

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI CAMPAIGN**

NO	QUESTION	ANSWER																								
QUESTIONS ON UNIFI SPECIAL DEAL CAMPAIGN																										
1.	Can you tell me more about the unifi Special Deal Campaign?	<ul style="list-style-type: none"> ▪ Starting 12th March 2019, unifi subscribers will be able to enjoy unifi TV offerings which offers unlimited entertainment via unifi TV's Ultimate Pack with unifi TV box. ▪ The two (2) special plans available under this campaign are: <table border="1" style="margin: 10px auto; width: 80%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">PLAN</th> <th style="text-align: center;">LAUNCH DATE</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">UNIFI 100MBPS</td> <td style="text-align: center;">12th March 2019</td> </tr> <tr> <td style="text-align: center;">UNIFI 300MBPS</td> <td style="text-align: center;">15th April 2019</td> </tr> </tbody> </table> ▪ On top of that, the unifi 300Mbps plan comes with a FREE VOD voucher that entitles customers to redeem four (4) movie titles on HyppFlicks Plus (Ch. 431). Customers will receive the VOD voucher every month for 25 consecutive months which allows customers to enjoy more movies at the comfort of their home! 	PLAN	LAUNCH DATE	UNIFI 100MBPS	12 th March 2019	UNIFI 300MBPS	15 th April 2019																		
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2.	What are the offerings under the unifi Special Deal campaign?	<ul style="list-style-type: none"> ▪ The offerings under this Special Deal Campaign are as below: <table border="1" style="margin: 10px auto; width: 90%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">PLAN</th> <td style="text-align: center;">unifi 300Mbps with unifi TV's Ultimate Pack</td> <td style="text-align: center;">unifi 100Mbps with unifi TV's Ultimate Pack</td> </tr> </thead> <tbody> <tr> <th style="text-align: center;">SPEED</th> <td style="text-align: center;">Download Speed: 300Mbps Upload Speed: 50Mbps</td> <td style="text-align: center;">Download Speed: 100Mbps Upload Speed: 50Mbps</td> </tr> <tr> <th style="text-align: center;">QUOTA</th> <td colspan="2" style="text-align: center;">Unlimited</td> </tr> <tr> <th style="text-align: center;">CONTENT</th> <td colspan="2" style="text-align: center;">Ultimate Pack (All Channels)</td> </tr> <tr> <th style="text-align: center;">SPECIAL</th> <td style="text-align: center;">VOD Voucher* for 4 movies on HyppFlicks Plus monthly for 25 months *worth RM10 per movie</td> <td style="text-align: center;">N/A</td> </tr> <tr> <th style="text-align: center;">VOICE</th> <td colspan="2" style="text-align: center;">600 min to fixed line and mobile. <i>Beyond 600 min:</i> 10 sen/min to mobile and OLNO's Unlimited calls to TM fixed lines</td> </tr> <tr> <th style="text-align: center;">EQUIPMENT</th> <td colspan="2" style="text-align: center;">unifi TV Box, Wireless Router (RG), and Modem (BTU)</td> </tr> <tr> <th style="text-align: center;">CONTRACT</th> <td colspan="2" style="text-align: center;">24 months</td> </tr> </tbody> </table> 	PLAN	unifi 300Mbps with unifi TV's Ultimate Pack	unifi 100Mbps with unifi TV's Ultimate Pack	SPEED	Download Speed: 300Mbps Upload Speed: 50Mbps	Download Speed: 100Mbps Upload Speed: 50Mbps	QUOTA	Unlimited		CONTENT	Ultimate Pack (All Channels)		SPECIAL	VOD Voucher* for 4 movies on HyppFlicks Plus monthly for 25 months *worth RM10 per movie	N/A	VOICE	600 min to fixed line and mobile. <i>Beyond 600 min:</i> 10 sen/min to mobile and OLNO's Unlimited calls to TM fixed lines		EQUIPMENT	unifi TV Box, Wireless Router (RG), and Modem (BTU)		CONTRACT	24 months	
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3.	What is the monthly	<ul style="list-style-type: none"> ▪ The package plans are specially priced as below: 																								

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	<p>subscription fee for unifi 100Mbps and 300Mbps plans under this campaign?</p>	<table border="1"> <thead> <tr> <th data-bbox="529 371 938 443">UNIFI PLAN</th> <th data-bbox="938 371 1230 443">ACTUAL PRICE/MONTH</th> <th data-bbox="1230 371 1501 443">PROMOTION PRICE/MONTH</th> </tr> </thead> <tbody> <tr> <td data-bbox="529 443 938 645">unifi 300Mbps with unifi TV's Ultimate Pack viewing via unifi TV Box & VOD voucher for 4 movies on HyppFlicks Plus monthly</td> <td data-bbox="938 443 1230 645">RM 259/month (with VOD vouchers for 4 movies on HyppFlicks Plus for 25 months' worth RM1000)</td> <td data-bbox="1230 443 1501 645">RM 199/month</td> </tr> <tr> <td data-bbox="529 645 938 748">unifi 100Mbps with unifi TV's Ultimate Pack viewing via unifi TV Box</td> <td data-bbox="938 645 1230 748">RM 189/month</td> <td data-bbox="1230 645 1501 748">RM 159/month</td> </tr> </tbody> </table> <p data-bbox="560 748 963 786"><i>Note: Promo price is perpetual</i></p>	UNIFI PLAN	ACTUAL PRICE/MONTH	PROMOTION PRICE/MONTH	unifi 300Mbps with unifi TV's Ultimate Pack viewing via unifi TV Box & VOD voucher for 4 movies on HyppFlicks Plus monthly	RM 259/month (with VOD vouchers for 4 movies on HyppFlicks Plus for 25 months' worth RM1000)	RM 199/month	unifi 100Mbps with unifi TV's Ultimate Pack viewing via unifi TV Box	RM 189/month	RM 159/month
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5.	<p>Who is eligible for this special deal?</p>	<ul style="list-style-type: none"> ▪ This promotion is open to all new subscriptions of our unifi Home 100Mbps plan and 300Mbps plan during the promotional period. 									
6.	<p>I'm interested! Where can I subscribe to the package to get this special deal?</p>	<ul style="list-style-type: none"> ▪ Customers can subscribe at all TMpoint outlets, TM Authorised Dealers, Resellers or call TM Contact Centre at 100. ▪ Online subscription will be made available starting from 15th April 2019. 									
7.	<p>How long is the subscription contract period for customer who subscribe to these plans?</p>	<ul style="list-style-type: none"> ▪ Both unifi 100Mbps plan and unifi 300Mbps plan come with a 24-month contract. 									
8.	<p>Will the monthly subscription fee remain the same when the contract period ends?</p>	<ul style="list-style-type: none"> ▪ The package price will remain the same even after the 24-month contract period ends. 									

NO	QUESTION	ANSWER
9.	I'm an existing unifi Home customer, can I change my plan to these plans?	<ul style="list-style-type: none"> ▪ Yes, you can upgrade or downgrade your speed package at any time. However, the contract period of your service subscription will be renewed regardless whether you are within or beyond the contract period. ▪ For further assistance on your request, please contact us at our customer portal unifi.com.my and log in to your Self-care account, chat with us via care@unifi app (available on Google Play/Apple Store) or via unifi portal at unifi.com.my/chat. You can also visit TMpoint outlets nationwide or TM Contact Centre Helpline at 100. <p><i>(Terms and conditions apply)</i></p>
10.	Is there any contract renewal applicable to the existing unifi Home or Streamyx (Pre-unifi) customers who subscribe to this special deal?	<ul style="list-style-type: none"> ▪ Yes, customer's contract will be renewed to 24 months upon subscribing to this special deal.
11.	I am an existing unifi Home customer but I did not have a unifi TV box. How do I get the unifi TV box?	<ul style="list-style-type: none"> ▪ You can upgrade your package to enjoy your unifi TV's Ultimate Pack viewing via unifi TV box. ▪ To upgrade/downgrade, you may contact us at our customer portal unifi.com.my and log in to your Self-care account, chat with us via care@unifi app (available on Google Play/Apple Store) or via unifi portal at unifi.com.my/chat. You can also visit TMpoint outlets nationwide or TM Contact Centre Helpline at 100.
SPECIAL VOD VOUCHER FOR UNIFI 300Mbps PLAN		
12.	How do I get the VOD voucher code?	<ul style="list-style-type: none"> ▪ Upon successful installation of your unifi 300Mbps plan, customer will receive a short text message (SMS) with a voucher code within 48 – 72 hours. Please make sure the correct mobile number is provided during the subscription / registration.
13.	How many VOD could be redeemed for every voucher code received? Is there any expiry date?	<ul style="list-style-type: none"> ▪ Every month, customers will receive one (1) voucher code which entitled them to redeem four (4) VOD movie titles on HyppFlicks Plus (Ch. 431) on unifi TV box (Set-Top-Box). The voucher code must be redeemed within 30 days from the date of issuance.
14.	How to redeem VOD using the voucher code?	<ul style="list-style-type: none"> ▪ Kindly follow the steps below: <ol style="list-style-type: none"> i. Get your 14-digit voucher code received via SMS ii. Press the VOD button on your unifi TV box remote control iii. Choose your preferred VOD under HyppFlicks Plus (Ch. 431) category on your TV iv. Select "Redeem Voucher" option

NO	QUESTION	ANSWER
		v. Key in your 14-digit voucher code and 6 digit purchase PIN vi. Start watching and enjoy your movie! Note: For 1 st time users, you are required to change the default “123456” Purchase PIN to your desired PIN. Just follow the simple steps prompted on your TV screen to change the purchase pin.
15.	Can I perform the voucher code redemption on unifi playTV app?	<ul style="list-style-type: none"> ▪ Currently the redemption can only be done through your unifi TV box but the redeemed VOD movies can be enjoyed via both unifi TV STB and as well unifi playTV app.
16	Is there an expiry date to the redeemed VOD?	<ul style="list-style-type: none"> ▪ Don't worry, the VOD will be available for 48 hours from the time you redeemed.
17.	I enjoyed my 1st redeemed VOD, how to redeem for my next VOD?	<ul style="list-style-type: none"> ▪ Every voucher code is entitled up to four (4) VOD movies redemptions. Just use the same voucher code and follow the same steps for your next redemption. The voucher code will no longer be valid after all 4 redemptions made or once it reaches its expiry date.
18.	I did not redeem all 4 VODs and the code has expired, can I still redeem using the same code?	<ul style="list-style-type: none"> ▪ Customer will not be able to redeem the VOD movies using the expired voucher, as any balance will not be carried forward. ▪ Fret not, just use the new voucher code that you will receive in the following month to start enjoying the movies! Any balance from the expired voucher will be forfeited.
19.	Why are there certain VOD movie titles not redeemable using this voucher?	<ul style="list-style-type: none"> ▪ Some of the VODs are not redeemable using this special deal. Alternatively, you may buy the VOD movie using your purchase PIN whereby it will be charged accordingly to your monthly bill.
20.	What is the denomination for each VOD redemption made using the voucher code?	<ul style="list-style-type: none"> ▪ The denomination for each movie redemption using the voucher code is RM10.00 per VOD movie title.
21.	What will happen if I redeem VOD that are not priced at RM10.00?	<ul style="list-style-type: none"> ▪ If the price value of the VOD movie exceeds the denominated amount, the difference in the price value thereof shall be paid by the customer. ▪ If the price value of the VOD movie is less than the denominated amount, the difference in price value thereof will not be refunded nor claimable by customer.
22.	Can the voucher code be converted into cash?	<ul style="list-style-type: none"> ▪ The voucher code cannot be exchanged for cash, rebate, waiver or any forms of legal tender and it is not refundable with vouchers of other denominations.

NO	QUESTION	ANSWER
23.	Can I perform the voucher code redemption on other's unifi TV account?	<ul style="list-style-type: none"> ▪ The voucher codes are uniquely tagged to your account, thus it is not redeemable on other unifi TV account.
24.	I did not receive the voucher code via SMS, what should I do?	<ul style="list-style-type: none"> ▪ Please note that the VOD voucher code will be sent via SMS to your registered mobile phone number under your unifi account profile. ▪ It is important to frequently update your mobile number. Should you still not receive the voucher code, kindly contact us to update your profile.
25.	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none"> ▪ Easy, you can contact us via TM's digital channels such as: <ul style="list-style-type: none"> ▪ unifi self-help portal at unifi.com.my ▪ Community at https://community.unifi.com.my/ ▪ Facebook at https://www.facebook.com/weareunifi/ ▪ Twitter at @helpmeunifi ▪ Live Chat via our care@unifi app or unifi.com.my/chat ▪ Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
unifi HOME PLANS 24-HOUR INSTALLATION INITIATIVE**

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QUESTIONS ON unifi HOME PLANS 24-HOUR INSTALLATION INITIATIVE														
1.	What is the 24-hour installation initiative?	<ul style="list-style-type: none"> ▪ The 24-hour installation initiative allows you to set the appointment for the installation of your unifi and pre-unifi on the same day or the next day after you have registered for our unifi and pre-unifi Home plans. ▪ Registration to these plans can be done via our unifi portal at unifi.com.my. 												
2.	How does this work?	<ul style="list-style-type: none"> ▪ Under this initiative, you can set the installation appointment on the same day or the next day after you have registered for unifi and pre-unifi Home plans via our unifi portal at unifi.com.my. ▪ However, please note that the appointment slot is subject to availability. Kindly refer to the table below for the timeline: <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="background-color: #a0c4ff;">Upon appointment slot checking & order submission</th> <th style="background-color: #a0c4ff;">Earliest slot availability</th> <th style="background-color: #a0c4ff;">Day of installation</th> </tr> </thead> <tbody> <tr> <td>Before 10.00 am</td> <td>Afternoon</td> <td>Same day</td> </tr> <tr> <td>Between 10.01 am – 2.30 pm</td> <td>Morning</td> <td>Next day</td> </tr> <tr> <td>After 2.31 pm</td> <td>Afternoon</td> <td>Next day</td> </tr> </tbody> </table>	Upon appointment slot checking & order submission	Earliest slot availability	Day of installation	Before 10.00 am	Afternoon	Same day	Between 10.01 am – 2.30 pm	Morning	Next day	After 2.31 pm	Afternoon	Next day
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3.	Am I entitled for the same day / next day installation?	<ul style="list-style-type: none"> ▪ The 24-hour installation will be applicable to ALL customers subscribing to our unifi and pre-unifi Home plans via unifi.com.my. ▪ However, this is subject to appointment slot availability. 												

<p>4.</p>	<p>Why are you focusing the 24-hour installation initiative for registration via unifi portal (unifi.com.my) only?</p>	<ul style="list-style-type: none"> ▪ We aspire to drive the converged digital experience to more Malaysians from all walks of life and making life easier for all. ▪ We're providing convenience for you to subscribe to our plans via unifi.com.my at the comfort of your home.
<p>5.</p>	<p>Is there a charge for the request for 24 hours installation?</p>	<ul style="list-style-type: none"> ▪ Good news is that the charge of RM200 will be waived until 30 April 2019. ▪ So hurry and grab this opportunity!
<p>6.</p>	<p>How should I contact TM if I need any assistance or service inquiry?</p>	<ul style="list-style-type: none"> ▪ You can contact us via our digital channels such as: <ul style="list-style-type: none"> • Live Chat via the care@unifi app (available on Google Play/Apple Store) • unifi self-help portal at unifi.com.my/chat. • Facebook at facebook.com/weareunifi • Twitter at @helpmeunifi. ▪ You can also visit us at any TMpoint outlets nationwide.