

Your Questions Answered

We have put together some commonly asked questions to give you more information about **Unifi 1Gbps Fibre-to-the-Room (FTTR)**.

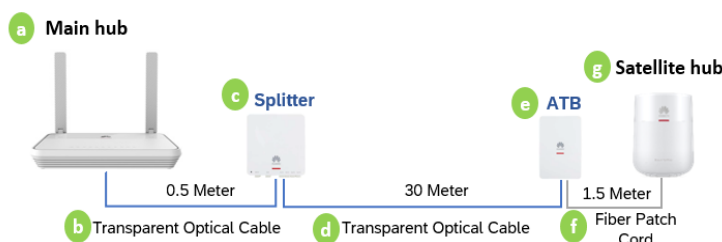
Introduction to Unifi 1Gbps Fibre-to-the-Room

1. What is Unifi 1Gbps Fibre-to-the-Room?

- Unifi 1Gbps Fibre-to-the-Room is a new broadband plan by Unifi that uses Fibre-to-the Room (FTTR) technology. It is an advanced internet technology that connects your router to Mesh Wi-Fi through dedicated fibre optic cables and thus delivers ultra-fast and dependable connections directly to your room.
- It outshines wireless mesh connections by providing consistent, lightning-fast internet speeds, eliminating the frustrations of buffering and dropped connections in the room. Whether you're working from home or office, streaming or gaming, FTTR ensures a seamless online experience.

2. Can I know more about Unifi 1Gbps Fibre-to-the-Room?

- Unifi 1Gbps Fibre-to-the-Room is the only broadband solution in the market that delivers all-fibre gigabit coverage for your indoor network. It offers the most high-end networking experience by connecting the satellite hub to the main hub using fibre cables.
- With invisible internal fibre wiring, all equipment is connected seamlessly to the satellite hub without the need for wall hacking.
- You'll receive everything in one box, along with free installation:
 - a) 1 x Main Hub
 - b) 1 x Satellite Hub
 - c) 1 x Splitter
 - d) 1 x Access Terminal Box (ATB)
 - e) 1 x 0.5m transparent optical cable
 - f) 1 x 30m transparent optical cable
 - g) 1 x 5m SC-SC patch cord fibre cable
- An illustration of the Unifi 1Gbps Fibre-to-the-Room setup is shown below:



3. I'd like to know if Unifi 1Gbps Fibre-to-the-Room is available with all Unifi broadband speeds?

For now, Unifi 1Gbps Fibre-to-the-Room is only available with the 1Gbps Unifi plan, for both residential and business customers.

Unifi 1Gbps Fibre-to-the-Room	
Download speed	Up to 1Gbps
Upload speed	Up to 500Mbps

4. I'm currently subscribed to the Unifi Ultra 2Gbps plan and still under contract. Can I upgrade to the Unifi 1Gbps Fibre-to-the-Room plan?

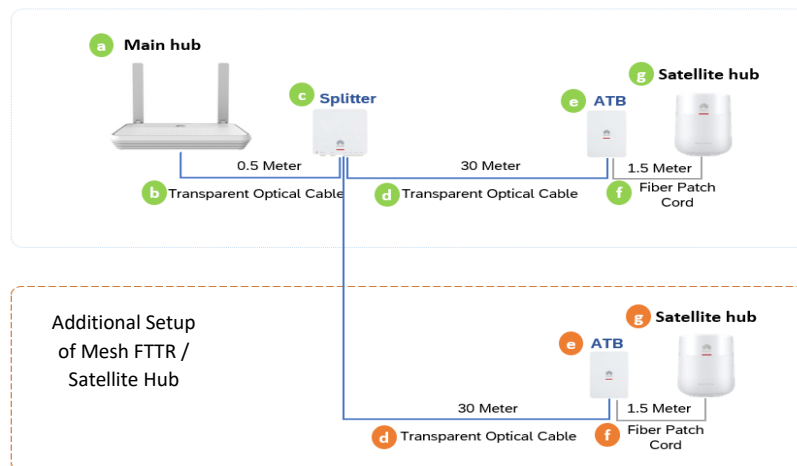
- Yes, you can upgrade to the Unifi 1Gbps Fibre-to-the-Room plan.
- Please note that the maximum speed for Unifi 1Gbps Fibre-to-the-Room plan is 1Gbps.
- Your contract will be renewed for 24 months, but no penalty will be imposed for your existing Unifi Ultra 2Gbps subscription.

5. What is the function of each device in the Unifi 1Gbps Fibre-to-the-Room setup?

- The function of each device is as follows:
 - **Main hub:** A combination of Optical Network Unit (ONU) and Residential Gateway (RG) with Wi-Fi 6 support.
 - **Satellite hub:** Expands wireless coverage using a fibre optic connection with Wi-Fi 6.
 - **Splitter:** Splits the fibre connection from the main hub to four (4) satellite hubs, distributing optical signals to the satellite hub.
 - **Access Terminal Box (ATB):** Connects the main hub and satellite hub, enabling the distribution of optical signals to the satellite hub.
- To learn more about Unifi Unifi 1Gbps Fibre-to-the-Room, visit the Unifi portal:
 - **Consumer:** <https://unifi.com.my/broadband/fttr>
 - **Business:** <https://biz.unifi.com.my/products/fttr>

6. I'd like to add an additional satellite hub. How will the setup be done?

- The setup will include invisible internal fibre wiring connecting all equipment to the satellite hub, with no wall hacking required.
- Below is an illustration showing how devices connect to the additional satellite hub under the Unifi 1Gbps Fibre-to-the-Room plan:



- You may request add-ons up to seven (7) satellite hubs, with two (2) available payment options:

Device	One-Time Charge	Monthly Charge (24 months)
Satellite hub	RM850	RM40/month

- Each satellite hub comes with:
 - 1 x Access Terminal Box (ATB)
 - 1 x 30m transparent optical fibre cable
 - 1 x 1.5m patch cord fibre cable
- Our Prime Crew will visit your premises to carry out the installation within the premises area.
- For the fifth (5th) satellite hub and above, you will need to add on a second splitter and a 30m transparent optical fibre cable. This will be charged as a one-time fee on your bill.
- Note: One (1) splitter can support up to four (4) satellite hubs.

7. How will the transparent optical cable wiring be set up to connect each Unifi 1Gbps Fibre-to-the-Room device?

- Our premium support team will handle the entire setup process for free, including transparent optical cable wiring at your premises.
- During installation, our Prime Crew will perform a pre-installation consultation to determine optimal device placement in your premises and plan the cable routing.
- The transparent optical cable will be properly installed according to strict guidelines, ensuring a neat connection between all Unifi 1Gbps Fibre-to-the-Room devices.
- We'll ensure no wall hacking is needed (or only minimal, if absolutely required), and all work will be carried out with care and precision.

8. I'm subscribed to the Unifi 1Gbps Fibre-to-the-Room plan, but my speed hasn't reached 1Gbps during a wired speed test. Why?

- To ensure optimal performance for wired internet, we recommend using a LAN cable of type Cat5e or above when connecting your device to the satellite hub LAN port or the main hub LAN port.

9. Can I add a second voice line?

- Of course, you can have that extra voice line! We'll provide an additional Analog Telephone Adapter (ATA) device for FREE to enable your second (2nd) voice line.

Terms and conditions apply.

Unifi Business

10. My business is currently using our own router. Can I bypass the router provided by TM?

- To ensure you enjoy all the fantastic benefits of the Unifi 1Gbps Fibre-to-the-Room plan to the max including full-fibre connectivity up to the satellite hub, router bypass or the use of third-party routers is not allowed.

11. Can I add on digital solutions such as the Digital Marketing Solution (DMS) or Hospitality TV Entertainment Solution (HOTES) to my Unifi 1Gbps Fibre-to-the-Room plan?

- Yes, absolutely! You can add on your preferred digital solutions to your Unifi 1Gbps Fibre-to-the-Room plan.
- However, we're currently enhancing our HOTES offering, and it is temporarily unavailable for Unifi 1Gbps Fibre-to-the-Room subscribers. Keep an eye out for updates. It'll be available soon!

Device Warranty and Charges

12. Can I know about the warranty period for each device?

- The warranty periods for each device are as follows:

Device	Warranty Period
Main hub	Lifetime
Satellite hub	One (1) Year
Splitter	
Access Terminal Box (ATB)	
Transparent optical fibre cable (0.5m)	
Transparent optical fibre cable (30m)	

13. Can I get a free device replacement if the damage is caused by me?

- Yes, free replacement is available for the main hub and satellite hub, by renewing your internet service contract.
- For splitter, ATB and transparent optical fibre cables (0.5m/30m), free replacement is not applicable. A one-time charge will be applied to your monthly bill instead.
- If the damage is not covered under warranty (e.g. accidental or customer-caused), a one-time charge will apply to your monthly bill, or you may choose to extend your contract period for the replacement.

Device	One-Time Charge	Extend Contract Period Option
Main hub	RM820	Yes
Satellite hub	RM500	Yes
Splitter	RM120	Not applicable
Access Terminal Box (ATB)	RM33	Not applicable
Transparent optical fibre cable (0.5m)	RM25	Not applicable
Transparent optical fibre cable (30m)	RM80	Not applicable

Benefits

14. What benefits can I get from the Unifi 1Gbps Fibre-to-the-Room plan?

The Unifi 1Gbps Fibre-to-the Room plan is designed to meet growing demands for stable speeds and seamless coverage, delivering:

- Up to 10 times better Wi-Fi coverage and more stable speeds compared to standard setups.
- Consistent high-speed internet access from multiple locations within your premises, as long as you are within the main hub or satellite hub.
- Seamless handover between devices: When moving around, your phone or device will automatically connect to the nearest Wi-Fi signal without any interruption.
- No dead zones: With strategic placement of satellite hub mesh device and optical fibre cabling, every room can enjoy full Wi-Fi signal coverage, ensuring smooth online classes, video streaming, gaming or work meetings.
- Whole-home smart connectivity: Enables stable connections and control for smart devices such as curtains, cameras, robot vacuums and smart TVs wherever Wi-Fi is required.

15. Are there any additional benefits with the Unifi 1Gbps Fibre-to-the-Room plan?

- Yes, as a subscriber, you'll enjoy an exclusive premium experience, including:

1. Professional Installation

Enjoy excellent service quality by our premium support team Prime Crew, which includes:

- a. Expert consultation and advisory on installation setup planning.
- b. Wi-Fi signal strength testing to ensure optimal coverage.
- c. Seamless indoor installation once outdoor installation is completed.

2. Professional Restoration Service

If any service issue arises, we are committed to:

- a. Restoring your connectivity within 12 business hours of logging an official downtime ticket. *(Available Monday to Friday 8.30AM – 5.30PM, based on your state's working days. Terms and conditions apply.)*

16. Can I know more about the premium support provided by the Prime Crew?

- Our Prime Crew consists of highly trained experts dedicated to delivering the best possible connectivity experience.
- They provide detailed on-site assessments, consultations and professional troubleshooting services.
- This exclusive support is available only for Unifi 1Gbps Fibre-to-the-Room subscribers.

17. Will I still enjoy the benefits after my contract ends?

- Yes, absolutely! You'll continue to enjoy all the incredible benefits of the Unifi 1Gbps Fibre-to-the-Room as long as your subscription is active, even after your contract period ends.

Change of Plan and Relocation

18. Can I change to a higher or lower speed plan after subscribing to the Unifi 1Gbps Fibre-to-the-Room (FTTR) plan?

- Yes, you may change to a higher or lower speed plan (non-FTTR). However, please note that your contract will be renewed for 24 months, and you will no longer be entitled to the FTTR benefits. (*Refer to Question 14 for the full list of benefits.*)
- If you've subscribed to additional Satellite Hubs (Mesh FTTR), an Early Termination Penalty (ETP) will apply if you change plans within the contract period.
[ETP = RM40 (per additional Satellite Hub) × remaining contract months]

For example: RM40 × 6 months = RM240 will be charged in your next bill.

19. Can I relocate my Unifi 1Gbps Fibre-to-the-Room plan to a new address? Do I need to install the devices myself after relocation?

- No need to worry. We've got you covered! Our Prime Crew will handle the complete installation at your new address based on your preferred appointment time.
- Please make sure to bring the existing devices with you such as main hub, splitter, Access Terminal Box (ATB) and satellite hub.
- For any new transparent optical fibre cables needed at the new location, the following one-time charges will apply:

Item	Charge
Transparent optical fibre cable (0.5m)	RM25
Transparent optical fibre cable (30m)	RM80

**Please note that relocation is only available for addresses within Unifi FTTH coverage and is subject to port availability.*

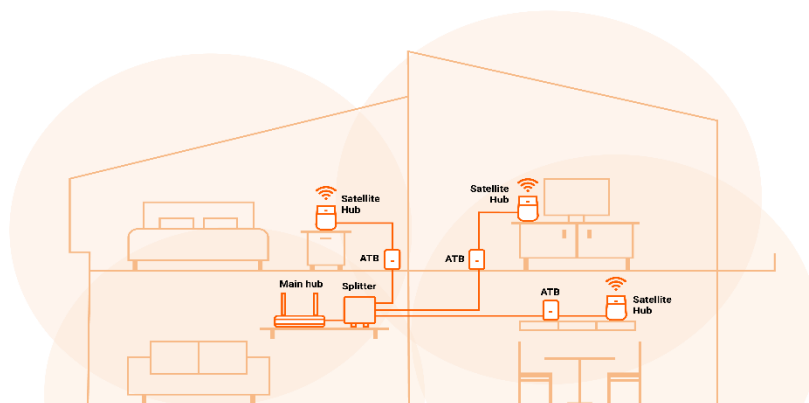
20. Can I know more about Unifi high-speed broadband options?

- Absolutely. For full details on Unifi broadband services, please refer to the general FAQ as follows:
 - [Unifi Home Broadband](#)
 - [Unifi Business Broadband](#)

Infographic: Fibre-to-the-Room Setup (FTTR)

Residential

HOW UNIFI FIBRE-TO-THE-ROOM (FTTR) WORKS



Enjoy consistent internet speeds of up to 1 Gbps with invisible internal wiring that seamlessly connects all your devices, without any hacking required to maintain your home's aesthetic appeal.



MAIN HUB
Combination of Optical Network Unit (ONU) and Residential Gateway (RG).



ATB
Connects the main hub and the satellite hub, and to distribute optical signals to the satellite hub.



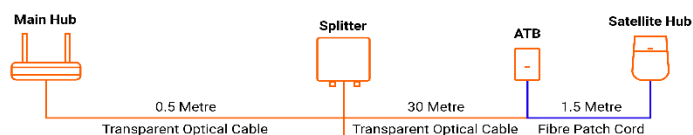
SPLITTER
Splits the fibre connection from main hub to 4 satellite hubs, and to distribute optical signals to the satellite hub.



SATELLITE HUB
Expands wireless coverage by fibre optic connection.

FTTR CONNECTION SETUP DIAGRAM

INITIAL SETUP

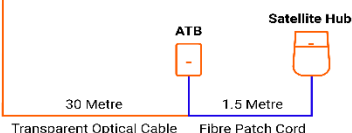


ADDITIONAL SETUP

For every Satellite Hub add-on, you will get:

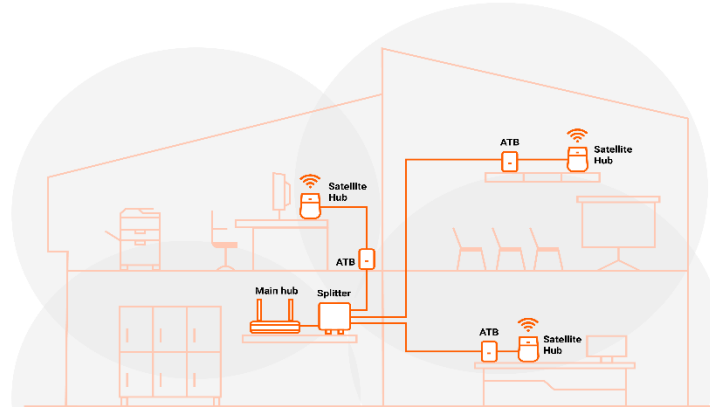
- 30m Optical Cable
- ATB
- 1.5m Fibre Patch Cord
- Satellite Hub

- One (1) Main hub can connect up to 8 Satellite Hubs.
- 1 splitter has 4 output ports.
- New splitter and Additional 30m Optical cable is needed to support next Satellite Hub when all ports at existing splitter is fully occupied.



Business

HOW UNIFI FIBRE-TO-THE-ROOM (FTTR) WORKS



Enjoy consistent internet speeds of up to 1 Gbps with invisible internal wiring that seamlessly connects all your devices, without any hacking required to maintain your premises' aesthetic appeal.



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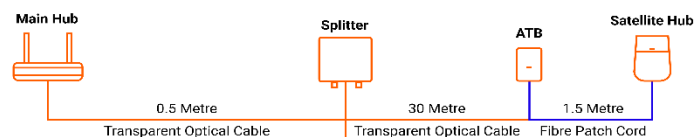
SPLITTER
Splits the fibre connection from main hub to 4 satellite hubs, and to distribute optical signals to the satellite hub.



SATELLITE HUB
Expands wireless coverage by fibre optic connection.

FTTR CONNECTION SETUP DIAGRAM

INITIAL SETUP



ADDITIONAL SETUP

For every Satellite Hub add-on, you will get:

- 30m Optical Cable
- ATB
- 1.5m Fibre Patch Cord
- Satellite Hub

- One (1) Main hub can connect up to 8 Satellite Hubs.
- 1 splitter has 4 output ports.
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