Important Aspects Of Your UniFi Service That You Should Understand

Optimising Internet Access Connectivity

1. UniFi is a wired High Speed Broadband service.
2. UniFi service comprises a triple-play offering of Phone, High Speed Internet and IPTV (HyppTV).
3. The wired connection (RJ45 cable) from your desktop PC/laptop to the RG* will ensure that you get OPTIMUM high speed Internet access connectivity.
4. As an additional benefit for your convenience, the RG also comes with wireless (WiFi) ability, however, if you want to maximise this ability, please observe the following:
   a. Position your RG in a central position and minimise any obstacles around it – better still, place your PC/laptop closer to the RG.
   b. Reduce the number of users who are accessing the Internet at any one time.
   c. Check your PC configurations so that they are configured correctly.
   d. Update your firmware or network adaptor driver.
   e. Upgrade 802.11b/g devices to 802.11n models.
f. Switch off any other wireless electrical/electronic devices to minimise wireless interference.
g. Move your RG off the floor and away from walls & metal objects.
h. If required, switch off your PC and RG for 30-60 seconds and restart.

*RG – Residential Gateway
Please note once again, the wired connection (RJ45) cable that is connected from your desktop PC or laptop to the RG still offers the best Internet bandwidth access connectivity speed.

UniFi Service Installation
1. UniFi service contract will be for 24 months.
2. TM will not provide concealed wiring and the homeowner will be responsible to arrange this at the owner’s own cost.
3. All equipment provided comes with a 1-year warranty.

UniFi Fees & Charges
1. A standard installation fee of RM200 will be imposed.
2. Any accessories or additional cabling that may be required beyond what is provided via the standard installation package will be subjected to a charge. (Please refer to the table of charges related to UniFi installation on pages 62 & 63).

3. Any installation appointment that is cancelled or postponed less than 24 hours of the scheduled appointment will be subjected to a RM200 penalty fee. Re-appointment will be subjected to slot availability and a RM200 installation fee will still be imposed.
4. A fee of RM8 per month will be imposed on any request for hard-copies of bills. This will be effective once the TM Customer Online Portal becomes available.
5. Any package downgrade will be subjected to a RM200 fee.
6. All calls to TM’s UniFi call centre, 1-300-88-1222 / 1221 will be subjected to a charge of 8 sen for the 1st two minutes and 4 sen per minute subsequent as this is a regulated service.

UniFi HyppTV
1. As of 1 November 2010, UniFi’s HyppTV service will provide two sets of channels – FREE Channels and Premium Channels which are available on an ‘a-la carte’ basis for a small nominal fee per channel – just pay for what you want to watch only.

(The fee structure is available on the TM’s website)
TM’S UniFi SERVICE

TM’s UniFi service offers bandwidth delivered at broadband speeds of 5Mbps and above. This high speed bandwidth will be delivered to homes via fibre technology. Fibre technology is able to transmit data with better quality transmission at speeds far exceeding current broadband technology. With bandwidth being provided at such high speeds, UniFi will definitely bring a whole new digital lifestyle experience to Malaysians. It will open up greater opportunities and provide access to rich content like never before in entertainment, gaming, education, business, work, health, communications, services and much more.
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This UniFi service guide provides you with a summary of the UniFi residential service and the features it will deliver to your home. Please read this guide thoroughly to have a better understanding about the service.
<table>
<thead>
<tr>
<th>Abbreviation</th>
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<tr>
<td>AC</td>
<td>Alternate Current</td>
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<tr>
<td>BPL</td>
<td>Broadband Power Line</td>
</tr>
<tr>
<td>BTU</td>
<td>Broadband Termination Unit</td>
</tr>
<tr>
<td>CPE</td>
<td>Customer Premises Equipment</td>
</tr>
<tr>
<td>DECT</td>
<td>Digital Enhanced Cordless Telecommunications</td>
</tr>
<tr>
<td>DP</td>
<td>Distribution Point</td>
</tr>
<tr>
<td>FTTH</td>
<td>Fibre To The Home</td>
</tr>
<tr>
<td>FUP</td>
<td>Fair Usage Policy</td>
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<tr>
<td>HDMI</td>
<td>High Definition Multimedia Interface</td>
</tr>
<tr>
<td>HSI</td>
<td>High Speed Internet</td>
</tr>
<tr>
<td>IPTV</td>
<td>Internet Protocol Television</td>
</tr>
<tr>
<td>LAN</td>
<td>Local Area Network</td>
</tr>
<tr>
<td>NIC</td>
<td>Network Interface Card</td>
</tr>
<tr>
<td>ONU</td>
<td>Optical Network Unit</td>
</tr>
<tr>
<td>OS</td>
<td>Operating System</td>
</tr>
<tr>
<td>RG</td>
<td>Residential Gateway</td>
</tr>
<tr>
<td>POP</td>
<td>Post Office Protocol</td>
</tr>
<tr>
<td>PSTN</td>
<td>Public Switched Telephone Network</td>
</tr>
<tr>
<td>SMTP</td>
<td>Simple Mail Transfer Protocol</td>
</tr>
<tr>
<td>STB</td>
<td>Set-Top-Box</td>
</tr>
<tr>
<td>SSID</td>
<td>Service Set Identifier</td>
</tr>
<tr>
<td>TM</td>
<td>Telekom Malaysia Berhad</td>
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<tr>
<td>URL</td>
<td>Uniform Resource Locator</td>
</tr>
<tr>
<td>USB</td>
<td>Universal Serial Bus</td>
</tr>
<tr>
<td>VAS</td>
<td>Value Added Services</td>
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<tr>
<td>VDSL2</td>
<td>Very High Speed Digital Subscriber Line 2</td>
</tr>
<tr>
<td>VOD</td>
<td>Video On Demand</td>
</tr>
<tr>
<td>WiFi</td>
<td>Wireless Fidelity</td>
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</tbody>
</table>
The diagram illustrates the UniFi Triple Play service set-up in your home. TM technicians will install a BTU inside your home at your nearest TV location. A fibre cable connection from an adjacent telephone pole or underground DP will run to the BTU. For high-rise buildings or condominiums, there are some cases where fibre cabling will terminate the building’s communications room. The connection will however continue to your home using the building’s existing wiring. This condition will be subject to the building owner’s authorisation and the existing building wiring.
As a part of the package offering, TM will provide you with the required equipments which are to be installed in your home in order to deliver the UniFi service. The equipments provided are as follows:

4 CUSTOMER PREMISES EQUIPMENT

4.1 Broadband Termination Unit (BTU)
Two types of BTU will be deployed depending on premise type:
  a) ONU for FTTH (landed properties)
  b) VDSL2 modem for VDSL2 (high-rise buildings)

The BTU is a terminating unit from the Access Network (TM Network). This unit functions like a modem to facilitate Internet and data access to your home. The BTU will translate the pulses of light that carry data over the fibre optic cable into electrical signals that will be recognised by your computer.
BTU packaging will consist of:

a) 1 unit – ONU / VDSL2 Modem
b) 1 unit – 1 metre Ethernet Cable
c) 1 unit – 1 metre Telephone Cable
d) 1 unit – Power Adaptor
e) 1 unit – User Guide

4.2 Residential Gateway (RG)
The RG, also known as a router will be the main gatekeeper for UniFi service to your home. It controls access to HSI, HyppTV and other services that connect through it. This capability allows users to participate in real-time activities online, such as video streaming, online gaming, real-time video and much more.

4.2.1 Wireless Technology – An Understanding
Wireless technology is often looked upon as a substitute to wire line technology. However, wireless technology in itself is not all encompassing. In the context of modern communications, both fixed and wireless technologies have their place and use, depending on many factors such as quality, visualisation, stability, experience, convenience, need, environment, etc.
There is a time and place for both technologies and as such, we see that they actually compliment and not substitute each other.

With this in view, we would like to highlight certain aspects of wireless technology so that our broadband users in particular, can be better aware, understand and appreciate the implications surrounding wireless technologies.

**What should I be aware of?**
First up, consumers should be aware that when using wireless technology, you might not be able to receive the same broadband access speed when compared with the speed experienced through wired connectivity. This happens with any service subscribed to and provided by any service provider.

Wireless access performance may be affected by a number of factors, such as,

1. The thickness of internal premise walls.
2. Interference from the presence of electrical equipment.
3. The actual positioning or distance of the wireless router, etc.

In the case of TM’s High Speed Broadband UniFi service, both wired and wireless Internet access connectivity is offered through the installed router, commonly known as a Residential Gateway (RG).

**Some facts about your TM Residential Gateway (RG);**

1. The RG is compatible with computers that are wireless enabled.
2. If you do not have a wireless-enabled computer, you may be able to upgrade your computer by purchasing a wireless USB adaptor.
3. The wireless router has been specifically designed for usage with the UniFi service.
4. It comes with a 1-year limited warranty on manufacturing defects only.
5. Other wireless USB adaptors or devices of appropriate standard may work with the RG, however, we will not be able to offer support for or guarantee the compatibility of any other equipment installed and used in connection with the RG.

Due to the existence of a large number of wireless devices ranging from wireless cards to DECT phones currently operating on the 2.4GHz band, it is highly probable that your wireless RG connectivity may encounter interference from neighbouring wireless devices, thus affecting the speed of your connection.

There are however loads of benefits to be had in using a wireless Internet connection, including, being able to access the Internet with lots of different devices, from anywhere in your home. Because of the way wireless and broadband technology work together, the downside can be a reduction in your speed when you go wireless [compared with connecting directly to your RG via an Ethernet cable].

**What can I do to improve wireless performance?**

1. **Ethernet Cable**
   First, try connecting your PC directly to your RG with an Ethernet Cable to see if it is in fact your wireless setup that is causing an issue with your speed.

2. **Multiple Users**
   Check the total number of users using your connection - if you’re in a multi-user household, check that no one in the house is using lots of your bandwidth (heavy downloading).
3. **Reboot**
Electronic equipment and software can sometimes run into problems, like “freezing” or “hanging” - rebooting allows your equipment to perform diagnostic checks and forces it to reset and restart, often fixing the problem. Simply switch off your PC and RG for 30-60 seconds and switch them back on again.

4. **Position your RG (or wireless access point) in a central location**
Where possible, try to place your wireless router in a central location in your home, free from obstacles. If your wireless router is set against a wall of your home, the signal will be compromised due to obstruction. Otherwise, you can also try to move your device closer to the RG.

5. **Move the RG off the floor and away from walls and metal objects (such as metal file cabinets)**
Metal, walls, and floors will interfere with your router’s wireless signals. The closer your router is to these obstacles, the greater the interference, and the weaker your connection will be.

6. **Reduce wireless interference**
If you have DECT phones or other wireless electronics/devices in your home, your computer might not be able to “hear” your router over the “noise” from the other wireless devices. To reduce this “noise”, avoid wireless electronics that use the 2.4GHz frequency. Instead, look for DECT phones that use the 5.8GHz or 900MHz frequencies.
7. Update your firmware or your network adaptor driver
Router manufacturers regularly make free improvements to their routers. Sometimes, these improvements increase performance. To get the latest firmware updates for your router, visit your router manufacturer’s website. Similarly, network adaptor vendors occasionally update the software that Windows uses to communicate with your network adaptor, known as the driver. These updates typically improve performance and reliability.

8. Upgrade 802.11b/g devices to 802.11n models
802.11b/g is the most common type of wireless network device around, but a 802.11n device is about three times faster. 802.11n devices are backward-compatible with 802.11b/g devices. If you’re using a 802.11b/g device and you’re unhappy with its performance, consider replacing your network adaptors with 802.11n compatible equipment. If you’re buying new equipment, definitely choose a 802.11n model.

Wireless networks never reach their theoretical bandwidth limits. Within a 10 metre radius, 802.11b devices typically get 2-5Mbps bandwidth. 802.11g devices usually clock in between the 13-23Mbps range while 802.11n devices have been measured at the 37-42Mbps bandwidth range.

In a nutshell, what needs to be appreciated is that wireless technologies are susceptible to various factors that will affect their ability to provide optimum Internet access speeds. What we need is awareness and understanding on just what these factors are.

We hope this information will assist you to optimise your UniFi experience and enjoyment.
RG packaging will consist of:

a) 1 unit – Residential Gateway  
b) 5 units – 1 metre Ethernet Cable  
c) 1 unit – Power Adaptor  
d) 1 unit – User Guide

4.3 Set-Top-Box (STB)

STB is a device that connects to a television to deliver the HyppTV service (IPTV). It converts the signal received into content which is then displayed on the television screen. HyppTV works on your TV with an STB that accesses channels, subscription services and Video On Demand. It uses a broadband connection to the Internet for the delivery of video services.
STB packaging will consist of:

a) 1 unit – Set-Top-Box
b) 1 unit – 1 metre Ethernet Cable
c) 1 unit – Power Adaptor
d) 1 unit – User Guide
e) 1 unit – HyppTV Remote Control
f) 1 unit – HDMI Cable (for High Definition Service)

4.4 DECT Phone

DECT Phone is a portable fixed line phone set for indoor mobility. It is capable of storing phone books, ringtones of choice, last numbers dialed, redial and much more.

DECT Phone packaging will consist of:

a) 1 unit – DECT Phone
b) 1 unit – Power Adaptor
c) 1 unit – Handset Cover
d) 1 unit – Charger
e) 1 unit – User Guide
5.1 HyppTV
With HyppTV, you will get to watch an exciting array of TV programmes, movies and much more at your convenience. The first in Malaysia, HyppTV is a service where TV content is delivered digitally through your High Speed Broadband connection. Select your Video On Demand (VOD) movies or series and watch it anytime you like! HyppTV via UniFi will revolutionise the way you watch TV!

Note: 1) Effective 1st October 2010 for HyppTV Channels, Nominal charges shall apply as follows:
- Video On Demand – from RM8 (depends on category)
- Premium Channels – from RM3/month/channel.
2) For more details, please visit www.tm.com.my
5.2 E-mail
The e-mail feature will come with a 2GB storage size. However, TM at its discretion can increase your capacity to accommodate larger e-mail storage for FREE in the future. Your e-mail address is as per your Confirmation Slip.

1 e-mail address for Residential: *YourName@unifi.my*

You will have 2 options to access your UniFi e-mail account:

**Option 1**: Webmail
- Access your e-mail via a web browser at [http://webmail.unifi.my](http://webmail.unifi.my)

**Option 2**: Preferred E-mail Client.

5.2.1 Access via Webmail
Step 1: Go to [http://webmail.unifi.my](http://webmail.unifi.my)
Step 2: Key in your E-mail ID (as per Confirmation Slip) in the E-mail Address Field, then key in your Password.
Step 3: Click *Login*.

If you forget your Password, please contact the TM UniFi Centre at 1 300 88 1221 or e-mail to *unifi@tm.com.my*

5.2.2 Access via Preferred E-mail Client
Step 1: Go to [http://webmail.unifi.my](http://webmail.unifi.my)
Step 2: Click at ‘Learn how to receive UniFi e-mail via e-mail client’ and follow the guides.
5.3 Streamyx ZONE
Streamyx ZONE is a wireless broadband Internet access service available at public locations such as shopping malls, coffee shops, eating outlets, convention centres, hotels and other locations that allow you to connect to the Internet when you are in these premises.

Follow these steps to access the Internet via Streamyx ZONE:
Step 1: Just turn on your WiFi, choose the Streamyx ZONE SSID in your wireless network option.
Step 2: Open a browser (Internet Explorer is recommended) then type in any URL address.
Step 3: You will be directed to the Streamyx ZONE landing page.
Step 4: Key in your valid Streamyx ZONE ID and Password (as per Confirmation Slip).
Step 5: The terms & conditions page will appear and just click ‘Continue’ to proceed.
You are now ready to surf the Internet for FREE.

Additional account is available at RM18 per month.
Note : For more information regarding the purchase of this service or for technical support, please visit www.tm.com.my

5.4 Infoblast
This is a 2 way portal messaging service that is offered to customers through a single portal [using the UniFi Phone number access : 012/ 013/ 014/ 016/ 017/ 019]. By default, you will get ONE (1) Infoblast account once you subscribe to one of the UniFi Residential Packages. SMS charges are as follows:

i. 1 to 50,000 SMS @ 12sen/SMS
ii. 50,001 to 100,000 SMS @ 11sen/SMS
iii. 100,001 and above SMS @ 10sen/SMS

To access your infoblast, just follow these steps:
Step 1: Go to http://www.infoblast.com.my
Step 2: Key in your registered ID and Password at Member Login.

Note : For more information regarding the purchase of this service or for technical support, please visit www.tm.com.my
5.5 Online Guard Plus

Prevent against a variety of viruses, spywares and miscellaneous threats lurking on the Internet. You need more than a basic online virus scanning tool to keep your PCs and documents safe. You can install additional Online Guard Plus on top of what is already provided in UniFi Residential Packages.

Online Guard Plus consists of 5 security elements:

i. Antivirus scanning & repairing (MyV3)
ii. Antivirus real-time monitoring (MyV3 RTS)
iii. Personal Firewall (MyFirewall)
iv. Anti-Spyware Scanning & Repairing (SpyZero)
v. Computer Vulnerability Report (Security Warning Report)

Operating Systems (OS) that support Online Guard Plus installation are:

i. Windows 7
ii. Windows Vista
iii. Windows XP

Additional license is available at RM2 per month.

To install additional Online Guard Plus, just follow these steps:

Step 1: Go to http://v3.tm.net.my with Internet Explorer.

Step 2: Click Speed Up icon on the main page.

Step 3: At Speed Up section, select Click To Run button. (By default, latest Internet Explorer browser will block Speed Up setup file from being downloaded. Error 'This site might requires the following ActiveX control 'AhnLab Online Security' from 'Ahnlab Inc'. Click here to install' will be shown. Click the error message and choose ‘Install ActiveX Control’ to begin downloading Speed Up setup file.)

Step 4: ‘AhnLab Smart Update’ window will be prompted.
Step 5: After engine download is completed, Speed Up Options window will be displayed. Key in Username and Password and click Next. If you tick the check ‘Save Password’ checkbox, you will be signed in automatically at a later time.

Step 6: Click Next and then, configure settings for Speed Up.

Step 7: Clicking Complete will finish the installation Speed Up.

Note: For more information regarding the purchase of this service or for technical support, please visit www.tm.com.my

5.6 iShield Plus

This application enables you to filter inappropriate material from all kinds of undesirable sources (like the Internet, CD, DVD, USB drive, peer to peer networks, etc.) from being displayed on your home PCs, thus protecting your children from the influence of pornography, undesirable web content, online grooming or bullying. You can install additional iShield Plus on top of what is already provided in UniFi Residential Packages.

It is a comprehensive solution that:

i. Monitors all Internet content
ii. Monitors communications
iii. Protects from pornography
iv. Ensures productive application usage
v. Provides disk drive scanning
vi. Generates and e-mails incident reports to parents

Operating System (OS) that support iShield Plus installation are:

i. Windows 7
ii. Windows Vista
iii. Windows XP

Additional license is available at RM2 per month.
To install additional iShield Plus, just follow these steps:

Step 1: Go to www.e-safesystems.com.my/tm

Step 2: Click Download iShield Plus and click Next. Ensure that your computer has the Microsoft.NET 2.0 Framework installed before installing iShield®Plus.

Step 3: The License Agreement window will be displayed. Select the I accept the agreement option and click Next. iShield®Plus will start installing automatically.

Step 4: The installation will begin automatically.

Step 5: Click Finish to complete the installation process.

Note: For more information regarding the purchase of this service or for technical support, please visit www.tm.com.my

UniFi service subscription entitles you to a free subscription of voice service. The voice service is subject to a maximum of one (1) Voice line. A new PSTN number will be assigned to the new phone (DECT Phone) and is not chargeable. The voice service will be similar to your existing PSTN service. You are not allowed to change the UniFi voice service number. Enjoy the UniFi Residential Package with special call rates as below:

i. FREE calls to TM fixed line nationwide.

ii. FLAT RATE 10sen/min to all mobile and other fixed lines nationwide.

iii. Normal International Call (IDD) rates. (International Call activation is upon request).

iv. Fax rates are the same as Voice call rates. Charges will depend on the duration of the fax transmission irrespective of the number of pages successfully transmitted.

For each of your UniFi Residential Package, you can subscribe to an additional ONE (1) voice line with the same call rates.

Additional line can be subscribed at RM25 per month.
VALUE ADDED SERVICES (VAS)

To subscribe to our Value Added Services, please call the TM UniFi Centre at 1 300 88 1222 or purchase via online at www.tm.com.my or walk in to selected TMpoint in the UniFi coverage areas.

7.1 e-browse

Every single article. Every single photo. Every single comic strip, e-browse gives you absolutely everything you would get from reading your favourite newspaper, minus the paper cuts and ink on your fingertips. Unlike conventional newspaper websites that only feature selected articles, e-browse literally captures the entire content of a real newspaper and uploads it onto the Internet. And best of all, you can read the online version just as you would a real newspaper, flipping through pages one at a time.

e-browse for UniFi offers 29 publications. Subscribe to these publications at very affordable prices as below:

a) Newspapers
   i. Berita Harian (RM20/month)
   ii. Eastern Times (RM15/month)
   iii. Harian Metro (RM17/month)
   iv. Kosmo (RM17/month)
   v. MSME (RM1.50/month)
   vi. Tamil Nesan (RM16/month)
   vii. The Malaysian Reserve (RM22/month)
   viii. The New Sabah Times (RM20/month)
   ix. The New Straits Times (RM20/month)
   x. The Star (RM20/month)
   xi. Utusan Malaysia (RM20/month)
   xii. Utusan Sarawak (RM15/month)
b) Magazines

i. Anis (RM6.30/month)
ii. Asuh (RM2.70/month)
iii. Business Today (RM6/month)
iv. Dara (RM4.50/month)
v. Gila-Gila (RM5/month)
vi. Majalah 1 (RM4.50/month)
vii. Majalah Kereta (RM6.50/month)
viii. Maskulin (RM5.50/month)
ix. Media Hiburan (RM12.50/month)
x. Nona (RM8/month)
xi. Nur (RM5.30/month)
 xii. Outsourcing (RM10.80/month)
xiii. PC.COM (RM4.50/month)
xiv. Rapi (RM7/month)
xv. Rasa (RM6/month)
xvi. Remaja (RM8.80/month)
xvii. Silverscreen (RM6/month)

To access your e-browse publications, just follow these steps:
Step 1: Go to www.ebrowse.com.my
Step 2: Click Login.
Step 3: Select e-mail and key in your registered e-mail address for e-browse and Password.
Step 4: Click Login Now and choose the purchased publication[s] to view.

Note: For more information regarding the purchase of this service or for technical support, please visit www.tm.com.my
7.2 e-storage Basic

e-storage Basic is an online backup storage where you can store and access files from any Internet enabled devices. This application allows you to backup and synchronise your important files onto a remote storage facility. The e-storage premium supports multiple accesses to the same account. You can also size up your e-storage application on a per GB basis. **You can purchase e-storage Basic at RM2 per month or e-storage Premium at RM4 per month.**

To access your e-storage Basic, just follow these simple steps:

Step 1: Go to http://storage.netmyne.com

Step 2: Key in your registered e-mail address for e-storage Basic and Password.

Step 3: Select UniFi at Service portion and click Login.

Note: For more information regarding the purchase of this service or for technical support, please visit www.tm.com.my

7.3 Web Hosting with Customised Domain Name

This service comes with 10GB storage size and free 6 internet domains based of choices that will be provided, (.com, .com.my, .net, .net.my, .org, .org.my) and unlimited e-mail accounts. Now you can use your own domain for your e-mail address (user@yourname.com).

This domain comes with 10GB storage size where you can share storage for both web files and e-mail. With the storage size provided, you will also enjoy unlimited number of e-mail accounts where each individual e-mail storage size can be customised accordingly. TM will send detailed instructions on configuring your domain via e-mail once the service is activated (3 days after UniFi Residential Packages service activation).

**You can subscribe your own domain at RM160 per year.**

To access web hosting, just follow these steps:

Step 1: Go to https://cp.netmyne.net

Step 2: Key in your Username and Password.

Step 3: Click Login.

Note: For more information regarding the purchase of this service or for technical support, please visit www.tm.com.my
7.4 Voice Features

Opt in for additional voice features. Rates as follows:

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<thead>
<tr>
<th>Feature</th>
<th>Rate</th>
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<tr>
<td>Malicious Call Identification</td>
<td>FREE</td>
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<tr>
<td>Three Party Conference</td>
<td>RM3.00</td>
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<tr>
<td>Call Waiting</td>
<td>RM1.50</td>
</tr>
<tr>
<td>Call Transfer</td>
<td>FREE</td>
</tr>
<tr>
<td>Call Forwarding</td>
<td>FREE</td>
</tr>
<tr>
<td>Call Hold</td>
<td>FREE</td>
</tr>
<tr>
<td>Call Line Identification Presentation (CLIP)</td>
<td>FREE</td>
</tr>
<tr>
<td>Calling Line Identification Restriction (CLIR)</td>
<td>RM3.00</td>
</tr>
<tr>
<td>Do Not Disturb</td>
<td>FREE</td>
</tr>
<tr>
<td>Voicemail</td>
<td>FREE</td>
</tr>
<tr>
<td>Voice Barring IDD Calls</td>
<td>FREE</td>
</tr>
<tr>
<td>Voice Premium Calls [Barring IDD Call + 600 + 1377 + 1315]</td>
<td>FREE</td>
</tr>
<tr>
<td>Voice Premium Calls [Barring IDD Call + 600]</td>
<td>FREE</td>
</tr>
</tbody>
</table>

7.4.1 Three Party Conference

How to use Three Party Conference?

1) Handset 1 - During outside call, press ‘R’ button to put the call on hold.
2) Handset 1 – Select the desired unit by using scroll button, then press ‘CALL’ button.
   • If the paged party does not answer, press ‘CALL’ button to return to the outside call
3) Handset 2 (Receiver) - Press the ‘CALL’ button to answer the page.
   • Handset 2 can talk with handset 1.
4) Handset 1 – Press ‘INT’ button.
   • To leave the conference, press ‘OFF’ button. The other parties can continue the conversation.
   • To put the outside call on hold, press the ‘R’ button.
   To resume the conference, press ‘INT’ button.

Note: For more information regarding the purchase of this service or for technical support, please visit www.tm.com.my
7.4.2 Call Waiting

How to activate Call Waiting?
1) Dial *43#.
2) Press the ‘CALL’ button.
3) Listen to the tone indicating successful activation of the service.

How to cancel Call Waiting?
1) Dial #43#.
2) Press the ‘CALL’ button.
3) Listen to the tone indicating successful cancellation of the service.

7.4.3 Call Transfer

How to use Call Transfer?
1) Handset 1 - During outside call, press ‘R’ button to put the call on hold.
2) Handset 1 – Select the desired unit by using scroll button, then press ‘CALL’ button.
3) If the paged party does not answer, press ‘CALL’ button to return to the outside call
4) Handset 2 (Receiver) - Press the ‘CALL’ button to answer the page.
   • Handset 2 can talk with handset 1.
5) a) Handset 1 : Press ‘OFF’ button
   b) Handset 2 (Receiver) : Press ‘CALL’ button.
   • Handset 2 can talk with the outside caller.

7.4.4 Call Forwarding (Unconditional)

How to activate Call Forwarding (Unconditional)?
1) Dial *21*<Phone Number> followed by #.
   Example *21*01X XXX XXXX #.
2) Press the ‘CALL’ button.
3) Wait for the confirmation tone.

How to cancel Call Forwarding (Unconditional)?
1) Dial #21#.
2) Press the ‘CALL’ button.
3) Wait for the confirmation tone.
**Call Forwarding (On Busy)**

How to activate Call Forwarding (On Busy)?
1) Dial * 71 * < Phone Number > followed by #. Example *71*01X XXX XXXX #.
2) Press the ‘CALL’ button.
3) Wait for the confirmation tone.

How to cancel Call Forwarding (On Busy)?
1) Dial # 71 #.
2) Press the ‘CALL’ button.
3) Wait for the confirmation tone.

**Call Forwarding (No Reply)**

How to activate Call Forwarding (No Reply)?
1) Dial * 61 * < Phone Number > followed by #. Example *61*01X XXX XXXX #.
2) Press the ‘CALL’ button.
3) Wait for the confirmation tone.

How to cancel Call Forwarding (No Reply)?
1) Dial # 61 #.
2) Press the ‘CALL’ button.
3) Wait for the confirmation tone.

**7.4.5  Call Hold**

How to activate Call Hold?
1) Press ‘R’ button, then press ‘OFF’ button during the outside call.
2) To release hold, press `CALL’ button.

**7.4.6  Do Not Disturb**

How to activate Do Not Disturb Features?
1) Dial *26#
2) Press the ‘CALL’ button.
3) Listen to the tone indicating successful activation of the service.
How to cancel Do Not Disturb Features?
1) Dial #26#.
2) Press the ‘CALL’ button.
3) Listen to the tone indicating successful cancellation of the service.

7.4.7 Voice Mail
How to activate Voice Mail?
1) No special configuration to activate the feature from the CPE.
2) If the customer is busy or not answering the call after 40 seconds, the call will be forwarded to the Voice Mail server.
3) For retrieval, customer should dial 1300 88 6245 followed by the fixed line number.

Note: For more information regarding to use the Voice Features or for technical support, please visit www.tm.com.my

Enjoy a degree of flexibility in your home network with the WiFi USB Adaptor. It is available at your nearest TMpoint.

8.1 WiFi USB Adaptor
The WiFi USB Adaptor provides wireless connectivity from the RG to your desktop computers / notebooks. The device performs like a receiver to communicate with a wireless network.

The WiFi USB Adaptor packaging will consist of:
   a) 1 unit – WiFi USB Adaptor
   b) 1 unit – User CD-ROM
   c) 1 unit – User Guide
Alternatively, you may choose to use the BPL technology. However, there are several **disadvantages** that should be considered.

1. Home Plug or other BPL devices might be compatible with our IPTV STB, Residential Gateway or UniFi service, however we cannot guarantee this.

2. Service quality will differ when connecting to an IPTV STB or a Residential Gateway via a BPL device as compared to via an Ethernet cable. This is primarily due to the nature of BPL technology.

3. Service delivered via BPL technology can also be affected by various factors such as interference from other electrical equipment in the vicinity, actual copper quality of your power line wiring and the length of the power line.

**Note:** TM do not offer technical support for additional network devices such as Home Plug, printer, gaming console, server, firewalls, or routers.

*If you need help, please contact your supplier or the manufacturer’s help line.*

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### 8.2 WiFi USB ADAPTOR DIAGRAM

WiFi USB Adaptor home setup is shown below:
UniFi can help facilitate or enable the following benefits:

- Download large (file size) DVD quality movies and music video clips in a matter of minutes or even a few seconds depending on the file size.
- Enjoy a new TV experience through TV over broadband (HyppTV) where you can access TV channels over a private network in high definition format with high stability. HyppTV also offers the ability for high content user interactivity through its Video On Demand feature.
- Work from home and stay in touch with your office or clients and business associates anywhere in the world in real time through high speed Internet, video and voice connectivity.
- Enjoy a richer, secure shopping and e-commerce experience from the comfort of your home by accessing virtual shops online around the world through real time video and chat.

- Play online games simultaneously with anyone in the world in real time and high resolution format.
- Access educational services such as ‘study online’ and participate in virtual classroom discussions with your tutors anywhere in the world as well as enjoy a rich research experience by being able to download books, journals and magazines in a matter of minutes.
- Receive real time medical diagnosis and advice from local and international medical practitioners in the comfort of your home through high speed Internet, high definition video and voice connectivity.

On the whole, UniFi will enable and bring greater value for Malaysians through a richer digital lifestyle and online experience, enhanced competitiveness and world-class broadband infrastructure.
The UniFi Installation Fee of RM200 covers what is required for a standard UniFi installation at a premise. Please refer to the table of charges related to UniFi installation to see what a standard UniFi installation practice covers. All Customer Premise Equipment (CPE) such as the BTU, RG and STB will be provided free of charge.

This will exclude any charges imposed by external contractors for concealed wiring, wiring over the ceiling or other customised wiring. For wiring work that falls outside the scope of the standard wiring provided, any charges incurred will be subjected to negotiation and agreement between the customer and the contractor appointed. TM will not be responsible for the charges and the scope of work of the contractor.
## Important Notes Related to UniFi Customer Premise Equipment (CPE)

1. The warranty period for all CPE provided under the UniFi packages [VIP&BIZ] will be for 1 year from the start date of the service contract period.
2. The customer will be responsible for any CPE replacement cost after the 1 year warranty period expires.
3. TM will replace any CPE for free within the warranty period if any manufacturing defect or failure occurs under normal/recommended usage.
4. The customer will be responsible for any CPE replacement cost within the 1 year warranty period if the fault is due to any third party or customer's own negligence.

### Table of Charges

<table>
<thead>
<tr>
<th>Item</th>
<th>Standard UniFi Installation</th>
<th>Additional Fees (if required)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FTB-BTU (fibre)</td>
<td>15 m</td>
<td>&gt; 15 m @RM50/m</td>
</tr>
<tr>
<td>BTU-RG (RJ45 cable)</td>
<td>1 m</td>
<td>&gt; 1 m @RM25/5m</td>
</tr>
<tr>
<td>RG-STB/PC (RJ45 cable)</td>
<td>15 m</td>
<td>&gt; 15 m @RM25/5m</td>
</tr>
<tr>
<td>Raceway (casing for wiring)</td>
<td>30 m</td>
<td>&gt; 30 m @RM25/5m</td>
</tr>
<tr>
<td>On-site Support /Troubleshooting</td>
<td>1st time installation or restoration if fault is due to TM</td>
<td>RM50 per visit</td>
</tr>
<tr>
<td>Re-wiring</td>
<td>N/A</td>
<td>RM150</td>
</tr>
</tbody>
</table>

### Important Notes Related to UniFi Customer Premise Equipment (CPE)

1. The warranty period for all CPE provided under the UniFi packages [VIP&BIZ] will be for 1 year from the start date of the service contract period.
2. The customer will be responsible for any CPE replacement cost after the 1 year warranty period expires.
3. TM will replace any CPE for free within the warranty period if any manufacturing defect or failure occurs under normal/recommended usage.
4. The customer will be responsible for any CPE replacement cost within the 1 year warranty period if the fault is due to any third party or customer’s own negligence.

### Charges for CPE Replacement

<table>
<thead>
<tr>
<th>CPE</th>
<th>Price</th>
<th>On-Site Support for Installation</th>
</tr>
</thead>
<tbody>
<tr>
<td>STB</td>
<td>RM450</td>
<td>RM50</td>
</tr>
<tr>
<td>RG</td>
<td>RM150</td>
<td></td>
</tr>
<tr>
<td>DECT Phone</td>
<td>RM79</td>
<td></td>
</tr>
</tbody>
</table>

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1. Do I pay a separate bill for the services bundled in UniFi?
All bundled services offered under the UniFi package will be bundled as one amount in the UniFi bill. All other charges (value-added services, call charges to mobile and non-TM fixed lines) that are not covered as part of the bundle will be listed separately in the same bill. However, for any existing services that you choose to maintain even after you have subscribed to UniFi (i.e. Streamyx, Business Broadband, TM Homeline / Businessline), you will receive a separate bill.

2. Does UniFi have a Fair Usage Policy (FUP)? Does the FUP differ across packages?
All UniFi Residential Packages are subject to a Fair Usage Policy (FUP). FUP is a standard global practice to ensure that a good quality of experience is provided to all customers. In addition, UniFi packages for consumers come with a monthly download volume allocation. However, the FUP will not impact customers who do not exhibit unfair usage behaviour, and will not impact the delivery of HyppTV and voice services.

3. What is the monthly download volume imposed?
VIP 5 package comes with a 60GB monthly download volume. VIP 10 package comes with a 90GB monthly download volume. VIP 20 package comes with a 120GB monthly download volume. The monthly download volume will not be implemented until further notice.
There will be no monthly download volume for UniFi’s Business Packages.

4. Can I upgrade / downgrade my UniFi package?
You are allowed to upgrade to higher-speed packages at any time. However, any downgrade request will be subjected
to a fee of RM200 followed by a subsequent renewal of the contract [subject to change without further notice].

For any package upgrade and downgrade that may require a visit to your premise by TM, an Installation Fee of RM200 will be imposed.

5. Where can I upgrade / downgrade my UniFi package?
Your application can be made through selected TMpoints or call the TM UniFi Centre at 1 300 88 1222 or via online at www.tm.com.my

6. What should I do if my UniFi equipment is faulty?
Free one-to-one replacement shall be granted for faulty units due to manufacturing defects within the warranty period. Once the warranty period has expired, customers will be responsible to replace or repair any faulty equipment at their own cost. For customer service, please call our TM UniFi Centre at 1 300 88 1221.

7. When will I get my first bill after I subscribe to the UniFi package?
The first bill can be expected around one month after service is activated. The first bill will also include a one month advance payment.

8. Where can I pay my UniFi bill?
Just walk in to any TMpoint location nationwide to pay your UniFi bill. You may choose one of the following payment options:
   a) Cash, Credit Card or selected Debit Card
   b) Cheque, Bank Draft or Money Order (payable to Telekom Malaysia Berhad)
   c) For more payment channels, please refer to www.tm.com.my
9. Is there any penalty if I terminate my UniFi service?
For termination within the minimum contract period, customers shall pay a fixed penalty fee of RM500. There will be no penalty charge for termination after the minimum contract period expires. Customers must also settle any outstanding bills prior to termination.

10. What if I need to relocate my UniFi service? Are there any charges that I need to pay?
Relocation requests can be made at selected TMpoint locations or through the TM UniFi Centre. Generally, relocation is possible but is subject to service availability. A relocation fee of up to RM300 shall apply.

11. What speeds can I expect from UniFi?
The subscribed speed is the size of the bandwidth pipe from the customer’s broadband router up to TM’s broadband access gateway system. However, the Internet access speed you receive can be impacted by various factors such as:
   i. Location of websites - Access to some international websites could be slow due to traffic volume, etc.
   ii. Web server capacity - Some web servers restrict capacity to handle huge traffic demand or may even restrict download speeds to ensure fair access to all.
   iii. Network congestion - Temporary congestion due to unavoidable network maintenance/outages.
   iv. Multiple users or applications - Running multiple applications at the same time such as BitTorrent can degrade access speed. Multiple users sharing the connection at the same time can also degrade the speed.
v. **PC operating systems** - Some configurations of the PC operating systems can compromise the Internet access performance.

vi. **WiFi (wireless) connectivity** - Compared to wired connectivity, wireless connectivity can slow down Internet access.

12. **What is the minimum speed TM promise to provide?**
   Since the actual speed you receive is based on some factors outside our control, it would not be accurate to simply “promise” a minimum speed. However, UniFi provides you with better speed compared to Streamyx. If you feel your speed is consistently and substantially low, we can have our assurance staff investigate your concern.

13. **What are the factors that will affect my speed test results?**
   i. **Mis-configured Network Interface Card (NIC):** Your NIC is the hardware in your PC that you plug your Ethernet lead into, which connects you to the Internet. Sometimes, settings need to be adjusted to maximise its performance and enable it to make the most of high speed Internet connections.

   ii. **Wireless:** You may obtain the full speed of the subscribed package using a wired connection, but you may sacrifice speed in order to be wire free – often because of the number of walls the signal has to pass through or because of electrical interference from other equipment in your home.

   iii. **USB WiFi Connections:** USB connections won’t provide as fast speeds as Ethernet ports when connecting to the Internet.
iv. **Multiple Usage:** If a couple of computers and/or game consoles use the Internet at the same time (particularly when downloading or online gaming) you are essentially sharing one connection. Speed test results might be less than you expect when several devices share the same connection.

v. **Programmes Running Concurrently:** If you use iTunes or P2P software, like BBC iPlayer or a torrent client, these can have a dramatic effect on speed test results. In fact, any programme running concurrently while you carry out a speed test can affect the results.

vi. **Viruses:** You may not even know they’re there, but if your computer is infected then it could be running lots of applications without your knowledge – and these viruses will definitely slow your speed down.

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**Quick Notes About Speed Test Websites**

i. Web-based speed testers can be a quick way to check your broadband speed. However their results may be inaccurate.

ii. TM has no control over the quality of other providers’ networks, so tests that travel onto other parts of the Internet don’t always give accurate results on how your connection is performing. They won’t always be right as these sites can get busy and also be affected by congestion.

iii. This means that the test is merely measuring how fast data is able to travel from one part of the Internet to another, not how fast is the connection speed we deliver.

iv. Basically, the real test of an Internet connection is how quickly you can download files from the Internet – such as a game demo, or large files like a TV Show.
v. Most test sites do not handle high speed connections correctly. This issue depends on the technology used for testing.

14. What are some simple steps I can take to improve speed?
   i. Close all applications and windows to make sure you are not uploading or downloading data at the same time. This includes instant messaging, file sharing, Internet calls, videos and music.
   ii. Ensure you do not have a Trojan horse or any unwanted programmes. Consider connecting to your router via an Ethernet cable (wired connection) rather than a wireless link.
   iii. Try to avoid multiple people sharing the connection at the same time; this may result in slow speeds.
   iv. Use the service during off-peak periods, when less customers are utilising the service.
   v. Finally, ensure your PC is virus free.

15. How can I improve the performance of my wireless network?
   For the best wireless performance, use the latest wireless technology for all your computers, wireless cards/adaptors and wireless router equipment. This is superior to the previous ‘B’ and ‘G’ standards.
   Besides that, keep the wireless router as far away as you can from:
   i. **Walls** – especially thick ones made of concrete or brick.
   ii. **Large or dense objects** – avoid items containing metals.
   iii. **Reflective or shiny surfaces** – the signal can bounce off windows and mirrors.
   iv. **Electrical / electronic equipment** – particularly cordless phones, baby monitors and other devices that may work using radio waves.
16. What’s the difference between a wireless USB adaptor and a wireless laptop card?
A wireless USB adaptor and a wireless laptop card both allow you to connect to the Internet. The difference is that a wireless USB adaptor is an external device that can easily be plugged in and removed, whereas a wireless laptop card is usually built into the laptop.

17. How do I connect my server, firewalls, routers or other additional network devices?
TM does not offer technical support for additional network devices such as Home Plug, printer, gaming console, server, firewalls or routers.
If you need help, please contact your supplier or the manufacturer’s help line. However, we will provide all the necessary information such as Fixed IP Address or DNS for the said connection.
THANK YOU

THANK YOU FOR SUBSCRIBING TO THIS SPECIAL UniFi PACKAGE FROM THE NO. 1 HIGH SPEED BROADBAND PROVIDER IN MALAYSIA.

www.tm.com.my

unifi@tm.com.my

Terms & conditions apply and can be subjected to change.

UniFi-C/V3/10/10