

SERVICE ASSURANCE RATE CARD



Service Assurance

The following items/services are to be billed by Time after the service has been rendered.

ITEMS / SERVICES	UNIT	RATE (RM)/UNIT
Supply and installation of new patch cord	Unit	15.00
Supply and installation of new fibre connector	Unit	30.00

The following items/services are to be paid directly to the attending Service Installer by cash or QR Pay.

ITEMS / SERVICES	UNIT	RATE (RM)/UNIT
Supply and installation of new fibre cable		
High-rise Buildings (MDU) - from riser room to point of entry	Unit	300.00
Landed Homes (SDU) - clip-on, HDPE solution	Unit	560.00
SDU - retractable solution	Unit	360.00
SDU - pole solution	Unit	430.00
SDU - pole Installation, Huawei method (RDF)	Unit	208.76
SDU - Huawei clip-on method (RDF)	Unit	180.00
Supply and installation of additional fibre cable		
Fibre damage within customer's premise (MDU) - additional cabling work beyond 20 metres from point of entry to ONU is chargeable	Metre	10.00
Fibre damage within customer's premise (SDU) - additional cabling work beyond 40 metres from point of entry to ONU is chargeable	Metre	10.00
Supply and installation of additional Cat-5E cable	Metre	10.00
Installation of access port within customer premises: To cut open, access, repatch and repaint the port (white, matex paint) (applicable within customer's house)	Unit	50.00
Additional drilling with repatch and repaint (white, matex paint) (applicable for drilling beyond standard installation (drilling of the initial hole up to Point of Entry) within customer's house)	Unit	50.00
WiFi configuration, troubleshooting and other IT support services for customer's own devices (desktops, laptops or other devices that are not supplied by Time)	Hour	80.00 <i>Max. RM300 per day</i>
Remedial configuration on ONU, WiFi and other related equipment (Includes reinstallation/reconfiguration of ONU/WiFi)	Hour	80.00
SERVICE ASSURANCE FOR FTTR (FIBRE-TO-THE-ROOM)		
Supply and installation of transparent fibre cable	Metre	10.00
Supply and installation of Huawei FMC (Field Mountable Connector)	Unit	30.00

Customer Premises Equipment (CPE)

Charges apply for the replacement of faulty WiFi router/devices due to customer negligence or expired warranty.

These charges apply and will be billed by Time post-visit.

REPLACEMENT DEVICE	PRICE (RM)/UNIT
TP-Link EC 230-G1 WiFi router	235.00
TP-Link EC 440 WiFi router	350.00
D-Link DIR882 WiFi router	350.00
Huawei HG8145X6 WiFi router/mesh	299.00
Huawei HN8245X6s-8N-30 WiFi router	899.00
Huawei HG8245X6-8N WiFi router/mesh	599.00
Huawei HG8145B7N WiFi router/mesh	399.00
Huawei WA8021V5 WiFi router/mesh	169.00
TP-Link HC 420 WiFi mesh	199.00
Airties 4830 WiFi mesh	299.00
Optical Network Unit (ONU)	400.00
REPLACEMENT DEVICE (FTTR)	
Huawei V163 Parent node	1,400.00
Huawei K153 Child node	550.00
Huawei ATB Indoor Access Terminal Box (ATB)	18.00
Huawei FDU Fibre Distribution Unit (FTB)	90.00