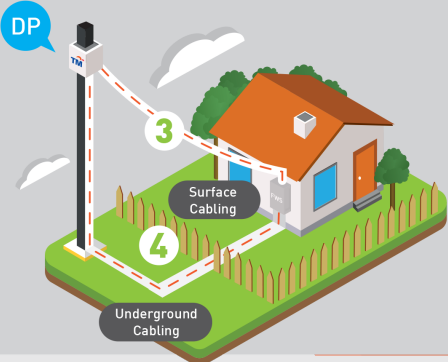
| SCENARIO                                                      | CATEGORY        | RESPONSIBILITY            |
|---------------------------------------------------------------|-----------------|---------------------------|
| 1 If cable is blocked outside customer's compound             | Standard        | 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.

1. Installation for **Scenario 1** is considered as TM standard installation subject to customer private housing policy.
2. Installation for **Scenario 2.2** requires customer to appoint own contractor to resolve the blockage.
3. 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 |

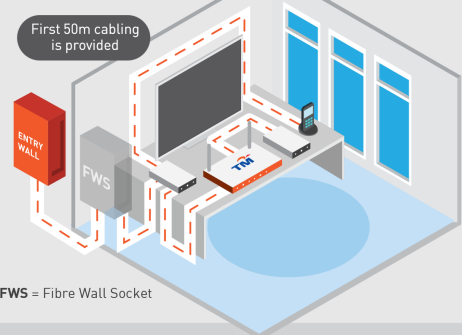
Note:

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

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

## INSIDE PREMISE

► Internal Cabling



FWS = Fibre Wall Socket

| 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

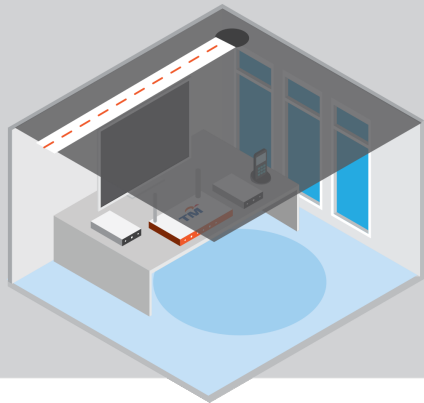
| CABLING LENGTH                  | PRICE  |
|---------------------------------|--------|
| 5.1 Internal Wiring (per meter) | RM2.50 |

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

► 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.

1. Applicable to both landed and high-rise properties

# PORTAL REGISTRATION & MANAGE ORDER GUIDELINE

## Portal Registration

1

Layari [unifi.com.my](http://unifi.com.my)

RESTRUCTURING OF LOCAL CALL RATES FOR TM FIXED LINE. [Click here for more details](#)

HOME & PERSONAL

BUSINESS

For Your Home

Mobile

Wi-Fi

TV

Support

#unifiAlerts

#khabarbaik

Login / Register

#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

Pay Bills

Find TMpoint

unifi Rewards

Community

Ask unifi

2

Masukan alamat e-mel dan tekan 'Next'

Enter your email address to register or login and we will do the rest.

My Email Address

NEXT

powered by Tm

3

Mencipta akaun (Nama anda)

Create Profile

Looks like you are a new user. Let's create a fresh new digitalme profile for you.

To start, how may we address you?

My Name

NEXT

[I already have a digitalme profile](#)

powered by Tm

4

Sahkan alamat e-mel

Enter Email Address

Your email will be used as your basic profile for authentication. (It is important that you can verify your email to complete the profile setup).

shasha\_174@yahoo.com

BACK

NEXT

powered by Tm

5

Masukan kata laluan

Set Password

Password must be minimum 8 characters and must include at least one symbol e.g. #awesome or Success00

Great, this is good enough

BACK

NEXT

powered by Tm

6

Pilih jenis pengenalan diri

Choose your ID Type

my unifi requires more information from you in order to connect you with your services.

National ID Personal Account

Passport Personal Account

Organisation Business/Organisation Account

Nevermind, I will do this later

powered by Tm

7

Masukan no. pengenalan diri

Enter ID Number

Kindly select ID Type and insert your ID Number below

MYKAD 5 ID Number (e.g. 902020010121)

BACK

NEXT

powered by Tm

8

Pengesahan pengenalan diri

Confirmation

Please ensure that you have entered the correct IC number below. You will not be able to change it once you complete your account registration.

MYKAD 730329266257

BACK

CONFIRM

powered by Tm

9

Akaun anda telah berjaya didaftarkan

Profile Created!

That's it! To activate your new Digital ID, don't forget to check out the verification email sent by digitalme any before you login. Check your junk or spam folder as well. You may use your email as your username after it is verified.

TAKE ME TO LOGIN

I still didn't receive any email. [Lapsed Email](#)

powered by Tm

10

Sahkan alamat e-mel dari 'Link' yang dihantar

digitalme

Email Verification

Before we get started, verifying your email address helps you secure your account. Please click on the link below to verify your email address.

VERIFY MY EMAIL

11

Notifikasi - pengesahan alamat e-mel diterima

Email Verified

Excellent! You may now use your email as a username to login with your digitalme profile. You may close this browser window and toggle back to the app or portal to continue.

powered by Tm

## Track Order & Acknowledge Installation Date

1

Memantau pesanan

My Account Activities

My Last Activity was on:

All Categories Past 7 Days Your Activity

My Order

18 Mar, 2037 10:34 AM

Your order (New Install) was submitted.

Order No: 1-5632132351 Processing

TRACK ORDER

2

Pengesahan tarikh pemasangan

Order processing

Installer on the way

Installation completed

ACKNOWLEDGE

Your order has been submitted successfully. Please verify your installation details and reschedule your appointment latest by 19 Mar, 2037 4pm if needed to avoid any penalty charges. You can chat with us for further enquiries.

Installation Details

Service Address: JALAN MOHD YAMIN KLANG 41100 MALAYSIA

Installation Appointment: 22 Mar, 2037 (Sunday) Afternoon session (Installer may arrive between 12:01 pm - 7:30 pm)

CHANGE APPOINTMENT

Product Details

Broadband Plan: UniFi Advance 30Mbps

Entertainment Pack: Aneka Plus Pack

## Change Installation Date

1

Menukar tarikh pemasangan

Good Morning, e2e

Your last login was on 18 March, 2037, Wednesday, 11:48 AM

Order No. 1-5632132351

Order Tracking

Order processing

Installer on the way

Installation completed

ACKNOWLEDGE

You have successfully confirmed your appointment. Click [here](#) to view our TM unifi installation guide.

Installation Details

Service Address: JALAN MOHD YAMIN KLANG 41100 MALAYSIA

Installation Appointment: 22 Mar, 2037 (Sunday) Afternoon session (Installer may arrive between 12:01 pm - 7:30 pm)

CHANGE APPOINTMENT

Product Details

Broadband Plan: UniFi Advance 30Mbps

Entertainment Pack: Aneka Plus Pack

2

Memilih sebab penukaran tarikh

Reason of Amendment

If you wish to change appointment date, please click CHANGE APPOINTMENT

I would like to change my appointment date because:

☒ I will be away on the appointment date
 ☐ Not agree with the appointment date
 ☐ Not available due to unavoidable event at my side
 ☐ Installer missed appointment
 ☐ Premise is not ready/ under renovation
 ☐ Building management no access/ not allow

not available at home

CHANGE APPOINTMENT

3

Memilih tarikh pemasangan yang baru

Installation Appointment

Set my installation appointment

Pick a date: 3/23/2037

Select a session: Morning:9.30am - 12.30pm

CONFIRM 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

Order Tracking

Order processing

Installer on the way

Installation completed

ACKNOWLEDGE

Your order has been submitted successfully. Please verify your installation details and reschedule your appointment latest by 3 Feb, 2020 4pm if needed to avoid any penalty charges. You can chat with us for further enquiries.

Installation Details

Service Address: JALAN BUKIT RAYA 3 CHERAS 43100 MALAYSIA

Installation Appointment: 4 Feb, 2020 (Tuesday) Morning session (Installer may arrive between 9:30 am - 12:00 pm)

CHANGE APPOINTMENT

CANCEL APPOINTMENT

Product Details

Broadband Plan: Commitment - 24 months High Speed Internet Installation by TM Warranty - 12 Months Wireless Modem (Free) unifi Lite commercial

2

Memilih sebab pembatalan tarikh

Reason of Amendment

If you cannot confirm your appointment or your order information is incorrect, please cancel your appointment and tell us why.

I would like to change my appointment date because:

☐ Premise is not ready/ under renovation
 ☐ Undecided due to unavailable at my side
 ☐ Building management no access/ not allow
 ☒ Wrong order info - address
 ☐ Wrong order info - package
 ☐ Wrong order info - contact info

test

CANCEL APPOINTMENT

- Pembatalan tarikh pemasangan tidak akan membatalkan pesanan
- 'Cancel appointment' does not mean 'cancel order'