



FREQUENTLY ASKED QUESTIONS (FAQ) ON BROADBAND (STREAMYX) PACKAGES

FAQ ON BROADBAND (STREAMYX) PACKAGES

GETTING TO KNOW

1	What is Broadband?	<ul style="list-style-type: none"> ▪ Broadband is an Internet access service which provides 'always on' connection to the Internet with speed/bandwidth from 1Mbps up to 8Mbps. The service is ideal to support most internet applications such as web hosting, video streaming, e-commerce, distance learning and many more. 																												
2	How fast is your Broadband connection?	<ul style="list-style-type: none"> ▪ We have a variety of Broadband packages with speeds ranging from 1Mbps up to 8Mbps and it is on best effort basis. 																												
3	Can you tell me more about your Broadband packages?	<ul style="list-style-type: none"> ▪ You can enjoy unlimited experience and unmatched choices with our Broadband package offerings. ▪ Kindly refer to the below table for reference on our offerings: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr style="background-color: #333; color: white;"> <th style="padding: 5px;">Broadband 1Mbps</th> <th style="padding: 5px;">Broadband 2Mbps</th> <th style="padding: 5px;">Broadband 4Mbps</th> <th style="padding: 5px;">Broadband 8Mbps</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Download speed up to 1Mbps Upload speed up to 384kbps</td> <td style="padding: 5px;">Download speed up to 2Mbps Upload speed up to 384kbps</td> <td style="padding: 5px;">Download speed up to 4Mbps Upload speed up to 512kbps</td> <td style="padding: 5px;">Download speed up to 8Mbps Upload speed up to 512kbps</td> </tr> <tr> <td style="padding: 5px;">Unlimited Quota</td> <td style="padding: 5px;">Unlimited Quota</td> <td style="padding: 5px;">Unlimited Quota</td> <td style="padding: 5px;">Unlimited Quota</td> </tr> <tr> <td style="padding: 5px;">Calls to fixed lines: Free</td> <td style="padding: 5px;">Calls to fixed lines: Free</td> <td style="padding: 5px;">Calls to fixed lines: Free</td> <td style="padding: 5px;">Calls to fixed lines: Free</td> </tr> <tr> <td style="padding: 5px;">Calls to Mobile: 10sen/min</td> <td style="padding: 5px;">Calls to Mobile: 10sen/min</td> <td style="padding: 5px;">Calls to Mobile: 10sen/min</td> <td style="padding: 5px;">Calls to Mobile: 10sen/min</td> </tr> <tr> <td style="padding: 5px;">Free access to unifi PlayTV app with Free-to-Air channels (complimentary of 30-days free viewing of all channels)</td> <td style="padding: 5px;">Free access to unifi PlayTV app with Free-to-Air channels (complimentary of 30-days free viewing of all channels)</td> <td style="padding: 5px;">Free access to unifi PlayTV app with Free-to-Air channels (complimentary of 30-days free viewing of all channels)</td> <td style="padding: 5px;">Free access to unifi PlayTV app with Free-to-Air channels (complimentary of 30-days free viewing of all channels)</td> </tr> <tr> <td style="padding: 5px;">Retail Package Price RM110/month</td> <td style="padding: 5px;">Retail Package Price RM130/month</td> <td style="padding: 5px;">Retail Package Price RM140/month</td> <td style="padding: 5px;">Retail Package Price RM160/month</td> </tr> </tbody> </table>	Broadband 1Mbps	Broadband 2Mbps	Broadband 4Mbps	Broadband 8Mbps	Download speed up to 1Mbps Upload speed up to 384kbps	Download speed up to 2Mbps Upload speed up to 384kbps	Download speed up to 4Mbps Upload speed up to 512kbps	Download speed up to 8Mbps Upload speed up to 512kbps	Unlimited Quota	Unlimited Quota	Unlimited Quota	Unlimited Quota	Calls to fixed lines: Free	Calls to fixed lines: Free	Calls to fixed lines: Free	Calls to fixed lines: Free	Calls to Mobile: 10sen/min	Calls to Mobile: 10sen/min	Calls to Mobile: 10sen/min	Calls to Mobile: 10sen/min	Free access to unifi PlayTV app with Free-to-Air channels (complimentary of 30-days free viewing of all channels)	Free access to unifi PlayTV app with Free-to-Air channels (complimentary of 30-days free viewing of all channels)	Free access to unifi PlayTV app with Free-to-Air channels (complimentary of 30-days free viewing of all channels)	Free access to unifi PlayTV app with Free-to-Air channels (complimentary of 30-days free viewing of all channels)	Retail Package Price RM110/month	Retail Package Price RM130/month	Retail Package Price RM140/month	Retail Package Price RM160/month
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4	<p>What are the Add-Ons offered to customers of Broadband packages?</p>	<ul style="list-style-type: none"> ▪ Customers can pick and choose the relevant Add-Ons that will boost their broadband experience. <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: black; color: white;"> <th style="width: 15%;">ADD-ONS</th> <th style="width: 35%;">DESCRIPTION</th> <th style="width: 40%;">OFFERING</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">unifi Mobile</td> <td>The best mobile postpaid plan to cater to the needs of each member of the family</td> <td> <p>Plans from as low as RM19/month:</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="font-size: small;">Price (RM)</th> <th style="font-size: small;">99</th> <th style="font-size: small;">59</th> <th style="font-size: small;">39</th> <th style="font-size: small;">29</th> <th style="font-size: small;">19</th> </tr> </thead> <tbody> <tr> <td style="font-size: small;">Data</td> <td style="font-size: small;">unlimited</td> <td style="font-size: small;">10GB (9GB LTE + 1GB 3G)</td> <td style="font-size: small;">5GB (4GB LTE+ 1GB 3G)</td> <td style="font-size: small;">3GB (2GB LTE + 1GB 3G)</td> <td style="font-size: small;">2GB (1GB LTE + 1GB 3G)</td> </tr> <tr> <td style="font-size: small;">Calls</td> <td></td> <td style="font-size: small;">100</td> <td style="font-size: small;">50</td> <td></td> <td style="font-size: small;">5</td> </tr> <tr> <td style="font-size: small;">SMS</td> <td></td> <td colspan="3" style="font-size: small;">25</td> <td></td> </tr> </tbody> </table> </td> </tr> <tr> <td style="text-align: center;">unifi TV packs</td> <td>Watch the latest shows on playTV@unifi at home or anywhere</td> <td> <p>Additional from as low as RM30/month Choose from Ultimate, Aneka Plus, Ruby Plus or Varnam Plus</p> <p><i>*Only applicable for Broadband 4Mbps & 8Mbps</i></p> </td> </tr> </tbody> </table>	ADD-ONS	DESCRIPTION	OFFERING	unifi Mobile	The best mobile postpaid plan to cater to the needs of each member of the family	<p>Plans from as low as RM19/month:</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="font-size: small;">Price (RM)</th> <th style="font-size: small;">99</th> <th style="font-size: small;">59</th> <th style="font-size: small;">39</th> <th style="font-size: small;">29</th> <th style="font-size: small;">19</th> </tr> </thead> <tbody> <tr> <td style="font-size: small;">Data</td> <td style="font-size: small;">unlimited</td> <td style="font-size: small;">10GB (9GB LTE + 1GB 3G)</td> <td style="font-size: small;">5GB (4GB LTE+ 1GB 3G)</td> <td style="font-size: small;">3GB (2GB LTE + 1GB 3G)</td> <td style="font-size: small;">2GB (1GB LTE + 1GB 3G)</td> </tr> <tr> <td style="font-size: small;">Calls</td> <td></td> <td style="font-size: small;">100</td> <td style="font-size: small;">50</td> <td></td> <td style="font-size: small;">5</td> </tr> <tr> <td style="font-size: small;">SMS</td> <td></td> <td colspan="3" style="font-size: small;">25</td> <td></td> </tr> </tbody> </table>	Price (RM)	99	59	39	29	19	Data	unlimited	10GB (9GB LTE + 1GB 3G)	5GB (4GB LTE+ 1GB 3G)	3GB (2GB LTE + 1GB 3G)	2GB (1GB LTE + 1GB 3G)	Calls		100	50		5	SMS		25				unifi TV packs	Watch the latest shows on playTV@unifi at home or anywhere	<p>Additional from as low as RM30/month Choose from Ultimate, Aneka Plus, Ruby Plus or Varnam Plus</p> <p><i>*Only applicable for Broadband 4Mbps & 8Mbps</i></p>
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5	<p>I'm interested! How do I subscribe to your Broadband package?</p>	<ul style="list-style-type: none"> ▪ You can subscribe at our various touchpoints as follows: <ul style="list-style-type: none"> ▪ Register via our unifi portal at unifi.com.my ▪ Visit the nearest TMpoint, TM Authorised Dealer (TAD) and resellers. 																																	
6	<p>I am a business applicant. Can I apply for the Broadband package?</p>	<ul style="list-style-type: none"> ▪ If you are a business operator, you are encouraged to apply for our Business Broadband package which cater to suit your communications and business operation's needs. 																																	
7	<p>Where can I pay my Broadband bill?</p>	<ul style="list-style-type: none"> ▪ You can pay your TM bill through several payment channels such as: <ul style="list-style-type: none"> ▪ care@unifi app ▪ unifi portal via unifi.com.my ▪ TMpoint or TMpoint Authorised Dealer (TAD) outlets ▪ POS Malaysia and branches of selected preferred online banking channels ▪ For hassle-free scheduled payment transactions each month, it is highly recommended that you subscribe to our TM Autopay service. ▪ For the full list of our authorised bill payment channels, click here. 																																	
8	<p>Can I resell my Broadband services to any third party?</p>	<ul style="list-style-type: none"> ▪ No, you are not allowed to resell your Broadband services to other party. 																																	
9	<p>Will I be tied to a contract?</p>	<ul style="list-style-type: none"> ▪ Kindly refer to the below table for reference on the contract period and penalty on early termination: 																																	



		NO	ITEMS	CONTRACT PERIOD	PENALTY IF TERMINATION WITHIN CONTACT PERIOD
		1.	Broadband 1Mbps	12 months	RM350
		2.	Broadband 2Mbps		
		3.	Broadband 4Mbps		
		4.	Broadband 8Mbps		
10	Can I have more than one Broadband connection at my premise?	<ul style="list-style-type: none"> ▪ Yes, you can subscribe to more than one Broadband account at your premise provided that you have extra telephone lines as each broadband connection requires a dedicated telephone line. ▪ In accordance to the Multiple Subscription Rules (MSR) for broadband/business broadband services, each premise is allowed to a maximum number of accounts, as stated below. This policy is to manage the number of service subscriptions per customer and/or per address. <ul style="list-style-type: none"> ▪ Maximum three (3) service subscriptions per customer. ▪ Maximum one (1) service per installed address per customer. ▪ Maximum one (1) customer per installed address. ▪ Therefore, maximum one (1) service per installed address (different customer) ▪ Subscription of additional products at a different address is not allowed if the previous order is still pending and incomplete. 			
11	Do I need to purchase a modem?	<ul style="list-style-type: none"> ▪ TM will provide a DSL modem for customers subscribing to all our Broadband packages. We would highly encourage you to use modems provided by TM to fully experience our Broadband service. <p><i>*Note: The modem warranty period is for one (1) year. Terms and conditions apply.</i></p>			
12	Do I need an additional wiring to be installed at my house / office?	<ul style="list-style-type: none"> ▪ Your Broadband connection will be installed close to where your telephone line ends. If additional wiring is required, you can add from where the phone line ends at your own cost. 			
13	How do I check the Broadband service availability in my area?	<ul style="list-style-type: none"> ▪ There are few ways on how you can check the Broadband service availability in your area: <ul style="list-style-type: none"> ▪ unifi portal at www.unifi.com.my ▪ Live Chat via our care@unifi app or unifi.com.my/chat ▪ Facebook at facebook.com/weareunifi ▪ Twitter at @helpmeunifi ▪ You may also visit us at any of the TMpoint outlets nationwide. 			
14	Can I subscribe to your Broadband packages if my fixed line is served under other operators (non-TM)?	<ul style="list-style-type: none"> ▪ Unfortunately you need to have a fixed line provided by TM to connect to our Broadband packages. 			



<p>15</p>	<p>Can I change my subscription package before installation is done?</p>	<ul style="list-style-type: none"> ▪ If you have applied for a certain package and it has been scheduled for installation, changing the package before the installation date is not allowed ▪ Should you need to do so, you are advised to cancel your application and re-apply the package that you prefer. You can request to cancel the application at the nearest TMpoint.
<p>16</p>	<p>Will I enjoy fast speed at all times?</p>	<ul style="list-style-type: none"> ▪ Our Broadband download and upload speed varies depending on the following factors: <ul style="list-style-type: none"> ▪ Location of website hosting location - users may experience slower response from international hosted websites. ▪ Capacity of visited web server - some web servers are unable to support huge traffic demand from users. In addition, some sites restrict download speed of their users to ensure fair level of service among them. ▪ Network congestion - high level of traffic at peak times may cause some slowdown. ▪ Running other application simultaneously - using other applications (e.g. P2P) at the same time can degrade the download performance.
<p>17</p>	<p>Do I need to pay any upfront payment?</p>	<ul style="list-style-type: none"> ▪ There will be no upfront payment required for Malaysians. ▪ However, there'll be a fee of RM1 for pre-authentication online. This fee will be charged upon application. ▪ For non-Malaysians, you are required to pay an upfront payment of RM500.
<p>18</p>	<p>Who should I contact if I need any assistance or service inquiry?</p>	<ul style="list-style-type: none"> ▪ Easy, you can contact us via TM's digital channels such as: <ul style="list-style-type: none"> ▪ Live Chat via our care@unifi app ▪ unifi self-help portal at unifi.com.my/chat/index.html ▪ Facebook at facebook.com/weareunifi ▪ Twitter at @helpmeunifi ▪ Should you require a face-to-face interaction, you may visit us at any of the TMpoint outlets nationwide.