

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
BIZ SUPER SAVER CAMPAIGN**

NO	QUESTION	ANSWER																												
QUESTIONS ON BIZ SUPER SAVER CAMPAIGN																														
1	Is there any new offering for the business segment?	<ul style="list-style-type: none"> ▪ In conjunction with the Merdeka month and Malaysia Day, we'll be offering the best internet value to our business segment by helping them to boost their business digitally. ▪ This promotion comes with high speed internet of 100Mbps with promotional price of RM329. 																												
2	When is the promotion period?	<ul style="list-style-type: none"> ▪ The promotion period will start from 15th August 2018 until further notice. 																												
3	What are the offerings under this promotion?	<ul style="list-style-type: none"> ▪ We have two (2) types of offerings for our customers: <ul style="list-style-type: none"> a) Standalone offering b) Convergence offering ▪ The promotion price (for the standalone offering) are as follows: <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="text-align: center;">UNIFI PACKAGE</th> <th style="text-align: center;">SUBSCRIPTION PRICE / MONTH</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">biz lite plan™ 10Mbps</td> <td style="text-align: center;">RM199 / month</td> </tr> <tr> <td style="text-align: center;">biz advance plan™ 30Mbps</td> <td style="text-align: center;">RM249 / month</td> </tr> <tr> <td style="text-align: center;">biz advance plus plan™ 50Mbps</td> <td style="text-align: center;">RM289 / month</td> </tr> <tr> <td style="text-align: center;">biz pro plan™ 100Mbps</td> <td style="text-align: center;">RM329 / month</td> </tr> <tr> <td style="text-align: center;">Business Broadband 1Mbps</td> <td style="text-align: center;">RM198 / month</td> </tr> <tr> <td style="text-align: center;">Business Broadband 2Mbps</td> <td style="text-align: center;">RM228 / month</td> </tr> <tr> <td style="text-align: center;">Business Broadband 4Mbps</td> <td style="text-align: center;">RM248 / month</td> </tr> <tr> <td style="text-align: center;">Business Broadband 8Mbps</td> <td style="text-align: center;">RM268 / month</td> </tr> </tbody> </table> ▪ The promotion price (for the convergence offering) are as follows: <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="text-align: center;">UNIFI PACKAGE + UNIFI MOBILE BIZ</th> <th style="text-align: center;">SUBSCRIPTION PRICE / MONTH</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">biz lite plan™ 10Mbps + unifi Mobile biz</td> <td style="text-align: center;">RM198 / month</td> </tr> <tr> <td style="text-align: center;">biz advance plan™ 30Mbps + unifi Mobile biz</td> <td style="text-align: center;">RM248 / month</td> </tr> <tr> <td style="text-align: center;">biz advance plus plan™ 50Mbps + unifi Mobile biz</td> <td style="text-align: center;">RM288 / month</td> </tr> <tr> <td style="text-align: center;">biz pro plan™ 100Mbps + unifi Mobile biz</td> <td style="text-align: center;">RM328 / month</td> </tr> </tbody> </table> 	UNIFI PACKAGE	SUBSCRIPTION PRICE / MONTH	biz lite plan™ 10Mbps	RM199 / month	biz advance plan™ 30Mbps	RM249 / month	biz advance plus plan™ 50Mbps	RM289 / month	biz pro plan™ 100Mbps	RM329 / month	Business Broadband 1Mbps	RM198 / month	Business Broadband 2Mbps	RM228 / month	Business Broadband 4Mbps	RM248 / month	Business Broadband 8Mbps	RM268 / month	UNIFI PACKAGE + UNIFI MOBILE BIZ	SUBSCRIPTION PRICE / MONTH	biz lite plan™ 10Mbps + unifi Mobile biz	RM198 / month	biz advance plan™ 30Mbps + unifi Mobile biz	RM248 / month	biz advance plus plan™ 50Mbps + unifi Mobile biz	RM288 / month	biz pro plan™ 100Mbps + unifi Mobile biz	RM328 / month
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4	What's the difference between these two (2) offerings?	<ul style="list-style-type: none"> ▪ We're delighted to announce that with subscription of the Convergence offering, you will get to enjoy RM100 off your unifi biz plan bill for 24 months when you subscribe to our unifi mobilebiz postpaid plan.
5	Is that all? Do you have other exciting add-ons on top of this package?	<ul style="list-style-type: none"> ▪ Of course! We will have other add-ons for you to choose from: <ul style="list-style-type: none"> ▪ Unlimited experience for never-ending data, calls and SMS with our unifi mobilebiz postpaid plan at the promo price of RM99/month. ▪ unifi TV biz new offerings now comes with 3 packs to choose from Fun Pack, Corporate Pack and Sports Pack worth RM70 monthly. ▪ Subscription to Instaweb which can instantly convert your business Facebook page into a website in a blink, at a promotional price of RM30/month.
6	Who is eligible to subscribe to this promotion?	<ul style="list-style-type: none"> ▪ We welcome all NEW business segment customers to subscribe to this promotion.
7	I'm interested! How do I subscribe to this package?	<ul style="list-style-type: none"> ▪ You can subscribe to this package via online unifi.com.my, or ▪ At any nearest TMpoint outlet, TM Resellers and at TM Authorised Dealer (TAD) outlets. ▪ For package with unifi mobilebiz postpaid, customer can walk in to TMpoint outlet to register for the package.

8	What will happen to my unifi biz subscription after 24 months?	<ul style="list-style-type: none"> ▪ The prices will maintain only for unifi biz lite plan™ 10Mbps and Business Broadband™ 1Mbps. ▪ Other packages will revert to its normal retail price after the 24 months subscription period. ▪ The details for each package shown as per below table: <table border="1" data-bbox="609 457 1417 1144" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: black; color: white;"> <th style="text-align: left;">UNIFI PACKAGE</th> <th style="text-align: center;">SUBSCRIPTION PRICE / MONTH</th> <th style="text-align: center;">SUBSCRIPTION PRICE / MONTH (AFTER 24 MONTHS)</th> </tr> </thead> <tbody> <tr> <td>biz lite plan™ 10Mbps</td> <td style="text-align: center;">RM199 / month</td> <td style="text-align: center;">RM199 / month</td> </tr> <tr> <td>biz advance plan™ 30Mbps</td> <td style="text-align: center;">RM249 / month</td> <td style="text-align: center;">RM299 / month</td> </tr> <tr> <td>biz advance plus plan™ 50Mbps</td> <td style="text-align: center;">RM289 / month</td> <td style="text-align: center;">RM349 / month</td> </tr> <tr> <td>biz pro plan™ 100Mbps</td> <td style="text-align: center;">RM329 / month</td> <td style="text-align: center;">RM399 / month</td> </tr> <tr> <td>Business Broadband 1Mbps</td> <td style="text-align: center;">RM198 / month</td> <td style="text-align: center;">RM198 / month</td> </tr> <tr> <td>Business Broadband 2Mbps</td> <td style="text-align: center;">RM228 / month</td> <td style="text-align: center;">RM258 / month</td> </tr> <tr> <td>Business Broadband 4Mbps</td> <td style="text-align: center;">RM248 / month</td> <td style="text-align: center;">RM268 / month</td> </tr> <tr> <td>Business Broadband 8Mbps</td> <td style="text-align: center;">RM268 / month</td> <td style="text-align: center;">RM308 / month</td> </tr> </tbody> </table> <ul style="list-style-type: none"> ▪ The details for the convergence offering are as follows: <table border="1" data-bbox="609 1243 1417 1789" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: black; color: white;"> <th style="text-align: left;">UNIFI PACKAGE + UNIFI MOBILE BIZ</th> <th style="text-align: center;">SUBSCRIPTION PRICE / MONTH</th> <th style="text-align: center;">SUBSCRIPTION PRICE / MONTH (AFTER 24 MONTHS)</th> </tr> </thead> <tbody> <tr> <td>biz lite plan™ 10Mbps + unifi Mobile biz</td> <td style="text-align: center;">RM198 / month</td> <td style="text-align: center;">RM298 / month</td> </tr> <tr> <td>biz advance plan™ 30Mbps + unifi Mobile biz</td> <td style="text-align: center;">RM248 / month</td> <td style="text-align: center;">RM398 / month</td> </tr> <tr> <td>biz advance plus plan™ 50Mbps + unifi Mobile biz</td> <td style="text-align: center;">RM288 / month</td> <td style="text-align: center;">RM448 / month</td> </tr> <tr> <td>biz pro plan™ 100Mbps + unifi Mobile biz</td> <td style="text-align: center;">RM328 / month</td> <td style="text-align: center;">RM498 / month</td> </tr> </tbody> </table>	UNIFI PACKAGE	SUBSCRIPTION PRICE / MONTH	SUBSCRIPTION PRICE / MONTH (AFTER 24 MONTHS)	biz lite plan™ 10Mbps	RM199 / month	RM199 / month	biz advance plan™ 30Mbps	RM249 / month	RM299 / month	biz advance plus plan™ 50Mbps	RM289 / month	RM349 / month	biz pro plan™ 100Mbps	RM329 / month	RM399 / month	Business Broadband 1Mbps	RM198 / month	RM198 / month	Business Broadband 2Mbps	RM228 / month	RM258 / month	Business Broadband 4Mbps	RM248 / month	RM268 / month	Business Broadband 8Mbps	RM268 / month	RM308 / month	UNIFI PACKAGE + UNIFI MOBILE BIZ	SUBSCRIPTION PRICE / MONTH	SUBSCRIPTION PRICE / MONTH (AFTER 24 MONTHS)	biz lite plan™ 10Mbps + unifi Mobile biz	RM198 / month	RM298 / month	biz advance plan™ 30Mbps + unifi Mobile biz	RM248 / month	RM398 / month	biz advance plus plan™ 50Mbps + unifi Mobile biz	RM288 / month	RM448 / month	biz pro plan™ 100Mbps + unifi Mobile biz	RM328 / month	RM498 / month
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<p>9</p>	<p>I am an existing unifi mobilebiz subscribing to more than 3 lines. I would like to add-on additional 2 lines to enjoy the RM79 per line?</p>	<ul style="list-style-type: none"> Of course you can! As long as the account is registered under one (account holder OR company), you will be entitled to the promotional price of RM79 per line when you subscribe to 5 lines and above. 						
<p>10</p>	<p>I am an existing customer and my package is bundled with call plan, what will happen to my call plan if I subscribe to this package?</p>	<ul style="list-style-type: none"> Existing customer will not be able to carry the call plan from their existing package. Customers will need to add-on the call plan for this promotion. 						
<p>11</p>	<p>What will happen if I terminate my account within the contract period?</p>	<ul style="list-style-type: none"> Oh no, we're sorry to see you leaving. However, do 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="646 968 1417 1104"> <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> <ul style="list-style-type: none"> Please also be informed that you are required to give 30-days' 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 online first is to enable the system to generate the last bill for the customer. Then, upon completion of the 30-day notice, the account owner is required to physically visit 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 go to TMpoint outlet, they may send a representative accompanied with an authorised letter their own IC for the person to terminate the account on their behalf. 	PACKAGE	TERMINATION PENALTY	unifi Biz	RM500	Business Broadband	RM600
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<p>12</p>	<p>Can existing customer subscribe to this promotion?</p>	<ul style="list-style-type: none"> ▪ Existing customers can upgrade to higher speed and price of the unifi biz and Business Broadband plans under this campaign as follows: <table border="1" data-bbox="609 325 1360 993"> <thead> <tr> <th data-bbox="609 325 836 451">UNIFI PACKAGE</th> <th data-bbox="836 325 1088 451">SUBSCRIPTION PRICE/MONTH</th> <th data-bbox="1088 325 1360 451">SUBSCRIPTION PRICE/MONTH (AFTER 24 MONTHS)</th> </tr> </thead> <tbody> <tr> <td data-bbox="609 451 836 520">biz advance plan™ 30Mbps</td> <td data-bbox="836 451 1088 520">RM249 / month</td> <td data-bbox="1088 451 1360 520">RM299 / month</td> </tr> <tr> <td data-bbox="609 520 836 621">biz advance plus plan™ 50Mbps</td> <td data-bbox="836 520 1088 621">RM289 / month</td> <td data-bbox="1088 520 1360 621">RM349 / month</td> </tr> <tr> <td data-bbox="609 621 836 690">biz pro plan™ 100Mbps</td> <td data-bbox="836 621 1088 690">RM329 / month</td> <td data-bbox="1088 621 1360 690">RM399 / month</td> </tr> <tr> <td data-bbox="609 690 836 791">Business Broadband 2Mbps</td> <td data-bbox="836 690 1088 791">RM228 / month</td> <td data-bbox="1088 690 1360 791">RM258 / month</td> </tr> <tr> <td data-bbox="609 791 836 892">Business Broadband 4Mbps</td> <td data-bbox="836 791 1088 892">RM248 / month</td> <td data-bbox="1088 791 1360 892">RM268 / month</td> </tr> <tr> <td data-bbox="609 892 836 993">Business Broadband 8Mbps</td> <td data-bbox="836 892 1088 993">RM268 / month</td> <td data-bbox="1088 892 1360 993">RM308 / month</td> </tr> </tbody> </table>	UNIFI PACKAGE	SUBSCRIPTION PRICE/MONTH	SUBSCRIPTION PRICE/MONTH (AFTER 24 MONTHS)	biz advance plan™ 30Mbps	RM249 / month	RM299 / month	biz advance plus plan™ 50Mbps	RM289 / month	RM349 / month	biz pro plan™ 100Mbps	RM329 / month	RM399 / month	Business Broadband 2Mbps	RM228 / month	RM258 / month	Business Broadband 4Mbps	RM248 / month	RM268 / month	Business Broadband 8Mbps	RM268 / month	RM308 / month
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<p>13</p>	<p>Will there be any contract renewal applicable to the existing customers who subscribe to this promotion?</p>	<ul style="list-style-type: none"> ▪ No, there will not be any contract renewal applicable. ▪ Existing customers will carry their existing unifi biz and business broadband contract. 																					
<p>OTHER MATTERS</p>																							
<p>1</p>	<p>My office is located at a non-unifi area. Can I still subscribe to this package?</p>	<ul style="list-style-type: none"> ▪ The package offer is subject to unifi service and coverage availability. ▪ We will update you from time-to-time on package readiness available at your area. You can also check the service availability via www.unifi.com.my. 																					
<p>2</p>	<p>Any customer segment who are unable to apply for this package?</p>	<ul style="list-style-type: none"> ▪ The campaign eligibility is subject to technical limitation and service availability. ▪ You are advised to check with TM sales representatives to confirm on the availability before subscribing and we will try our best to find a suitable package for your needs. 																					

3	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none">▪ In promoting TM going digital, u may contact us through:<ul style="list-style-type: none">• Care@Unifi mobile app• Live Chat at unifi self-help portal at unifi.com.my/chat/index.html• Facebook at facebook.com/weareunifi• Twitter at @helpmeunifi.▪ However, visiting us at TMpoint is also acceptable.
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