

NO	QUESTION	ANSWER
QUESTIONS ON new unifi home - Broadband		
GETTING TO KNOW		
1.	What is broadband?	<input type="checkbox"/> 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 broadband applications such as, web hosting, video streaming, e-commerce, distance learning and many more.
2.	What "alwayson" connection is	<input type="checkbox"/> An "always-on" connection refers to a constant connection which never disconnects, and ensures fast and instant access to the Internet without any dial up process. This type of connection is suitable for users who regularly download or upload large files over the Internet.
3.	How fast is the broadband connection?	<input type="checkbox"/> The packages range from 1Mbps up to 8Mbps Internet access speed and it is on best effort basis.
5.	How do I subscribe to broadband?	<input type="checkbox"/> You can subscribe to broadband packages online via unifi.com.my or visit any nearest TMpoint, TM Authorised Resellers, or our TM Direct Sales Representative.
6.	I am a business applicant. Can I apply to broadband package?	<input type="checkbox"/> Unfortunately, no. Broadband packages can ONLY be subscribed by residential applicants only. Business applicants can apply for business broadband package which is designed to suit business operations.
7.	How much do I have to pay?	<input type="checkbox"/> Please visit unifi.com.my to know more about broadband packages and its pricing.
8.	Where do I pay my broadband bill?	<input type="checkbox"/> Please refer to this list here for authorised payment channels where you can make payment for your broadband bill.
9.	Can I resell the services?	<input type="checkbox"/> Definitely no. You are not allowed to resell the services.

<p>10.</p>	<p>What is the minimum subscription period for broadband?</p>	<ul style="list-style-type: none"> • The minimum subscription period is: <ul style="list-style-type: none"> a) 12 months for packages with speed of 384Kbps to 4Mbps b) 24 months for 8Mbps packages. • A penalty charge of RM 350 for broadband 384K to 4M and RM 500 for broadband 8M shall be imposed if you terminate your account within the minimum subscription period.
<p>11.</p>	<p>Can I have more than one broadband</p>	<p><input type="checkbox"/> Yes, it is possible, provided that you have extra telephone lines because each broadband connection requires a dedicated telephone line. In accordance to the Multiple Subscription Rules (MSR) for broadband/business broadband services, each premise is</p>

NO	QUESTION	ANSWER																					
	<p>connection at my premise?</p>	<p>allowed a maximum number of accounts (as stated in the table below). This policy is to manage the number of service subscriptions per customer and/or per address.</p> <table border="1" data-bbox="516 506 1360 1591"> <thead> <tr> <th data-bbox="516 506 724 562">PRODUCT</th> <th data-bbox="724 506 1042 562">RESIDENTIAL</th> <th data-bbox="1042 506 1360 562">BUSINESS</th> </tr> </thead> <tbody> <tr> <td data-bbox="516 562 724 720">Broadband and Business Broadband</td> <td data-bbox="724 562 1042 720">a) Maximum broadband subscriptions per customer are three (3) packages.</td> <td data-bbox="1042 562 1360 720">a) Maximum business broadband subscriptions per customer are 12 packages.</td> </tr> <tr> <td></td> <td data-bbox="724 720 1042 814">b) Per customer per address is 1 package.</td> <td data-bbox="1042 720 1360 814">b) Per customer per address is 3 packages.</td> </tr> <tr> <td></td> <td data-bbox="724 814 1042 909">c) Maximum two (2) customers per address.</td> <td data-bbox="1042 814 1360 909">c) Maximum two (2) customers per address.</td> </tr> <tr> <td></td> <td data-bbox="724 909 1042 1098">d) Therefore, a maximum of two (2) packages per address are entitled for two different customers.</td> <td data-bbox="1042 909 1360 1098">d) Maximum two (2) customers per address.</td> </tr> <tr> <td></td> <td data-bbox="724 1098 1042 1346">e) Subscription of additional products at a different address is not allowed if the previous order is still pending and incomplete.</td> <td data-bbox="1042 1098 1360 1346">e) Therefore, a maximum of six (6) packages per address for two (2) different customers.</td> </tr> <tr> <td></td> <td></td> <td data-bbox="1042 1346 1360 1591">f) Subscription of additional products at a different address is not allowed if the previous order is still pending and incomplete.</td> </tr> </tbody> </table>	PRODUCT	RESIDENTIAL	BUSINESS	Broadband and Business Broadband	a) Maximum broadband subscriptions per customer are three (3) packages.	a) Maximum business broadband subscriptions per customer are 12 packages.		b) Per customer per address is 1 package.	b) Per customer per address is 3 packages.		c) Maximum two (2) customers per address.	c) Maximum two (2) customers per address.		d) Therefore, a maximum of two (2) packages per address are entitled for two different customers.	d) Maximum two (2) customers per address.		e) Subscription of additional products at a different address is not allowed if the previous order is still pending and incomplete.	e) Therefore, a maximum of six (6) packages per address for two (2) different customers.			f) Subscription of additional products at a different address is not allowed if the previous order is still pending and incomplete.
PRODUCT	RESIDENTIAL	BUSINESS																					
Broadband and Business Broadband	a) Maximum broadband subscriptions per customer are three (3) packages.	a) Maximum business broadband subscriptions per customer are 12 packages.																					
	b) Per customer per address is 1 package.	b) Per customer per address is 3 packages.																					
	c) Maximum two (2) customers per address.	c) Maximum two (2) customers per address.																					
	d) Therefore, a maximum of two (2) packages per address are entitled for two different customers.	d) Maximum two (2) customers per address.																					
	e) Subscription of additional products at a different address is not allowed if the previous order is still pending and incomplete.	e) Therefore, a maximum of six (6) packages per address for two (2) different customers.																					
		f) Subscription of additional products at a different address is not allowed if the previous order is still pending and incomplete.																					
12.	<p>Do I need a special modem?</p>	<p><input type="checkbox"/> Yes, you need to use a certified DSL modem, that is compatible with broadband which can be at any nearest TMpoint outlet to purchase. Please refer here for the list of TMpoint nationwide.</p>																					

13.	Do I need to purchase a modem?	<ul style="list-style-type: none"> TM will provide the DSL modem for customers who subscribed for broadband packages that come with modem. Only modems approved by TM will work excellently with broadband. <p><i>Note: The modem warranty period for broadband is for one (1) year, and lifetime for business broadband. Terms and conditions apply.</i></p> <ul style="list-style-type: none"> For broadband without modem packages, TM will not provide the modem. Customers will need to purchase the modem and splitter. Please refer to certified DSL modem for the list of modems
NO	QUESTION	ANSWER
		compatible with broadband which can be purchased from nearest TMpoint outlets.
14.	Do I need additional wiring at my house / office?	<input type="checkbox"/> Broadband will be installed at where the telephone line ends. If additional wiring is required, you can add from where the phone line ends at your own cost.
15.	Is broadband available nationwide?	<input type="checkbox"/> Broadband can only be provided in areas where TM exchange has available ADSL ports to provide the service to your home.
16.	If my neighbour has subscribed to broadband, can I get broadband too?	<input type="checkbox"/> Yes, you can subscribe to any of available packages. However, there are instances where there are a limited number of available ports at your area, and you may need to wait until the ports are installed.
17.	Can I subscribe to broadband if my fixed line is served under other operators (non-TM) area?	<input type="checkbox"/> Unfortunately, you can't. You need to have a fixed line provided by TM to connect to broadband.
18.	Can I change the package before installation?	<ul style="list-style-type: none"> If you have applied for a certain package and it has been scheduled for installation, you are not allowed to change the package before the installation. Should you need to do so, you are advised to cancel your application and reapply. You can request to cancel the package at the nearest TMpoint.

19.	How do I install broadband?	<ul style="list-style-type: none"> □ Our Perfect Squad will contact you for an appointment to install your broadband service. Please ensure that all equipment requirements are fulfilled before service installation.
20.	Will I enjoy fast speed at all times?	<ul style="list-style-type: none"> □ Broadband download and upload speed varies depending on the following factors: <ul style="list-style-type: none"> ➢ Location of website - user may experience slow response from international websites. ➢ Capacity of visited web server - some web servers cannot cope with 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 (eg. P2P) at the same time can degrade the download performance.
UNIFI “1-MONTH FREE” CAMPAIGN		
21	Tell me more on the offering for this promotion?	<ul style="list-style-type: none"> ▪ We’re having this exclusive digital campaign which offers 1-month free on your monthly subscription fee for customers who sign up for unifi Home via our unifi portal at https://unifi.com.my.
22	How long is the promotion period?	<ul style="list-style-type: none"> ▪ The promotion period will be from 4 October to 31 December 2018.
23	Who is eligible to this promotion?	<ul style="list-style-type: none"> ▪ We welcome all NEW residential customers to subscribe to this promotion.
24	How can I enjoy the 1-month free?	<ul style="list-style-type: none"> ▪ Easy! Simply sign up for unifi Home via our unifi portal at https://unifi.com.my and enjoy this online exclusive 1-month waiver of your monthly subscription fee. <p><i>Note: Customer will not be entitled for 1-month free for sign-up via TM offline channels (TMpoint, Reseller or TM Authorised Dealer (TAD)).</i></p>
25	How does the 1-month free work?	<ul style="list-style-type: none"> ▪ Your 1-month waiver will be reflected in your first bill.
26	What happens if it is not reflected in my first bill?	<ul style="list-style-type: none"> ▪ Don’t worry, if the deduction is not reflected in your first bill, you may contact us via Live Chat at care@unifi app and unifi self-help portal at unifi.com.my/chat, Facebook at facebook.com/weareunifi or Twitter at @helpmeunifi.

27	<p>This is interesting. What are the unifi packages available under this promotion?</p>	<ul style="list-style-type: none"> We have a variety of packages for you. Just choose any of the following: <table border="1" data-bbox="561 342 1265 407"> <thead> <tr> <th>unifi PACKAGE</th> <th>PRICE</th> </tr> </thead> <tbody> <tr> <td>unifi plan™ 100Mbps</td> <td>RM 129 / month</td> </tr> </tbody> </table> <table border="1" data-bbox="561 436 1265 596"> <thead> <tr> <th>BROADBAND PACKAGE</th> <th>PRICE</th> </tr> </thead> <tbody> <tr> <td>Broadband 1Mbps</td> <td>RM 110 / month</td> </tr> <tr> <td>Broadband 2Mbps</td> <td>RM 130 / month</td> </tr> <tr> <td>Broadband 4Mbps</td> <td>RM 140 / month</td> </tr> <tr> <td>Broadband 8Mbps</td> <td>RM 160 / month</td> </tr> </tbody> </table>	unifi PACKAGE	PRICE	unifi plan™ 100Mbps	RM 129 / month	BROADBAND PACKAGE	PRICE	Broadband 1Mbps	RM 110 / month	Broadband 2Mbps	RM 130 / month	Broadband 4Mbps	RM 140 / month	Broadband 8Mbps	RM 160 / month
unifi PACKAGE	PRICE															
unifi plan™ 100Mbps	RM 129 / month															
BROADBAND PACKAGE	PRICE															
Broadband 1Mbps	RM 110 / month															
Broadband 2Mbps	RM 130 / month															
Broadband 4Mbps	RM 140 / month															
Broadband 8Mbps	RM 160 / month															
28	<p>Are there any unifi packages not eligible for this promotion?</p>	<ul style="list-style-type: none"> Subscription to unifi edu packages and unifi Basic will not be entitled for this promotion. The non-eligible packages are as below: <table border="1" data-bbox="561 854 1002 1014"> <thead> <tr> <th>unifi PACKAGE</th> </tr> </thead> <tbody> <tr> <td>Edu Lite Plan™ 10Mbps</td> </tr> <tr> <td>Edu advance plan™ 30Mbps</td> </tr> <tr> <td>Edu Pro plan™ 100Mbps</td> </tr> <tr> <td>unifi Basic plan™ 30Mbps</td> </tr> </tbody> </table>	unifi PACKAGE	Edu Lite Plan™ 10Mbps	Edu advance plan™ 30Mbps	Edu Pro plan™ 100Mbps	unifi Basic plan™ 30Mbps									
unifi PACKAGE																
Edu Lite Plan™ 10Mbps																
Edu advance plan™ 30Mbps																
Edu Pro plan™ 100Mbps																
unifi Basic plan™ 30Mbps																
29	<p>Will I be tied to any contract?</p>	<ul style="list-style-type: none"> Yes, subscription to unifi Home packages comes with a 24- month contract. 														
30	<p>I am an existing unifi customer. Can I subscribe to this promotion?</p>	<ul style="list-style-type: none"> Unfortunately no. This promotion is not applicable for existing unifi customers. 														
31	<p>I'm interested! However, can I sign up from other online portal?</p>	<ul style="list-style-type: none"> Sorry, that won't work! This promotion is made exclusively for customers who sign up for unifi Home via our unifi portal at https://unifi.com.my. 														
32	<p>I've signed up via online but my installation date is scheduled after 31 December 2018. Will I be able to enjoy the 1-month free?</p>	<ul style="list-style-type: none"> Yes, of course! Just be sure to sign up within the campaign period (4 October – 31 December 2018). <p>Frontliners to note that TM is allowed to defer the installation date for a period of up to 21 days.</p>														

33	Do I need to pay any upfront payment?	<ul style="list-style-type: none"> ▪ There will be no upfront payment applicable 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.
34	Does this promotion include add-on features?	<ul style="list-style-type: none"> ▪ Oh no, the promotion will only be applicable to broadband plan price only and will not be applicable to any add-ons. ▪ (Example: If you subscribe to unifi plan 100Mbps at RM129, you will be entitled to a 1-month free for the price of RM129. You will then need to pay for any additional add-ons on top of this plan.)
35	My house is located at a non-unifi serviceable area. Can I still subscribe to this package?	<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 at your area. You can also check the service availability via our unifi portal at unifi.com.my.
36	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"> ▪ 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 ▪ Should you require a face-to-face interaction, you may visit us at any of the TMpoint outlets nationwide.