

FREQUENTLY ASKED QUESTIONS (FAQ)

UNIFI BIZ FIBRE

FREQUENTLY ASKED QUESTIONS (FAQ) ON UNIFI BIZ FIBRE

GETTING TO KNOW

1	What is unifi?	unifi, a premier brand under Telekom Malaysia Berhad (TM), is the one and only convergence brand that brings you four technology leading products – unifi Home, unifi Mobile, unifi TV and unifi Wifi, for residential and business customers all under one roof. For more information on unifi, you can visit unifi.com.my .												
2	What is unifi biz?	<ul style="list-style-type: none"> unifi biz includes High Speed Internet of up to 100Mbps, Voice and complete Business Solution of customer's choice that can boost their sales and maximise their profits. More information on unifi biz is available via unifi.com.my or kindly visit any of our TMpoint outlets nationwide. 												
3	How can unifi biz benefit businesses?	<ul style="list-style-type: none"> unifi biz will enhance customer experience by providing fast internet speed and an array of business solutions that suits their business needs. unifi biz will enable business customers to boost their business operations and maximise their profits by offering affordable packages with great value and savings. unifi biz also allows customers to maintain their existing TM phone number with NO additional fee. 												
4	What are the package offerings for unifi biz?	<ul style="list-style-type: none"> Enjoy speed of up to 100Mbps with any of the packages below: <table border="1" data-bbox="564 1352 1461 1861"> <thead> <tr> <th data-bbox="564 1352 874 1429">unifi biz lite plan™</th> <th data-bbox="874 1352 1139 1429">unifi biz advance plan™</th> <th data-bbox="1139 1352 1461 1429">unifi biz pro plan™</th> </tr> </thead> <tbody> <tr> <td data-bbox="564 1429 874 1608"> 10Mbps Download speed up to 10Mbps Upload speed up to 5Mbps </td> <td data-bbox="874 1429 1139 1608"> 30Mbps Download speed up to 30Mbps Upload speed up to 10Mbps </td> <td data-bbox="1139 1429 1461 1608"> 100Mbps Download speed up to 100Mbps Upload speed up to 50Mbps </td> </tr> <tr> <td data-bbox="564 1608 874 1749"> <u>BENEFIT:</u> Restoration time up to 12 working hours </td> <td data-bbox="874 1608 1139 1749"> <u>BENEFIT:</u> Restoration time up to 12 working hours </td> <td data-bbox="1139 1608 1461 1749"> <u>BENEFIT:</u> Restoration time up to 12 working hours </td> </tr> <tr> <td data-bbox="564 1749 874 1861"> Retail Package Price: RM199/month </td> <td data-bbox="874 1749 1139 1861"> Retail Package Price: RM299/month </td> <td data-bbox="1139 1749 1461 1861"> Retail Package Price: RM399/month </td> </tr> </tbody> </table> <ul style="list-style-type: none"> Price shown is excluding 6% Service Tax (ST) Price shown is perpetual Retail Package Price will vary according to campaign 	unifi biz lite plan™	unifi biz advance plan™	unifi biz pro plan™	10Mbps Download speed up to 10Mbps Upload speed up to 5Mbps	30Mbps Download speed up to 30Mbps Upload speed up to 10Mbps	100Mbps Download speed up to 100Mbps Upload speed up to 50Mbps	<u>BENEFIT:</u> Restoration time up to 12 working hours	<u>BENEFIT:</u> Restoration time up to 12 working hours	<u>BENEFIT:</u> Restoration time up to 12 working hours	Retail Package Price: RM199/month	Retail Package Price: RM299/month	Retail Package Price: RM399/month
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5	<p>Are there any extra features that I will receive with the unifi biz offering?</p>	<ul style="list-style-type: none"> You can enjoy the below features along with unifi biz offering: <table border="1" data-bbox="501 300 1474 698"> <thead> <tr> <th>Features</th> <th>unifi biz lite 10Mbps plan™</th> <th>unifi biz advance 30Mbps plan™</th> <th>unifi biz advance plus 50Mbps plan™</th> <th>unifi biz pro 100Mbps plan™</th> </tr> </thead> <tbody> <tr> <td>Installation & activation</td> <td colspan="4">WAIVED</td> </tr> <tr> <td>wifi@unifi</td> <td colspan="4">UNLIMITED (until further notice)</td> </tr> <tr> <td>Wireless router</td> <td colspan="4">INCLUSIVE</td> </tr> </tbody> </table> <p><i>* Wireless router is applicable to new installation only.</i></p>	Features	unifi biz lite 10Mbps plan™	unifi biz advance 30Mbps plan™	unifi biz advance plus 50Mbps plan™	unifi biz pro 100Mbps plan™	Installation & activation	WAIVED				wifi@unifi	UNLIMITED (until further notice)				Wireless router	INCLUSIVE			
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5	<p>Among the benefits of unifi biz is “Restoration time of up to 12 working hours”. What does this mean?</p>	<ul style="list-style-type: none"> Should there be any service downtime, TM will try its best to restore the services within 12 working hours. The 12-working hours is based on TM’s operation hours – from 8:30 am to 5:30 pm (from Sunday to Thursday for Kedah, Kelantan, Johor and Terengganu; from Monday to Friday for other states) excluding public holidays. 																				
6	<p>What are the Add-Ons offered to customers of unifi biz?</p>	<ul style="list-style-type: none"> Customers can pick and choose their preferred Add-Ons that will boost their broadband experience. Add-Ons for unifi biz are as below: <table border="1" data-bbox="501 1167 1509 1995"> <thead> <tr> <th>NO.</th> <th>ADD-ONS</th> <th>DESCRIPTION</th> <th>OFFERING</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Simple Voice Plus Plan</td> <td>Voice package for national call with affordable monthly commitment</td> <td>Additional from as low as RM30/month <ul style="list-style-type: none"> Inclusive usage up to RM70 RM30 rebate for usage more than RM150 </td> </tr> <tr> <td>2.</td> <td>Voice IDD</td> <td>Voice package for international call with affordable monthly commitment</td> <td>Additional RM30/month <ul style="list-style-type: none"> Inclusive 500 minutes to selected 8 countries. Beyond rate at 20sen/min </td> </tr> <tr> <td>3</td> <td>Additional voice line</td> <td>Multiple voice line solution to unifi customers</td> <td>Additional from as low as RM45/month <ul style="list-style-type: none"> Free Single Line Telephone (SLT) or DECT Phone per line Call rates: <ul style="list-style-type: none"> 5 sen/min to fixed and 15 sen/min to mobile </td> </tr> <tr> <td>4</td> <td>unifi Mobile</td> <td>Unlimited experience for never-ending data, calls and SMS with</td> <td>Plans from as low as RM99/month <ul style="list-style-type: none"> Unlimited Data Unlimited Calls Unlimited SMS </td> </tr> </tbody> </table>	NO.	ADD-ONS	DESCRIPTION	OFFERING	1.	Simple Voice Plus Plan	Voice package for national call with affordable monthly commitment	Additional from as low as RM30/month <ul style="list-style-type: none"> Inclusive usage up to RM70 RM30 rebate for usage more than RM150 	2.	Voice IDD	Voice package for international call with affordable monthly commitment	Additional RM30/month <ul style="list-style-type: none"> Inclusive 500 minutes to selected 8 countries. Beyond rate at 20sen/min 	3	Additional voice line	Multiple voice line solution to unifi customers	Additional from as low as RM45/month <ul style="list-style-type: none"> Free Single Line Telephone (SLT) or DECT Phone per line Call rates: <ul style="list-style-type: none"> 5 sen/min to fixed and 15 sen/min to mobile 	4	unifi Mobile	Unlimited experience for never-ending data, calls and SMS with	Plans from as low as RM99/month <ul style="list-style-type: none"> Unlimited Data Unlimited Calls Unlimited SMS
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		our unifi mobilebiz postpaid plan	Additional plans from as low as RM79/month per line when you subscribe to 5 lines or more <ul style="list-style-type: none"> • Unlimited Data • Unlimited Calls • Unlimited SMS 								
5	Fixed IP	Fixed IP assigned for hosting capabilities and easy maintenance with lower cost	Additional from <ul style="list-style-type: none"> • 1 Fixed IP RM200/month • 5 Fixed IP RM500/month 								
6	SurePay™	Payment and collection solution that accept debit and credit card with mobile Point of sales (POS)	Additional from as low as RM25/month <ul style="list-style-type: none"> • Accept debit & credit card payment • Secure & easy accessible 								
7	SurePay POS™	Payment and collection solution that accept cash with Cloud Point of Sales (POS)	Additional from as low as RM99/month <ul style="list-style-type: none"> • GST Ready • Accept cash payment • Secure & easy accessible 								
8	Security and Surveillance	Provide a complete business and home security solution with real-time monitoring service	Additional from as low as RM99 / 1 unit IP camera/month <ul style="list-style-type: none"> • Real time monitoring service 								
9	unifi TV for Business	More than 100 channels to choose from	Additional from as low as RM70/month <ul style="list-style-type: none"> • Best world class entertainment • Choose from over 100 channels (Fun Pack or Corporate Pack or Sports Pack) 								
10	Instaweb	Instantly convert your Facebook page into a website	Additional from as low as RM49.90/month <ul style="list-style-type: none"> • 1-Year domain with webhosting • Unlimited pages with maintenance & support 								
7	What is the contract period for unifi biz and its Add-Ons? Is there any penalty imposed if I terminate the services within the contract period?	<ul style="list-style-type: none"> ▪ The contract period and penalty for unifi biz and its Add-Ons vary. Please refer to the table below for more information: <table border="1"> <thead> <tr> <th>NO.</th> <th>ITEMS</th> <th>CONTRACT PERIOD</th> <th>PENALTY IF TERMINATION WITHIN CONTACT PERIOD</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>unifi biz</td> <td>24 months</td> <td>The remaining months of broadband monthly</td> </tr> </tbody> </table>		NO.	ITEMS	CONTRACT PERIOD	PENALTY IF TERMINATION WITHIN CONTACT PERIOD	1.	unifi biz	24 months	The remaining months of broadband monthly
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CURRENT PROMOTION																																														
8	Is there any new offering for the business segment?	<ul style="list-style-type: none"> We are offering the best internet value to our business segment customers by helping you to boost your business digitally. This promotion comes with high speed internet and free calls starting from 10Mbps at promotional price of RM179. 																																												
9	When is the promotion period?	<ul style="list-style-type: none"> Customer can subscribe starting from 22 January 2019. 																																												
10	What are the offerings under this promotion?	<ul style="list-style-type: none"> The campaign offering for business are as follows: <table border="1"> <thead> <tr> <th></th> <th>unifi biz pro 100Mbps</th> <th>unifi biz advance 30Mbps</th> <th>unifi biz lite 10Mbps</th> </tr> </thead> <tbody> <tr> <td>Speed</td> <td>Download: 100Mbps Upload: 50Mbps</td> <td>Download: 30Mbps Upload: 10Mbps</td> <td>Download: 10Mbps Upload: 5Mbps</td> </tr> <tr> <td>Quota</td> <td colspan="3">unlimited</td> </tr> </tbody> </table> 			unifi biz pro 100Mbps	unifi biz advance 30Mbps	unifi biz lite 10Mbps	Speed	Download: 100Mbps Upload: 50Mbps	Download: 30Mbps Upload: 10Mbps	Download: 10Mbps Upload: 5Mbps	Quota	unlimited																																	
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<p>11</p>	<p>Is that all? Do you have other exciting add-ons on top of this package?</p>	<p>Of course! As add-ons, you may choose to subscribe to Instaweb which can instantly convert your business Facebook page into a website in a blink, complete with e-commerce functions at a promotional price of RM30/month.</p>																										
<p>12</p>	<p>Who is eligible to subscribe to this promotion?</p>	<ul style="list-style-type: none"> We welcome all NEW business segment customers to subscribe to this promotion. 																										
<p>13</p>	<p>I'm interested! How do I subscribe to this package?</p>	<ul style="list-style-type: none"> At any nearest TMpoint outlet, SME Consultant, TM Resellers and at TM Authorised Dealer (TAD) outlets. 																										

14	I am an existing customer and my package is bundled with a call plan, what will happen to my call plan if I subscribe to this package?	<ul style="list-style-type: none"> Existing customers will not be able to carry the call plan from their existing package. The call plan will be based on the new package plan that the customers subscribe i.e. with unifi biz 100Mbps subscription, customers will enjoy free calls up to RM70 monthly for local & national calls. 																				
15	What will happen if I terminate my account within the contract period?	<ul style="list-style-type: none"> Oh no, we're sorry to see you leaving. However, please note that any termination of your unifi biz and Business Broadband within the minimum subscription period, will be charged as follow; <table border="1" data-bbox="592 725 1433 936"> <thead> <tr> <th>PACKAGE</th> <th>TERMINATION PENALTY</th> </tr> </thead> <tbody> <tr> <td>unifi biz</td> <td>RM500</td> </tr> <tr> <td>Business Broadband</td> <td>RM600</td> </tr> </tbody> </table> Please also be informed that you are required to give a 30-day notice to terminate the service. Customers can submit their request to terminate the service via online, through multiple channels such as via Live Chat at unifi self-help portal at unifi.com.my/chat/index.html, or via Facebook at facebook.com/weareunifi or Twitter at @helpmeunifi. The purpose for notifying us via online first is to enable our system to generate the last bill for the customer. Then, upon completion of the 30-day notice, the account owner is required to come to our TMpoint outlet as we need to verify his / her thumb print and settle any outstanding amount to officially close the account. For business owners' who are unable to personally come to TMpoint outlet, they may send a representative accompanied with an authorisation letter and a copy of their IC for the representative to terminate the account on their behalf. 	PACKAGE	TERMINATION PENALTY	unifi biz	RM500	Business Broadband	RM600														
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16	Can existing customers subscribe to this promotion?	<ul style="list-style-type: none"> Definitely, to fully enjoy the benefits of the campaign offerings, you are encouraged to apply for a higher speed to enjoy more savings. <table border="1" data-bbox="544 1615 1481 2000"> <thead> <tr> <th></th> <th>unifi biz pro 100Mbps</th> <th>unifi biz advance 30Mbps</th> <th>unifi biz lite 10Mbps</th> </tr> </thead> <tbody> <tr> <td>Complimentary</td> <td>Voice calls worth RM70</td> <td>Voice calls worth RM50</td> <td>Voice calls worth RM30</td> </tr> <tr> <td>Promo Price (monthly)</td> <td>RM349</td> <td>RM249</td> <td>RM179</td> </tr> <tr> <td>Retail price (monthly)</td> <td>RM469</td> <td>RM349</td> <td>RM229</td> </tr> <tr> <td>Monthly Savings</td> <td>RM120</td> <td>RM100</td> <td>RM50</td> </tr> </tbody> </table> 		unifi biz pro 100Mbps	unifi biz advance 30Mbps	unifi biz lite 10Mbps	Complimentary	Voice calls worth RM70	Voice calls worth RM50	Voice calls worth RM30	Promo Price (monthly)	RM349	RM249	RM179	Retail price (monthly)	RM469	RM349	RM229	Monthly Savings	RM120	RM100	RM50
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17	Will there be any contract renewal applicable to the existing customers who subscribe to this promotion?	<ul style="list-style-type: none"> No, there will not be any contract renewal applicable during this campaign period. Existing customers will carry their existing unifi biz contract. 																
ELIGIBILITY																		
18	Who is eligible to subscribe to unifi biz?	<ul style="list-style-type: none"> unifi biz packages are eligible to all new and existing customers, subject to service and coverage availability. 																
19	Are Non-Malaysians eligible to subscribe to the packages?	<ul style="list-style-type: none"> Yes, the packages are also open for non-Malaysians to subscribe. 																
VOICE OFFERING, DOWNLOAD & UPLOAD SPEED																		
20	What are the voice call charges under the unifi biz packages?	<ul style="list-style-type: none"> Under the all-new unifi biz packages, calls from Fixed to Fixed and Fixed to Mobile will be charged 20 sen/min (including local calls). Check out our latest campaign on the complimentary voice minutes. 																
21	What is the download and upload speed for unifi biz?	<ul style="list-style-type: none"> The download and upload speeds for the all new unifi biz are as follows: <table border="1" data-bbox="587 1303 1437 1453"> <thead> <tr> <th>NO.</th> <th>SPEED</th> <th>DOWNLOAD SPEED</th> <th>UPLOAD SPEED</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>10Mbps</td> <td>Up to 10Mbps</td> <td>Up to 5Mbps</td> </tr> <tr> <td>2.</td> <td>30Mbps</td> <td>Up to 30Mbps</td> <td>Up to 10Mbps</td> </tr> <tr> <td>3.</td> <td>100Mbps</td> <td>Up to 100Mbps</td> <td>Up to 50Mbps</td> </tr> </tbody> </table> 	NO.	SPEED	DOWNLOAD SPEED	UPLOAD SPEED	1.	10Mbps	Up to 10Mbps	Up to 5Mbps	2.	30Mbps	Up to 30Mbps	Up to 10Mbps	3.	100Mbps	Up to 100Mbps	Up to 50Mbps
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3.	100Mbps	Up to 100Mbps	Up to 50Mbps															
22	Why is the upload speed different from the download speed?	<ul style="list-style-type: none"> unifi is committed to providing higher bandwidth to our customers. Based on our findings on consumer behavior, most of their activities spent on the Internet require higher download speed for seamless internet experience, for instance: video streaming, social networking, downloading materials, etc. The upload speed for unifi biz plans is sufficient to provide good experience to our subscribers. From the usage statistics of our current unifi biz customers, 90% of total users only use less than 5Mbps upload speed. Common genuine usage includes VoIP, FTP, CCTV and video streaming and other high latency applications. 																

23	I need higher upload speed. Do you have any packages that can suit that requirement?	<ul style="list-style-type: none"> ▪ The upload speed for all unifi biz plans is sufficient to provide a trusted internet experience to our subscribers. For customers that require higher upload speed, we encourage them to subscribe to our unifi biz lite 100Mbps plan™ to enjoy maximum upload speed that we can offer.
SERVICE AVAILABILITY		
24	How do I check the service availability in my area?	<ul style="list-style-type: none"> ▪ You can check service availability in your area online at www.unifi.com.my, via Live Chat at care@unifi app or unifi.com.my/chat, visit any TMpoint outlets nationwide, tweet us @helpmeunifi or message us at facebook.com/weareunifi.
REGISTRATION		
25	How do I subscribe to unifi biz?	<ul style="list-style-type: none"> ▪ Customers may register at any nearest TMpoint, TM Authorised Dealer (TAD), resellers, SME consultants & TM Sales Center. ▪ Registration via unifi portal unifi.com.my will be made available soon.
26	I'm not a Malaysian, can I subscribe to unifi biz via online, TM Authorised Dealer (TAD) or resellers?	<ul style="list-style-type: none"> ▪ You can register to our unifi biz plans at any TMpoint outlets.
UPGRADE / DOWNGRADE		
27	Can I change my existing plan to the new unifi biz plans?	<ul style="list-style-type: none"> ▪ Yes, you are allowed to change to the higher/lower speed package at any time. However, you will be tied to a new contract period regardless if you are within or beyond the contract period. ▪ Depending on the promotion, contract renewal may not be applicable. Do check our latest promotion campaign.
28	Can I change or subscribe to BIZ5 / BIZ10 / BIZ20 / BIZ30 / BIZ50 / BIZ100 / business broadband packages?	<ul style="list-style-type: none"> ▪ With the introduction of unifi biz, the previous packages i.e. BIZ5 / BIZ10 / BIZ20 / BIZ30 / BIZ50 / BIZ100 will NO longer be available. Therefore, customers will not be able to subscribe to those plans.
29	My current BIZ package is still within the contract period and I wish to upgrade to the new unifi biz plan. Will I be penalised?	<ul style="list-style-type: none"> ▪ No, you will not be penalised. By subscribing or changing to a new plan, you will be tied to a new 24-month contract.

30	Where can I change my unifi biz plan?	<ul style="list-style-type: none"> ▪ Any request to change your unifi biz plans can be done at all TMpoint outlets nationwide, TM Authorised Dealer (TAD), resellers, SME consultants & TM Sales Center. ▪ Registration via unifi portal unifi.com.my will be made available soon.
31	If I am an existing unifi biz subscriber with unifi TV Set-Top-Box (STB) and I have changed to the new unifi biz plan, can I still use my existing unifi TV STB?	<ul style="list-style-type: none"> ▪ Yes, you can still experience the unifi TV content from your existing STB provided that you are subscribing to any of the unifi TV pack whether it is biz sport/ biz fun/ biz corporate.
32	If I am subscribing to unifi biz plan with unifi TV pack, am I eligible to subscribe to the unifi TV pack with STB?	<ul style="list-style-type: none"> ▪ Starting January 2019, our Set-Top-Box will no longer available, but customers can still enjoy all their favorite channels on unifi PlayTV app. Please note that Set-Top-Box add-on request for biz sports/ biz fun / biz corporate pack is not available. ▪ The current trend for consumers' behavior in consuming content have changed from fixed environment to viewing while on-the-move. In line with that, customers now have the option to watch all their favorite channels from our PlayTV app. Tune in with us from time to time for more exciting contents and features on unifi PlayTV.

SPEED TEST

33	How do I check the speed of my unifi biz?	<ul style="list-style-type: none"> ▪ Once your unifi biz has been activated, you can run a speed test via http://speedtest.tm.com.my/.
34	I am an existing unifi biz customer and planning to upgrade to unifi biz. What do I need to do after TM has successfully upgraded my speed / package?	<ul style="list-style-type: none"> ▪ Step 1: You are required to turn off your wireless router for 10 minutes to allow new configuration to take place before you can enjoy your new speed. ▪ Step 2: Once done, you can start testing your unifi speed at this link http://speedtest.tm.com.my/. ▪ Step 3: Click the 'GO' button on the front page and wait for the test to complete.



SPEEDTEST



Telekom Malaysia Bhd
Kuala Lumpur



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- Step 4: The test will show the result of your current upload and download speeds.



SPEEDTEST

PING

6
ms

DOWNLOAD

33.7
Mbps



JITTER

3
ms

UPLOAD

19.8
Mbps



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COPY LINK



TM
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IMPORTANT NOTES:



- Before you perform the speed test, please stop any ongoing downloading activities and shut down any programmes that may be utilizing your connection i.e P2P, streaming, etc.
- Speed test can be done over wireless, however, for accurate results, it is recommended that the test to be done over wired connection by using LAN cable provided during your unifi biz installation.
- Simply plug the LAN cable from your computer to your wireless router LAN port LAN1 to LAN3 (any of them).



LAN cable



Wireless Router LAN ports

		<div style="display: flex; justify-content: space-around; align-items: center;">   </div> <div style="display: flex; justify-content: space-around; align-items: center;"> <p><u>LAN cable</u></p> <p>Wireless <u>Router LAN ports</u></p> </div>
<p>35</p>	<p>Why didn't I get the speed as advertised?</p>	<ul style="list-style-type: none"> ▪ unifi biz is a wired broadband service. Wireless connectivity is a complimentary feature offered to our customer via the wireless router and it is subject to interference and obstructions factor. Check out our website https://unifi.com.my/better-unifi-experience/index.html to learn more. ▪ Internet access speed may be affected due to several factors such as: <ul style="list-style-type: none"> (a) Locations of websites; where users may experience lower speed from international websites; (b) Capacity of visited web server, where some web servers cannot cope with huge traffic demand from users OR do not have enough capacity OR where download speed is restricted to ensure fair level of service; (c) Network congestion as a result of network maintenance or outages (d) Running multiple applications simultaneously like user other applications such as Peer-to-Peer e.g.: Bittorent (e) Multiple users sharing the unifi Home bandwidth at customer's premise at the same time.
<p>36</p>	<p>What can I do to improve the speed via wireless connectivity?</p>	<ul style="list-style-type: none"> ▪ We recommend customers to practice these tips in order to improve the speed via wireless connectivity: <ul style="list-style-type: none"> (a) HEAT - Place your wireless router away from areas with high temperature as heat will affect the router performance and browsing experience. <ul style="list-style-type: none"> a. Wireless router should be placed in an open area to allow heat ventilation. b. Place the broadband equipment next to each other instead of stacking it up to reduce the risk of overheating. (b) DISTANCE – Wireless router has distance limitations when it comes to signal range. As distance increases, the signal becomes weaker. <ul style="list-style-type: none"> a. Consider placing your Wireless router in an area where you would frequently do your browsing activities (c) OBSTRUCTION – WiFi signal efficiency will decrease when it passes through physical obstruction e.g.: thick walls, metals and solid objects. <ul style="list-style-type: none"> a. Consider placing your Wireless router in an open area to maximise signal reception b. Avoid placing your router in a closed cabinet, secluded room or under the stairs. (d) ELECTROMAGNETIC INTERFERENCE – Signal waves generated by home appliances such as microwave ovens, refrigerators, baby monitors can interfere with your WiFi connectivity.

		<ul style="list-style-type: none"> a. Place your Wireless router away from the home appliances b. Avoid sharing the power socket that is connected with the home appliances. <p>(e) WIFI SECURITY PASSWORD – A user may hack into your WiFi security password to get free connectivity. The more users connected to your Internet, the more bandwidth will be consumed; thus affecting your browsing experience.</p> <ul style="list-style-type: none"> a. Consider setting a unique and strong WiFi security password. b. Consider changing your WiFi security password from time to time. <ul style="list-style-type: none"> ▪ Alternatively, customers can visit this link for further information on tips to enhance your wireless connectivity speed.
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RELOCATION

37	What if I need to relocate my unifi biz service? Are there any charges that I need to pay?	<ul style="list-style-type: none"> ▪ Relocation request can be made at any TMpoint outlets and is subject to service availability at the new area where you wish to relocate the service. The relocation fee of RM300 shall be waived. ▪ For internal relocation within premise, there will be a relocation fee of RM300 for Entry Wall movement, and RM200 if without Entry Wall movement.
38	I'm subscribing to unifi biz and I wish to relocate to an area that cannot be served with unifi biz service. Can I terminate my unifi biz service if my unifi biz still within the contract period?	<ul style="list-style-type: none"> ▪ If you relocate to a unifi non-serviceable area: <ul style="list-style-type: none"> ➤ You have the option to subscribe to any Broadband plan available depending on the area served. ➤ If you do not wish to subscribe to any of the Broadband packages available, unifi has the right to charge early termination fee of your unifi biz account (if applicable). ➤ You will not be charged if you relocate to an address unifi biz or Broadband is not available.

UNIFI INSTALLATION & ACTIVATION

39	When will my unifi biz service be activated?	<ul style="list-style-type: none"> ▪ The lead time for your unifi service to be activated is up to seven (7) days from the date of registration.
40	How long does a typical unifi biz installation and testing take?	<ul style="list-style-type: none"> ▪ Installation and testing are expected to take approximately 4 to 8 hours depending on the type of customer's premise due to the sensitive nature of and the complexity involved in fibre installations.

		<ul style="list-style-type: none"> The installation processes include site survey, ducting, piping, electrical work and equipment configurations.
41	Does TM allow customers to appoint their own contractor to perform internal wiring?	<ul style="list-style-type: none"> Yes, we do. Customers may call their own contractors to fix the internal wiring but TM will not be liable for any damages resulting from any works done by third parties.
42	What are the charges for installation fee and equipment?	<ul style="list-style-type: none"> Installation charge for unifi biz is RM200 (currently waived for standard installation for the first 50 meters only). If your premise requires non-standard installation or additional cabling, extra charges will be imposed by TM Contractor. Click here to view more info. The standard package is also inclusive of equipment worth approximately RM1,000 that will be given free-of-charge to customers.
TRANSFER OF OWNERSHIP		
43	Are there any charges if I request for change of ownership?	<ul style="list-style-type: none"> Yes, change of ownership is subject to a one-off fee of RM10 per change request.
44	Where can I request for change of ownership?	<ul style="list-style-type: none"> Change of ownership request can be made at any TMpoint outlets. Both existing and new owners must be present with their respective NRICs and related documents.
UPFRONT PAYMENT		
45	Do I need to pay any upfront payment during application?	<ul style="list-style-type: none"> Yes. For unifi biz service application made without the verification of a MyKad Reader, customer is subject to an upfront payment of RM200. The upfront payment will be collected within 10 days from the date of their service activation. Customers will be notified by TM on their successful payment through SMS and the payment will be reflected in their next bill.
PAYMENT & BILLING		
46	When will I get my first bill after I subscribe to unifi biz package?	<ul style="list-style-type: none"> The first bill can be expected around one (1) month after your service has been activated. The first bill will include pro-rated package fee (current usage) and one (1) month advance payment.

47	Do I pay a separate bill for the services bundled in the unifi biz?	<ul style="list-style-type: none"> ▪ All services offered under unifi biz including unifi TV for Business will be in a single bill. ▪ For SurePay™, SurePay POS™, Security & Surveillance, unifi Mobile and services maintained after subscribing to unifi biz (i.e. business broadband, TM Business line), customers will receive a separate bill.
48	Where can I pay my unifi biz bill?	<ul style="list-style-type: none"> ▪ You can pay your bill through several payment channels such as: <ul style="list-style-type: none"> ➢ any nearest TMpoint or TMpoint Authorised Dealer (TAD) outlets ➢ POS Malaysia and branches of selected preferred online banking channels ▪ For hassle-free payment transactions, it is highly recommended that you subscribe to TM Autopay service. ▪ For the list of our authorised bill payment channels, click here.
49	How do I retrieve my unifi biz bill statement?	<ul style="list-style-type: none"> ▪ e-Bill (softcopy) – TM will send the e-Bill to your preferred email address, and it's FREE! ▪ SMS – You will also receive SMS text notification within 7 days after the bill is ready. The content is the bill amount, bill due date and unifi portal link to view the bill.
50	How do I change my email billing address?	<ul style="list-style-type: none"> ▪ To change your billing profile, you may chat with us via Live Chat at unifi.com.my/chat, send an email request to help@tm.com.my or by making a request at your nearest TMpoint outlet.
51	How do I change my unifi biz billing method?	<ul style="list-style-type: none"> ▪ To change your billing method, you may chat with us via Live Chat at unifi.com.my/chat, send an email request to help@tm.com.my or by making a request at your nearest TMpoint.
52	I cannot open the unifi biz softcopy bill attachment received in my email. What should I do?	<ul style="list-style-type: none"> ▪ In order to view unifi e-Bill, please ensure your device is installed with Adobe Reader (version 7 or above). ▪ If you do not have the software installed in your device, you can download it for free from Adobe website.
53	I did not receive my unifi biz monthly statements. What should I do?	<ul style="list-style-type: none"> ▪ We will send your monthly unifi biz bills to your registered email address. ▪ To ensure that you will not miss your monthly bills, please verify that your preferred email address for billing purposes is correct. Your unifi biz bill may have been sent to your junk mail folder, so we would like to advise that the email address tmbilling@tm.com.my is added to your Address Book and/or the "Approved Sender" list.

54	Can I check my previous month's statement?	<ul style="list-style-type: none"> ▪ To check your previous bill, you may request your bill statements up to six (6) previous months via TM Sales Center or visit your nearest TMpoint outlet.
55	How do I make online payments via unifi portal?	<p>Online payment via unifi portal is not available at the moment. However, you may do so via our authorised bill payment channels. For the list of our authorised bill payment channels, click here.</p>

TELEPHONE SET

56	Am I eligible to get a telephone set if I subscribe to unifi biz plan?	<ul style="list-style-type: none"> ▪ All unifi biz plans come with telephone set. Your telephone set model varies according to the unifi plans subscribed.
57	The unifi biz plans come with a fixed line. Can I make calls via the fixed line?	<ul style="list-style-type: none"> ▪ Yes, you can make calls and there will be a charge of RM0.20/minute.
58	Where can I get another type of telephone set? (e.g.: cordless phone)	<ul style="list-style-type: none"> ▪ Our voice service is compatible with any telephone set. You can get your phone set at the nearest TMpoint outlet or any telecommunications outlets.
59	If I have my own telephone set, who will install that phone for me? Any guideline?	<ul style="list-style-type: none"> ▪ You can connect the phone on your own. It is as simple as the steps below: <ol style="list-style-type: none"> i) Connect telephone cable (RJ11) to telephone set ii) Connect the telephone cable (RJ11) to the Splitter's "Phone" port iii) Test your telephone set. Ensure there is a dial tone

OTHER EQUIPMENT

60	What should I do if I have a problem with my unifi biz?	<ul style="list-style-type: none"> ▪ For unifi biz service inquiry or further assistance, you may contact us via TM's digital channels such as: <ul style="list-style-type: none"> • Live Chat via the Care@Unifi app • unifi self-help portal at unifi.com.my/chat/index.html • Facebook at facebook.com/weareunifi • Community at https://community.unifi.com.my/ • Twitter at @helpmeunifi.
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61	What should I do if my unifi biz equipment is faulty?	<ul style="list-style-type: none"> ▪ If the fault is due to a manufacturing defect and the equipment is still under warranty, the equipment will be replaced for FREE. ▪ If the fault is due to customer, customer has an option to replace the equipment either by purchasing a new set of equipment at their own cost without the service contract period being extended or opt for renewal of service in which the contract period of subscribed service will be refreshed effective from the date of the equipment replacement and the equipment will be replaced for FREE. ▪ If any of your unifi biz equipment is faulty, you may contact us via Live Chat at unifi portal unifi.com.my/chat, reach us via Twitter at @HelpMeunifi or message us at facebook.com/weareunifi.
62	Will I get a new equipment if I upgrade from business broadband/BIZ to unifi biz packages?	<ul style="list-style-type: none"> ▪ For existing broadband subscribers who upgrade to any of the unifi biz plan, unifi will provide you with a new equipment. ▪ For the change of plan from BIZ package to unifi biz plan, your equipment will not be changed.
63	Will the equipment warranty be refreshed if I upgrade to unifi biz plan?	<ul style="list-style-type: none"> ▪ Your equipment warranty will be refreshed for another one (1) year from the date of upgrade. ▪ The warranty will not be refreshed if customer upgrade within unifi biz packages and no new equipment is provided.
64	What are the other things that I should know about unifi biz?	<ul style="list-style-type: none"> • These are additional information that may help you understand more about unifi biz services: <ol style="list-style-type: none"> 1. If your premise located in a high rise building served via copper, you are required to terminate your existing business broadband service (if any) before subscribing to unifi biz. 2. Minimal drilling is required for fibre installation to the premise. You will be responsible for providing a TV set and 4-socket extension cord to complete the installation. No installation appointment will be made for premise under renovation. 3. unifi biz is a wired broadband service. Wireless connectivity is an additional feature that TM provides for free and is subject to interference and obstructions factor which may affect its quality. 4. unifi biz account owner or authorised contact person must be available during the service installation. For high rise premises, owners are required to make arrangement with Building Management Office for installation permission, internal cabling and access to telecommunication room.

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| | | <ol style="list-style-type: none">5. For internal cabling, additional charges will be applied for standard cables more than 50 meters and payment will be made directly to the contractor.6. For other optional installation e.g. wiring inside ceiling or external cabling (pole to ground with surface cabling to premise), you may appoint your own contractor or deal directly with TM appointed contractor. Payment will be made directly to the contractor.7. Please provide a correct and valid billing e-mail address and hand phone number. TM will send your monthly bill via e-Bill to your registered email address. Apart from e-Bill, you will also receive SMS text notification within 7 days after the bill is ready. The content of SMS is the bill amount, bill due date and unifi portal link to view the bill.8. All unifi biz equipment provided by unifi is covered by 12 months manufacturer's warranty. |
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