

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
KASPERSKY SMALL OFFICE SECURITY**

NO	QUESTION	ANSWER																														
<b>Package Offerings &amp; Product Information</b>																																
<b>1.</b>	<b>What is Kaspersky Small Office Security and how does it benefit my business?</b>	<ul style="list-style-type: none"> <li>▪ Kaspersky Small Office Security combines the simplicity of PC protection with special capabilities to keep your business safe. With ‘set and forget’ security, it protects your Windows, Mac PCs, laptops and Android devices, as well as your Windows file servers, to secure the files you value most.               <ul style="list-style-type: none"> <li>i. <b>Advanced ransomware protection and rollback</b> to secure your business data and information</li> <li>ii. <b>File Encryption and Backup</b> to secure your intellectual property and trade secrets</li> <li>iii. <b>Safe Money</b> to pay bills and taxes online with confidence</li> <li>iv. <b>Android device protection</b> so your employees can work safely from their personal smartphones and tablets</li> <li>v. <b>Built-in vulnerability scanning</b> to ensure the business apps you use are safe from intrusion</li> <li>vi. <b>Be online privately with unlimited, fast VPN</b> from over 2000 servers in 95 locations</li> </ul> </li> </ul>																														
<b>2.</b>	<b>What are Kaspersky Small Office Security plans that are available for Unifi customers?</b>	<ul style="list-style-type: none"> <li>▪ The Kaspersky Small Office Security plans available for Unifi customers are as below:</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Pack</th> <th>Desktop License</th> <th>Mobile License</th> <th>Password Manager</th> <th>VPN Connection</th> <th>File Server License</th> <th>Price per month</th> <th>Contract</th> </tr> </thead> <tbody> <tr> <td>Professional</td> <td>50</td> <td>50</td> <td>50</td> <td>50</td> <td>3</td> <td>RM200</td> <td rowspan="3" style="vertical-align: middle;">12 months</td> </tr> <tr> <td>Standard</td> <td>25</td> <td>25</td> <td>25</td> <td>25</td> <td>2</td> <td>RM125</td> </tr> <tr> <td>Starter</td> <td>5</td> <td>5</td> <td>5</td> <td>5</td> <td>1</td> <td>RM30</td> </tr> </tbody> </table> <p>Note: For more details, please visit: <a href="https://unifi.com.my/business/products/cybersecurity-solution">https://unifi.com.my/business/products/cybersecurity-solution</a></p>	Pack	Desktop License	Mobile License	Password Manager	VPN Connection	File Server License	Price per month	Contract	Professional	50	50	50	50	3	RM200	12 months	Standard	25	25	25	25	2	RM125	Starter	5	5	5	5	1	RM30
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<b>3.</b>	<b>What is the minimum system requirement to run Kaspersky Small Office Security?</b>	<ul style="list-style-type: none"> <li>▪ Kaspersky Small Office Security can run on Android, iOS, Microsoft Windows, MacOS and Windows Server.</li> </ul> <p>Note: For more details, please visit: <a href="https://support.kaspersky.com/KSOS/7.0/en-US/43520.htm">https://support.kaspersky.com/KSOS/7.0/en-US/43520.htm</a></p>																														

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4.	<b>Who is eligible to subscribe to Kaspersky Small Office Security?</b>	<ul style="list-style-type: none"> <li>▪ Any MSME with a valid Business Registration Number (BRN) registered with Suruhanjaya Syarikat Malaysia (SSM) can subscribe to Kaspersky Small Office Security.</li> <li>▪ Any MSME without a BRN can subscribe to Kaspersky Small Office Security by registering with a valid director's NRIC/Passport.</li> </ul>
5.	<b>How many Kaspersky Small Office Security plan can an SME subscribe to?</b>	<ul style="list-style-type: none"> <li>▪ SMEs can subscribe to multiple premium plans either Starter, Standard or Professional.</li> </ul>
6.	<b>What language is supported by Kaspersky Small Office Security?</b>	<ul style="list-style-type: none"> <li>▪ Our system in Kaspersky Small Office Security is available in English.</li> </ul>
7.	<b>How will I receive any notifications related to Kaspersky Small Office Security during my subscription?</b>	<ul style="list-style-type: none"> <li>▪ You will receive email notifications sent by <a href="mailto:no-reply@kasperskymy.com">no-reply@kasperskymy.com</a>.</li> </ul>
8.	<b>Where can I subscribe Kaspersky Small Office Security?</b>	<ul style="list-style-type: none"> <li>▪ You can subscribe to the solution via TMpoint, TM Direct Sales / SME Consultants, *TM Authorised Dealers / Resellers, TM Contact Centre and Unifi portal online subscription.</li> </ul> <p><small>*Disclaimer: Subscription via TM Authorised Dealers / Resellers will only be available from July 2022 onward.</small></p>
9.	<b>What do I need to do to activate my Kaspersky Small Office Security plans?</b>	<ul style="list-style-type: none"> <li>▪ Upon successful subscription to the plan, you will receive an e-mail notification from <a href="mailto:no-reply@kasperskymy.com">no-reply@kasperskymy.com</a> with the activation code. Then, you can login to Kaspersky Small Office Security portal at <a href="https://ksos.kaspersky.com/">https://ksos.kaspersky.com/</a> to activate your subscribed plan.</li> </ul> <p>For details on how to add and remove users, change licenses, and reset passwords, kindly refer to "Overview of Kaspersky Small Office Security" at <a href="https://support.kaspersky.com/ksos7">https://support.kaspersky.com/ksos7</a></p>
10.	<b>What can I do if I forgot my password?</b>	<ul style="list-style-type: none"> <li>▪ You can request to set a new password by performing the following steps:             <ol style="list-style-type: none"> <li>1. Go to Kaspersky Small Office Security portal: <a href="https://ksos.kaspersky.com/">https://ksos.kaspersky.com/</a></li> <li>2. Click on "Forgot your password"</li> </ol> </li> </ul>

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		<ol style="list-style-type: none"> <li>3. Enter your email address that you used to register the account.</li> <li>4. Check your email and follow the instructions to set up your new password.</li> </ol>
11.	<p><b>If I face any problems with Kaspersky Small Office Security, who do I reach out to for assistance?</b></p>	<ul style="list-style-type: none"> <li>▪ You may reach out to TM via the below channels to get assistance in solving problems related to Kaspersky Small Office Security:               <ul style="list-style-type: none"> <li>▪ Digital Platforms:                   <ul style="list-style-type: none"> <li>▪ Live Chat via <a href="https://maya.unifi.com.my/">https://maya.unifi.com.my/</a> or MyUnifi app</li> <li>▪ Facebook @weareunifi</li> <li>▪ Twitter @helpmeunifi</li> <li>▪ Email <a href="mailto:help@tm.com.my">help@tm.com.my</a></li> </ul> </li> <li>▪ Call Unifi Contact Centre at 100</li> <li>▪ Walk in to the nearest TMpoint/Unifi Store outlets</li> </ul> </li> </ul>
<b>Installation</b>		
12.	<p><b>Where can I download Kaspersky Small Office Security?</b></p>	<ul style="list-style-type: none"> <li>▪ You can download Kaspersky Small Office Security at <a href="https://support.kaspersky.com/ksos7#kb">https://support.kaspersky.com/ksos7#kb</a> or download from Kaspersky Small Office Security portal – <a href="https://ksos.kaspersky.com">https://ksos.kaspersky.com</a></li> <li>▪ To ensure that you do not lose your license, we suggest you create an account at the Kaspersky Small Office Security portal – <a href="https://ksos.kaspersky.com">https://ksos.kaspersky.com</a> and add the activation code that you received from email upon successful subscription to this solution.</li> </ul>
13.	<p><b>I've got a new device and want to transfer Kaspersky Small Office Security to it. What should I do?</b></p>	<ul style="list-style-type: none"> <li>▪ If you do not exceed the number of devices supported by your license, you can uninstall and reinstall the application whenever you wish to, using your activation code or manage your devices via Kaspersky Small Office Security portal - <a href="https://ksos.kaspersky.com">https://ksos.kaspersky.com</a></li> </ul>
14.	<p><b>I've lost my activation code, what now?</b></p>	<ul style="list-style-type: none"> <li>▪ If you registered your product during the activation process on Kaspersky Small Office Security portal, your activation code will be saved in your account at <a href="https://ksos.kaspersky.com">https://ksos.kaspersky.com</a> .</li> <li>▪ If you can't find your activation code at the Kaspersky Small Office Security portal, you can send a request to our Technical Support team via your Kaspersky Small Office Security account.</li> </ul>
15.	<p><b>Is there any help center for SMEs to refer for Kaspersky Small Office Security?</b></p>	<ul style="list-style-type: none"> <li>▪ Kaspersky Small Office Security knowledge base can be accessed at <a href="https://support.kaspersky.com/ksos7#kb">https://support.kaspersky.com/ksos7#kb</a></li> </ul>

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16.	<b>Does Kaspersky Small Office Security support mail Anti-Virus?</b>	<ul style="list-style-type: none"> <li>▪ Kaspersky Small Office Security allows scanning of email messages for dangerous objects by using Mail Anti-Virus.</li> <li>▪ Mail Anti-Virus starts when the operating system is started and remains constantly in the RAM of the computer, scanning all email messages that are sent or received over the POP3, SMTP, IMAP, and NNTP protocols, as well as via encrypted connections (SSL) over the POP3, SMTP, and IMAP protocols.</li> <li>▪ For more details and step-by-step configuration, please visit <a href="https://support.kaspersky.com/KSOS/7.0/en-US/70873.htm">https://support.kaspersky.com/KSOS/7.0/en-US/70873.htm</a></li> </ul>
17.	<b>How to use Kaspersky Password Manager?</b>	<ul style="list-style-type: none"> <li>▪ Kaspersky Password Manager is designed to safely store and synchronise passwords across your devices. Kaspersky Password Manager must be installed independently of Kaspersky Small Office Security. For example, use the Kaspersky Passwords shortcut which is created on the Desktop of your computer during the installation of Kaspersky Small Office Security.</li> <li>▪ After installation, you can start Kaspersky Password Manager from the Start menu (in Microsoft Windows 7 or Microsoft Windows 10), from the Start screen (in Microsoft Windows 8 or Microsoft Windows 8.1), or from the Kaspersky Small Office Security window.</li> <li>▪ For more info, please visit <a href="https://support.kaspersky.com/KSOS/7.0/en-US/84839.htm">https://support.kaspersky.com/KSOS/7.0/en-US/84839.htm</a></li> </ul>
<b>Subscription and payment</b>		
18.	<b>Am I allowed to upgrade/downgrade my Kaspersky Small Office Security plan when my account is suspended?</b>	<ul style="list-style-type: none"> <li>▪ If your account is suspended, you are not allowed to upgrade/downgrade your plan. You need to settle the outstanding charges and resume the account before requesting for any upgrade/downgrade.</li> </ul>
19.	<b>What happen if I downgrade from Standard plan to Starter plan?</b>	<ul style="list-style-type: none"> <li>▪ You are advised to limit the number of devices installed with the solution if you have more than the allocated devices under the license (5 desktops, 5 mobile devices, 5 password managers, and 1 file server)</li> <li>▪ The system will only remain 5 devices that are first connected to Kaspersky Small Office Security portal.</li> </ul>

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		<ul style="list-style-type: none"> <li>▪ If the allocation of the devices is exceeded, Kaspersky Small Office Security will notify the device owners that they are no longer under the premium protection and all the features will be disabled.</li> </ul>
20.	<p><b>How will my contract be impacted if I upgrade/downgrade my Kaspersky Small Office Security plan?</b></p>	<ul style="list-style-type: none"> <li>▪ You have the flexibility to upgrade/downgrade at any time you wish. You will be bounded to a refreshed 12-months contract for each upgrade/downgrade from the date of the change.</li> </ul>
21.	<p><b>How do I change my Kaspersky Small Office Security subscription plan?</b></p>	<ul style="list-style-type: none"> <li>▪ Any changes to your subscription such as upgrade and downgrade can be done at TMpoint/Unifi Store and Unifi Contact Centre.</li> </ul>
22.	<p><b>How can I make payment for Kaspersky Small Office Security bills?</b></p>	<ul style="list-style-type: none"> <li>▪ We recommend that you subscribe to TM Autopay Service for automatic monthly deduction from your preferred saving/current bank account or credit/debit card (Local Issued Bank only).</li> <li>▪ You can make bill payments via the below channels:               <ol style="list-style-type: none"> <li>1. unifi.com.my (Self-care or Live Chat)</li> <li>2. MyUnifi app (Downloadable via Google PlayStore, AppleAppStore or Huawei App Gallery)</li> <li>3. Log in to unifi.com.my or MyUnifi app and pay using FPX or Credit/Debit Card (Local Issued Bank only)</li> <li>4. JomPAY via Internet/Mobile Banking and ATM (Biller code: 8888 (Unifi))</li> <li>5. Boost and Touch N Go eWallet</li> </ol> </li> <li>▪ Alternatively, you can pay your bills through counter/kiosk as per channels below:               <ol style="list-style-type: none"> <li>1. TMpoint/Unifi Store outlets – Kiosk only using Cash, Credit/DebitCard/Cheque</li> <li>2. TMpoint Authorised Dealer (TAD) – Counter using Cash, Credit/Debit Card/Cheque</li> <li>3. PayQuik Kiosk – Cash only</li> <li>4. Ejen Bank Berdaftar BSN (EBB) – Cash only</li> <li>5. Epay – Cash only</li> <li>6. ONEPAY (M1) – Cash only</li> <li>7. 7-Eleven, 99 Speedmart, MyNEWS, KK Mart outlet – Cash only</li> </ol> </li> <li>▪ For the full list of our authorized bill payment channels, please click <a href="https://i.unifi.my/paymentchannel">https://i.unifi.my/paymentchannel</a></li> </ul>
23.	<p><b>How will I receive the bill for Kaspersky Small Office Security?</b></p>	<ul style="list-style-type: none"> <li>▪ You will receive a monthly e-bill from Unifi. Please check your registered email address with TM to view the monthly e-bill (softcopy).</li> </ul>

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24.	<b>Is there a bill payment cut-off period?</b>	<ul style="list-style-type: none"> <li>▪ Default billing period for business solution is on day 22 of each month. Please pay your monthly bill promptly to avoid account suspension due to late or no payment.</li> </ul>
25.	<b>How do I terminate my Kaspersky Small Office Security subscription plan?</b>	<ul style="list-style-type: none"> <li>▪ For termination of Kaspersky Small Office Security plan, please make your request at TMpoint/Unifi Store outlets nationwide, and inform our front liners on your termination request.</li> <li>▪ Kaspersky Small Office Security plan termination shall be processed as and when requested.</li> </ul>
26.	<b>If I subscribe to Unifi Biz bundle with Kaspersky Small Office Security, will my monthly recurring charge be billed together?</b>	<ul style="list-style-type: none"> <li>▪ Yes, the monthly recurring charges for Unifi Biz and Kaspersky Small Office Security will be reflected together in a single bill under the same Unifi Business account.</li> </ul>
27.	<b>If I am existing Unifi Biz customer, later I subscribe to Kaspersky Small Office Security as an add-on, will my monthly recurring charge be billed together?</b>	<ul style="list-style-type: none"> <li>▪ Yes, the monthly recurring charges for Unifi Biz and Kaspersky Small Office Security will be reflected together in a single bill under the same Unifi Business account.</li> </ul>
28.	<b>I am an existing Unifi Biz and Kaspersky Small Office Security subscriber. Why do I still receive two (2) separate bills for the services?</b>	<ul style="list-style-type: none"> <li>▪ For our existing Unifi Biz and Kaspersky Small Office Security customers, you will continue to receive two (2) separate bills for the services for the time being. Rest assured that you will also receive a single bill for Unifi Biz and Kaspersky Small Office Security in the near future when we have completed the bill enhancement exercise by phases.</li> <li>▪ If you wish to change the bill date for Kaspersky Small Office Security to follow your Unifi Biz bill date, please do not hesitate to contact us through our channels below: <ul style="list-style-type: none"> <li>▪ Digital Platforms: <ul style="list-style-type: none"> <li>▪ Live Chat via <a href="https://maya.unifi.com.my/">https://maya.unifi.com.my/</a> or MyUnifi app</li> <li>▪ Facebook @weareunifi</li> <li>▪ Twitter @helpmeunifi</li> <li>▪ Email <a href="mailto:help@tm.com.my">help@tm.com.my</a></li> </ul> </li> <li>▪ Call Unifi Contact Centre at 100</li> <li>▪ Walk in to the nearest TMpoint/Unifi Store outlets</li> </ul> </li> </ul>

<p><b>29.</b></p>	<p><b>When will I receive my Kaspersky Small Office Security bill?</b></p>	<ul style="list-style-type: none"> <li>▪ Your Kaspersky Small Office Security will be billed according to your Unifi Biz bill date.</li> </ul>
<p><b>30.</b></p>	<p><b>If I subscribe to Kaspersky Small Office Security prior to or after the billing period, will the charges be prorated?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes, the charges will be prorated.</li> </ul>
<p><b>31.</b></p>	<p><b>Can I request to separate the bills for Kaspersky Small Office Security and Unifi Biz?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes, you may request to separate the bills for Kaspersky Small Office Security and Unifi Biz with different bill dates. Please contact us at the following channels:             <ul style="list-style-type: none"> <li>▪ Digital Platforms:                 <ul style="list-style-type: none"> <li>▪ Live Chat via <a href="https://maya.unifi.com.my/">https://maya.unifi.com.my/</a> or MyUnifi app</li> <li>▪ Facebook @weareunifi</li> <li>▪ Twitter @helpmeunifi</li> <li>▪ Email <a href="mailto:help@tm.com.my">help@tm.com.my</a></li> </ul> </li> <li>▪ Call Unifi Contact Centre at 100</li> <li>▪ Walk in to the nearest TMpoint/Unifi Store outlets</li> </ul> </li> </ul>
<p><b>32.</b></p>	<p><b>Is there any penalty charge if I terminate Kaspersky Small Office Security AFTER the minimum subscription period is over</b></p>	<ul style="list-style-type: none"> <li>▪ There will be no penalty charge for termination made after the minimum contract period (12 months).</li> </ul>

<b>33.</b>	<b>What will happen if I terminate Kaspersky Small Office Security within the contract period?</b>	<ul style="list-style-type: none"><li>▪ If you terminate Kaspersky Small Office Security within the contract period, you will be charged with the early termination penalty fees, which is the full subscription fees multiplied by the remaining contract period.</li></ul>
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