



## FREQUENTLY ASKED QUESTIONS (FAQ)

### UNIFI HOME FIBRE

#### FREQUENTLY ASKED QUESTIONS (FAQ) ON UNIFI HOME FIBRE

#### GETTING TO KNOW

1	<b>What is unifi?</b>	<ul style="list-style-type: none"> <li>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 <a href="http://unifi.com.my">unifi.com.my</a>.</li> </ul>
2	<b>What is unifi Home?</b>	<ul style="list-style-type: none"> <li>unifi Home is a bundled triple-play service offering that offers High Speed Internet access (“Internet”), Voice over Internet Protocol (VOIP) (“Voice”) and unifi TV.</li> </ul>
3	<b>What are the benefits if I subscribe to unifi Home?</b>	<ul style="list-style-type: none"> <li>unifi will enhance your high speed internet, mobile and entertainment experience by providing the fastest internet speed, greater variety of entertainment options for you and the whole family, affordable mobile packages with unlimited data and better service stability. For more information or to subscribe to unifi Home, visit <a href="http://unifi.com.my">unifi.com.my</a>.</li> </ul>
4	<b>What is IPTV?</b>	<ul style="list-style-type: none"> <li>Internet Protocol Television (IPTV) service is TM’s content service delivered via IP based network technology and the service offering is branded as “unifi TV”. unifi TV allows subscribers to receive content through set-top-boxes and unifi PlayTV mobile app for viewing via a television set and simultaneously to multiple electronic devices including Set-Top Boxes, computers, tablets, mobile devices, smart TVs or any other technological devices.</li> </ul>
5	<b>What is the difference between unifi TV and satellite TV?</b>	<ul style="list-style-type: none"> <li>unifi TV is the brand name for an IPTV service offered by TM. Unlike satellite TV, unifi TV offers a seamless video and Live TV streaming service transmitted via IPTV through unifi broadband network. The service provides customers with a worry free viewing pleasure in any weather condition whether at home or even anywhere via unifi PlayTV app on any smart device. For more info on unifi TV, visit <a href="http://unifi.com.my/tv">unifi.com.my/tv</a>.</li> </ul>



<p><b>6</b></p>	<p><b>What are the package offerings under unifi Home plan?</b></p>	<ul style="list-style-type: none"> <li>You can enjoy unlimited experiences and unmatched choices with the unifi Home package offerings.</li> </ul> <table border="1" data-bbox="560 338 1474 1081"> <thead> <tr> <th>unifi Basic plan™</th> <th>unifi 100Mbps plan™</th> </tr> </thead> <tbody> <tr> <td> <p><b>30Mbps</b> Download speed up to 30Mbps Upload speed up to 10Mbps 60GB Quota Voice 20sen/min</p> </td> <td> <p><b>100Mbps</b> Download speed up to 100Mbps Upload speed up to 50Mbps Unlimited Quota Voice 20sen/min</p> </td> </tr> <tr> <td> <p>Free access to unifi PlayTV app with Free-to-Air channels (complimentary of 30-days free viewing of all channels)</p> </td> <td> <p>Free access to unifi PlayTV app for 2 devices with option of unifi TV pack of Aneka Plus Pack <b>OR</b> Varnam Plus Pack <b>OR</b> Ruby Plus Pack  (complimentary of 30-days free viewing of all channels)</p> </td> </tr> <tr> <td> <p>Retail Package Price RM79/month</p> </td> <td> <p>Retail Package Price RM129/month</p> </td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>Price shown is excluding 6% Service Tax (ST)</li> <li>Price shown is perpetual</li> <li>Retail Package Price will vary according to campaign</li> </ul>	unifi Basic plan™	unifi 100Mbps plan™	<p><b>30Mbps</b> Download speed up to 30Mbps Upload speed up to 10Mbps 60GB Quota Voice 20sen/min</p>	<p><b>100Mbps</b> Download speed up to 100Mbps Upload speed up to 50Mbps Unlimited Quota Voice 20sen/min</p>	<p>Free access to unifi PlayTV app with Free-to-Air channels (complimentary of 30-days free viewing of all channels)</p>	<p>Free access to unifi PlayTV app for 2 devices with option of unifi TV pack of Aneka Plus Pack <b>OR</b> Varnam Plus Pack <b>OR</b> Ruby Plus Pack  (complimentary of 30-days free viewing of all channels)</p>	<p>Retail Package Price RM79/month</p>	<p>Retail Package Price RM129/month</p>							
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<p><b>7</b></p>	<p><b>Does the unifi Home have a Fair Usage Policy (FUP)?</b></p>	<ul style="list-style-type: none"> <li>Yes, unifi Home packages for residential are subject to the Fair Usage Policy (FUP). FUP is a standard global practice to ensure that good quality of Internet experience is provided to all customers fairly.</li> </ul>															
<p><b>8</b></p>	<p><b>Are there any extra features that I will receive with unifi Home plan offering?</b></p>	<ul style="list-style-type: none"> <li>You can enjoy the below features along with the unifi Home offering:</li> </ul> <table border="1" data-bbox="628 1400 1444 1872"> <thead> <tr> <th>Features</th> <th>unifi Basic plan™</th> <th>unifi 100Mbps plan™</th> </tr> </thead> <tbody> <tr> <td><b>Installation &amp; activation</b></td> <td colspan="2">WAIVED</td> </tr> <tr> <td><b>wifi@unifi</b></td> <td colspan="2">UNLIMITED (until further notice)</td> </tr> <tr> <td><b>unifi TV</b></td> <td>Free to Air Channels via playTV@unifi app (complimentary of 30-days free viewing of all channels)</td> <td>INCLUSIVE of unifi TV packs via playTV@unifi (complimentary of 30-days free viewing of all channels)</td> </tr> <tr> <td><b>Wireless router</b></td> <td colspan="2">INCLUSIVE</td> </tr> </tbody> </table> <p>* Wireless router is applicable to new installations only.</p>	Features	unifi Basic plan™	unifi 100Mbps plan™	<b>Installation &amp; activation</b>	WAIVED		<b>wifi@unifi</b>	UNLIMITED (until further notice)		<b>unifi TV</b>	Free to Air Channels via playTV@unifi app (complimentary of 30-days free viewing of all channels)	INCLUSIVE of unifi TV packs via playTV@unifi (complimentary of 30-days free viewing of all channels)	<b>Wireless router</b>	INCLUSIVE	
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9	<p><b>Is there any limit for no. of devices for the playTV@unifi app?</b></p>	<ul style="list-style-type: none"> <li>You can enjoy the contents via playTV@unifi app for up to 2 devices concurrently. In addition, you can enjoy 30-day free viewing of all channels on unifi PlayTV app.</li> </ul>																																														
10	<p><b>What are the Add-Ons offered to customers of unifi Home packages?</b></p>	<ul style="list-style-type: none"> <li>Customers can pick and choose the relevant Add-Ons that will boost their broadband experience.</li> </ul> <table border="1" data-bbox="560 551 1513 1989"> <thead> <tr> <th>NO</th> <th>ADD-ONS</th> <th>DESCRIPTION</th> <th>OFFERING</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>unifi Mobile</td> <td>The best postpaid plan to cater to the needs of each member of the family</td> <td> <p><b>Plans from as low as RM19/month:</b></p> <table border="1"> <tr> <td>Price (RM)</td> <td>99</td> <td>59</td> <td>39</td> <td>29</td> <td>19</td> </tr> <tr> <td>Data</td> <td rowspan="3">UNLIMITED</td> <td>10GB (9GB LTE + 1GB 3G)</td> <td>5GB (4GB LTE+ 1GB 3G)</td> <td>3GB (2GB LTE + 1GB 3G)</td> <td>2GB (1GB LTE + 1GB 3G)</td> </tr> <tr> <td>Calls</td> <td>100</td> <td></td> <td>50</td> <td>5</td> </tr> <tr> <td>SMS</td> <td colspan="4">25</td> </tr> </table> </td> </tr> <tr> <td>2.</td> <td>Voice Pack 20</td> <td>Voice package for national call with affordable monthly commitment</td> <td> <p><b>Additional RM 20/month</b></p> <ul style="list-style-type: none"> <li>Inclusive 600 minutes talk time</li> <li>Beyond 600 minutes:                             <ul style="list-style-type: none"> <li>Call to TM fixed line: FREE</li> <li>Call to Mobile &amp; other fixed line: 10 sen/min</li> </ul> </li> </ul> </td> </tr> <tr> <td>3.</td> <td>Voice IDD</td> <td>Voice package for international call with affordable monthly commitment</td> <td> <p><b>Additional from as low as RM20/month</b></p> <ul style="list-style-type: none"> <li>Enjoy up to 1,000 free minutes to selected 8 countries.</li> <li>Rate beyond free minutes will be charged as low as 15sen/min.</li> </ul> </td> </tr> <tr> <td>4.</td> <td>unifi TV packs</td> <td>Watch the latest shows on playTV@unifi at home or anywhere</td> <td> <p><b>Additional from as low as RM30/month</b></p> <ul style="list-style-type: none"> <li>Choose from Ultimate, Aneka Plus, Ruby Plus or Varnam Plus.</li> </ul> </td> </tr> <tr> <td>5.</td> <td>Security and Surveillance</td> <td>Provide a complete business and home security solution with 24-hour, real-time monitoring service</td> <td> <p><b>Additional from RM99 / 1 unit IP camera/month</b></p> <ul style="list-style-type: none"> <li>24-hour complete security solution.</li> </ul> </td> </tr> </tbody> </table>	NO	ADD-ONS	DESCRIPTION	OFFERING	1.	unifi Mobile	The best postpaid plan to cater to the needs of each member of the family	<p><b>Plans from as low as RM19/month:</b></p> <table border="1"> <tr> <td>Price (RM)</td> <td>99</td> <td>59</td> <td>39</td> <td>29</td> <td>19</td> </tr> <tr> <td>Data</td> <td rowspan="3">UNLIMITED</td> <td>10GB (9GB LTE + 1GB 3G)</td> <td>5GB (4GB LTE+ 1GB 3G)</td> <td>3GB (2GB LTE + 1GB 3G)</td> <td>2GB (1GB LTE + 1GB 3G)</td> </tr> <tr> <td>Calls</td> <td>100</td> <td></td> <td>50</td> <td>5</td> </tr> <tr> <td>SMS</td> <td colspan="4">25</td> </tr> </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				2.	Voice Pack 20	Voice package for national call with affordable monthly commitment	<p><b>Additional RM 20/month</b></p> <ul style="list-style-type: none"> <li>Inclusive 600 minutes talk time</li> <li>Beyond 600 minutes:                             <ul style="list-style-type: none"> <li>Call to TM fixed line: FREE</li> <li>Call to Mobile &amp; other fixed line: 10 sen/min</li> </ul> </li> </ul>	3.	Voice IDD	Voice package for international call with affordable monthly commitment	<p><b>Additional from as low as RM20/month</b></p> <ul style="list-style-type: none"> <li>Enjoy up to 1,000 free minutes to selected 8 countries.</li> <li>Rate beyond free minutes will be charged as low as 15sen/min.</li> </ul>	4.	unifi TV packs	Watch the latest shows on playTV@unifi at home or anywhere	<p><b>Additional from as low as RM30/month</b></p> <ul style="list-style-type: none"> <li>Choose from Ultimate, Aneka Plus, Ruby Plus or Varnam Plus.</li> </ul>	5.	Security and Surveillance	Provide a complete business and home security solution with 24-hour, real-time monitoring service	<p><b>Additional from RM99 / 1 unit IP camera/month</b></p> <ul style="list-style-type: none"> <li>24-hour complete security solution.</li> </ul>
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<b>11</b>	<b>What is the contract period for unifi Home and its Add-Ons? Is there any penalty imposed if I terminate the services within the contract period?</b>	<ul style="list-style-type: none"> <li>The contract period for unifi Home 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</td> <td>24 months</td> <td>The remaining months of broadband monthly subscription fee (price before discount)</td> </tr> <tr> <td>2.</td> <td>Voice Pack 20</td> <td>Not Applicable</td> <td>Not Applicable</td> </tr> <tr> <td>3.</td> <td>Voice IDD</td> <td>1 month</td> <td>1 month of subscription fee</td> </tr> <tr> <td>4.</td> <td>unifi TV packs</td> <td>12 months</td> <td>The remaining months of monthly subscription fee of the unifi TV pack</td> </tr> <tr> <td>5.</td> <td>Security and Surveillance</td> <td>36 months</td> <td>Up to maximum 6 months subscription fee</td> </tr> <tr> <td>6.</td> <td>Home Gadget Protection</td> <td>12 months</td> <td>The remaining months of monthly subscription fee</td> </tr> </tbody> </table> </li> <li>Customer is required to settle all their outstanding bills prior to the termination request. For more information, please refer to your service Terms &amp; Conditions.</li> <li>Customer can now request for termination by logging into their Self-care account at <a href="http://www.unifi.com.my">www.unifi.com.my</a>, or visit any TMpoint outlets nationwide.</li> </ul>	NO.	ITEMS	CONTRACT PERIOD	PENALTY IF TERMINATION WITHIN CONTACT PERIOD	1.	unifi	24 months	The remaining months of broadband monthly subscription fee (price before discount)	2.	Voice Pack 20	Not Applicable	Not Applicable	3.	Voice IDD	1 month	1 month of subscription fee	4.	unifi TV packs	12 months	The remaining months of monthly subscription fee of the unifi TV pack	5.	Security and Surveillance	36 months	Up to maximum 6 months subscription fee	6.	Home Gadget Protection	12 months	The remaining months of monthly subscription fee
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<b>12</b>	<b>What do I get with unifi TV packs via the playTV@unifi app?</b>	<ul style="list-style-type: none"> <li>With playTV@unifi app, customers can stream their favourite latest shows, programmes and LIVE TV on mobile devices i.e. smart phones and tablets.</li> </ul>																												
<b>13</b>	<b>How can I get a Set-Top-Box for unifi TV viewing?</b>	<ul style="list-style-type: none"> <li>Starting January 2019, our Set-Top-Box will no longer available, but customers can still enjoy all their favorite channels on unifi PlayTV app.</li> <li>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</li> </ul>																												

		from our PlayTV app. Tune in with us from time to time for more exciting contents and features on unifi PlayTV.												
14	<b>Why all unifi Home plans now do not come with a TV Set-Top-Box?</b>	<ul style="list-style-type: none"> <li>We understand that consumers nowadays prefer to consume content at their own convenient time via their own smart devices. Hence, unifi Home plans are now designed to offer you with high speed internet and playTV@unifi app access. This gives our customers the freedom to watch their favourite programmes anytime, anywhere, even when they are on-the-move.</li> </ul>												
15	<b>What is the effective date for the Voice Pack 20 add-on?</b>	<ul style="list-style-type: none"> <li>If you purchase your Voice Pack 20:           <ul style="list-style-type: none"> <li>➤ add-on <u>together with broadband</u>, the Voice Pack 20 will be immediately activated once your broadband is activated.</li> <li>➤ add-on after your broadband has been activated, the Voice Pack 20 will be immediately activated.</li> </ul> </li> </ul>												
16	<b>Will I be able to subscribe to unifi Home without any unifi TV pack?</b>	<ul style="list-style-type: none"> <li>Currently the unifi TV pack is bundled with unifi Home triple play service of High Speed Internet, Voice services as well as unifi TV's entertainment pack, perfecting your unifi experience giving you bigger value for your money.</li> </ul>												
17	<b>Can I change my unifi TV pack after I subscribe to the unifi package? How can I request to change my unifi TV pack?</b>	<ul style="list-style-type: none"> <li>Yes. Customers will be subject to fees as below:           <table border="1" data-bbox="635 1200 1434 1350"> <thead> <tr> <th>NO.</th> <th>ACTIVITY</th> <th>FEES</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Upgrade unifi TV pack</td> <td>FREE</td> </tr> <tr> <td>2.</td> <td>Change unifi TV pack (same price/value)</td> <td>FREE</td> </tr> <tr> <td>3.</td> <td>Downgrade unifi TV pack</td> <td>RM10</td> </tr> </tbody> </table> </li> <li>Customers can request to change their unifi TV pack at any TMpoint outlets, via Live Chat at care@unifi app or <a href="https://unifi.com.my/chat">unifi.com.my/chat</a>, tweet us <a href="https://twitter.com/helpmeunifi">@helpmeunifi</a> or message us at <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a>.</li> </ul>	NO.	ACTIVITY	FEES	1.	Upgrade unifi TV pack	FREE	2.	Change unifi TV pack (same price/value)	FREE	3.	Downgrade unifi TV pack	RM10
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18	<b>Is there any penalty charge if I terminate my unifi Home <u>AFTER</u> the minimum subscription period is over?</b>	<ul style="list-style-type: none"> <li>There will be no penalty charge for termination made after the minimum contract period (24 months).</li> </ul>												

19	<b>What are the new offerings available by unifi home?</b>	<ul style="list-style-type: none"> <li>▪ We have simplified our offerings with two (2) new plans available to cater to the variety needs by the consumer.</li> <li>▪ unifi Basic plan with the speed of 30Mbps with 60GB quota at RM79 per month is now open to all.</li> <li>▪ On top of that, we introduced a new plan, unifi 100Mbps that comes with unlimited quota with complimentary 600 minutes voice call at RM129 per month (the complimentary 600 minutes voice call per month is only applicable during promotional period)</li> </ul>												
<b>ELIGIBILITY</b>														
20	<b>Who is eligible to subscribe to the unifi Home?</b>	<ul style="list-style-type: none"> <li>▪ The unifi Home packages are eligible to all new and existing TM customers and is subject to service and coverage availability.</li> </ul>												
21	<b>Are non-Malaysians eligible to subscribe to the packages?</b>	<ul style="list-style-type: none"> <li>▪ Yes, the packages are also open for non-Malaysians to subscribe.</li> </ul>												
<b>VOICE OFFERING, DOWNLOAD &amp; UPLOAD SPEED</b>														
22	<b>What are the voice call charges offered by unifi home packages?</b>	<ul style="list-style-type: none"> <li>▪ Under the unifi Home packages, calls from Fixed to Fixed line and Fixed to Mobile will be charged 20 sen/min (including local calls).</li> </ul>												
23	<b>What is the download and upload speed for unifi home?</b>	<ul style="list-style-type: none"> <li>▪ The download and upload speeds for unifi Home are as follows: <table border="1" data-bbox="611 1350 1461 1462" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>NO.</th> <th>SPEED</th> <th>DOWNLOAD SPEED</th> <th>UPLOAD SPEED</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>30Mbps</td> <td>Up to 30Mbps</td> <td>Up to 10Mbps</td> </tr> <tr> <td>2.</td> <td>100Mbps</td> <td>Up to 100Mbps</td> <td>Up to 50Mbps</td> </tr> </tbody> </table> </li> </ul>	NO.	SPEED	DOWNLOAD SPEED	UPLOAD SPEED	1.	30Mbps	Up to 30Mbps	Up to 10Mbps	2.	100Mbps	Up to 100Mbps	Up to 50Mbps
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2.	100Mbps	Up to 100Mbps	Up to 50Mbps											
24	<b>Why is the upload speed different from the download speed?</b>	<ul style="list-style-type: none"> <li>▪ Based on our findings on consumer's behaviour, most of the users' activities spent on the Internet requires higher download speed for seamless internet experience, for instance: video streaming, social networking, downloading materials, etc.</li> <li>▪ The upload speed for the unifi plans is sufficient to provide good experience to almost all customers. From the usage statistics of our existing unifi customers, 90% of total users only utilised less than 5Mbps upload speed. Common genuine usage includes gaming, VoIP, FTP, CCTV and video streaming and other high latency application.</li> </ul>												



25	<b>I need higher upload speed. Do TM have any packages that can suit that requirement?</b>	<ul style="list-style-type: none"> <li>▪ The upload speed for all unifi plans is sufficient to provide a trusted internet experience to almost all subscribers. For customers that require higher upload speed, we encourage them to subscribe to our unifi Lite 100Mbps plan™ to enjoy maximum upload speed that we can offer.</li> </ul>
<b>SERVICE AVAILABILITY</b>		
26	<b>How do I check the unifi service availability in my area?</b>	<ul style="list-style-type: none"> <li>▪ You can check unifi service availability in your area online at <a href="http://www.unifi.com.my">www.unifi.com.my</a>, via Live Chat at care@unifi app or <a href="http://unifi.com.my/chat">unifi.com.my/chat</a>, visit any TMpoint outlets nationwide, tweet us <a href="https://twitter.com/helpmeunifi">@helpmeunifi</a> or message us at <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a>.</li> </ul>
27	<b>My home/office is located at a non-unifi area. Can I still subscribe to these plans?</b>	<ul style="list-style-type: none"> <li>▪ The package offer is subject to unifi service and coverage availability.</li> <li>▪ We will update you from time-to-time on unifi service readiness available at your area. Alternatively, you can also check the service availability via <a href="http://www.unifi.com.my">www.unifi.com.my</a>.</li> </ul>
28	<b>I live in an area where unifi 100Mbps is not available. What other plans can TM offer me?</b>	<ul style="list-style-type: none"> <li>▪ To know more on the best plan for you, kindly contact us online via TM's digital channels as below: <ul style="list-style-type: none"> <li>○ Live Chat via the care@unifi app (available on Google Play/Apple Store)</li> <li>○ unifi self-help portal at <a href="http://unifi.com.my/chat">unifi.com.my/chat</a>.</li> <li>○ Facebook at <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a></li> <li>○ Twitter at <a href="https://twitter.com/helpmeunifi">@helpmeunifi</a>.</li> </ul> </li> <li>▪ You may also visit us at any of the TMpoint outlets nationwide.</li> </ul>
<b>REGISTRATION</b>		
29	<b>How do I subscribe to the unifi Home?</b>	<ul style="list-style-type: none"> <li>▪ Customers may register via online at <a href="http://unifi.com.my">unifi.com.my</a>, or visit the nearest TMpoint, TM Authorised Dealer (TAD) and resellers.</li> </ul>
30	<b>I'm not a Malaysian, can I subscribe to unifi home via online, TM Authorised Dealer (TAD) or resellers?</b>	<ul style="list-style-type: none"> <li>▪ You can ONLY register online via <a href="http://unifi.com.my">unifi.com.my</a> or visit any nearest TMpoint outlets.</li> </ul>

UPGRADE/DOWNGRADE		
31	I'm an existing unifi customer, can I change my plan to these plans?	<ul style="list-style-type: none"> <li>For further assistance on your request to change your plan, please visit TMpoint outlets nationwide, TM Sales Center and via online at <a href="http://www.unifi.com.my">www.unifi.com.my</a> by logging into your Self-care account.</li> <li>You can also chat with us through care@unifi app (available on Google Play/Apple Store) or unifi portal at unifi.com.my/chat.</li> </ul>
32	Can I upgrade / downgrade my unifi Home plan?	<ul style="list-style-type: none"> <li>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.</li> </ul>
33	Can I downgrade to VIP5 / VIP10 / VIP20 / broadband packages after subscribing to the unifi home plan?	<ul style="list-style-type: none"> <li>With the introduction of the new unifi Home plans, the previous packages i.e. unifi VIP5 / VIP10 / VIP20 are no longer available. Therefore, customers will not be able to subscribe to those packages.</li> </ul>
34	My current VIP package is still within the contract period and I wish to upgrade to the new unifi Home plan. Will I be penalised?	<ul style="list-style-type: none"> <li>You will not be penalised. By subscribing or changing to a new plan, your contract will be refreshed to a new 24-months contract.</li> </ul>
35	Where can I upgrade / downgrade my unifi Home plan?	<ul style="list-style-type: none"> <li>To upgrade/downgrade, you may do so at all TMpoint outlets nationwide, TM Sales Center and via online at <a href="http://www.unifi.com.my">www.unifi.com.my</a> by logging into your Self-care account.</li> <li>You can also chat with us through care@unifi app (available on Google Play/Apple Store) or unifi portal at unifi.com.my/chat.</li> </ul>
36	If I am an existing unifi Home subscriber with unifi TV Set-Top-Box (STB) and I have changed to the new unifi Home plan, can I still use my existing unifi TV STB?	<ul style="list-style-type: none"> <li>Yes, you can still experience the unifi TV content from your existing STB provided that you are subscribing to any of unifi TV pack whether it is Aneka Plus/Ruby Plus/Varnam Plus/Ultimate pack.</li> <li>For unifi Basic, you will no longer able to use your existing STB if you do not add on any unifi TV pack.</li> </ul>

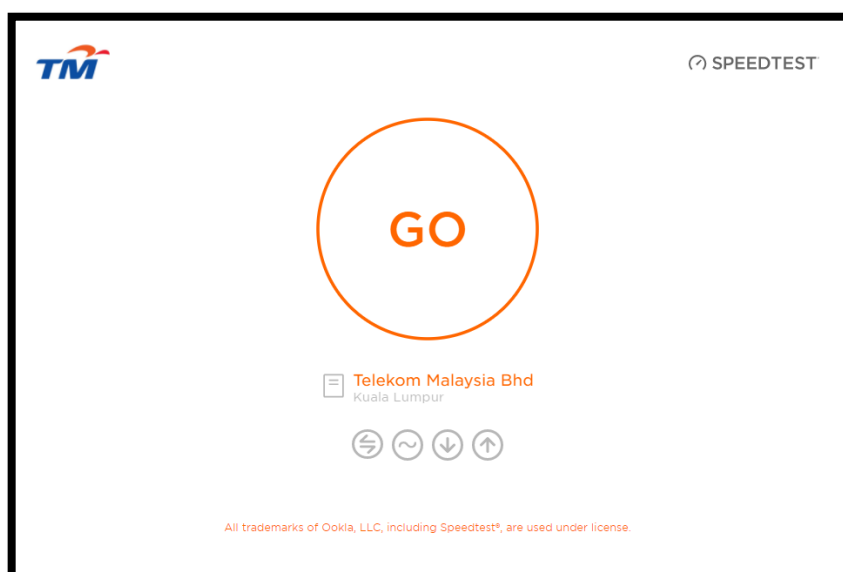


<p><b>37</b></p>	<p><b>I noticed that my current unifi VIP package subscription is bundled with unifi TV STB but I do not subscribe to any unifi TV packs. It comes with Free-to-Air (FTA) channels such as RTM and TV3. If I upgrade to unifi Home plans will I be able to view the unifi TV content via Set-Top-Box or via playTV@unifi app only?</b></p>	<ul style="list-style-type: none"> <li>As a loyal TM customer, you have the privilege to watch unifi TV content based on your preferred unifi TV packs (Aneka Plus/Ruby Plus/Varnam Plus/Ultimate) via your existing STB. In addition, you can also watch your favorite entertainment programmes on playTV@unifi app anywhere, for up to a maximum of two (2) devices.</li> </ul>
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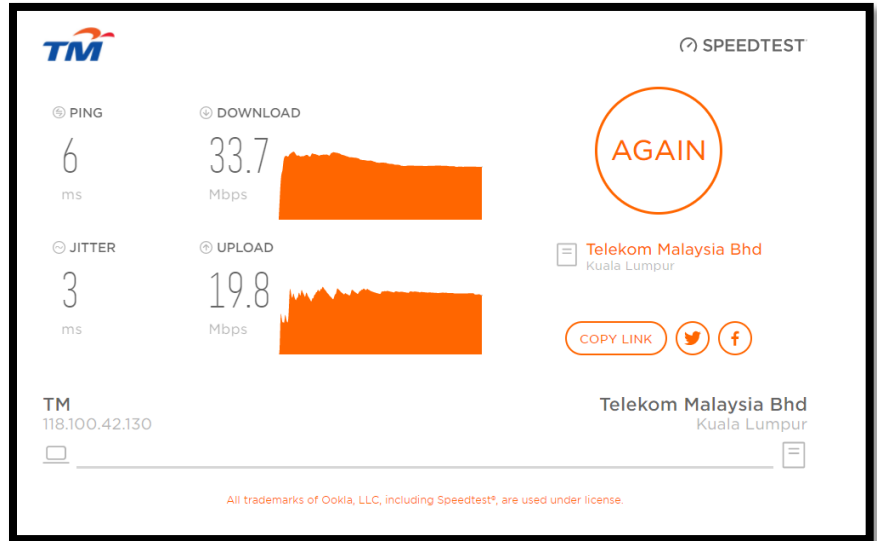
**SPEED TEST**

<p><b>38</b></p>	<p><b>How do I check the speed of my unifi Home plan?</b></p>	<ul style="list-style-type: none"> <li>Once your unifi Home is activated, you can run a speed test via <a href="http://speedtest.tm.com.my/">http://speedtest.tm.com.my/</a>. You may check out our website here <a href="https://unifi.com.my/better-unifi-experience/index.html">https://unifi.com.my/better-unifi-experience/index.html</a> to learn how to maximise your Internet experience.</li> </ul>
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<p><b>39</b></p>	<p><b>I am an existing unifi VIP customer and planning to upgrade to unifi Home plan. What do I need to do after TM has successfully upgraded my speed / package?</b></p>	<ul style="list-style-type: none"> <li>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.</li> <li>Step 2: Once done, you can start testing your unifi speed at this link <a href="http://speedtest.tm.com.my/">http://speedtest.tm.com.my/</a>.</li> <li>Step 3: Click the 'GO' button on the front page and wait for the test to complete.</li> </ul>
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- Step 4: The test will show the result of your current upload and download speeds.



**IMPORTANT NOTES:**

- Before you perform the speed test, please stop any ongoing downloading activities and shut down any programs that may be utilising 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 home installation. To learn more, head over to our website <https://unifi.com.my/better-unifi-experience/index.html>
- Simply plug the LAN cable from your computer to your wireless router LAN port LAN1 to LAN3 (any of them).



LAN cable



Router

**40 Why couldn't I enjoy the speed as advertised?**

- unifi Home 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"> <li>(a) Locations of websites; where users may experience lower speed from international websites;</li> <li>(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;</li> <li>(c) Network congestion as a result of network maintenance or outages</li> <li>(d) Running multiple applications simultaneously like user other applications such as Peer-to-Peer e.g.: Bittorent</li> <li>(e) Multiple users sharing the unifi Home bandwidth at customer’s premise at the same time.</li> </ul>
<p><b>41</b></p>	<p><b>What can I do to improve the speed via wireless connectivity?</b></p>	<ul style="list-style-type: none"> <li>▪ We recommend customers to practice these tips in order to improve the speed via wireless connectivity:             <ul style="list-style-type: none"> <li>(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"> <li>a. Wireless router should be placed in an open area to allow heat ventilation.</li> <li>b. Place the broadband equipment next to each other instead of stacking it up to reduce the risk of overheating.</li> </ul> </li> <li>(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"> <li>a. Consider placing your Wireless router in an area where you would frequently do your browsing activities</li> </ul> </li> <li>(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"> <li>a. Consider placing your Wireless router in an open area to maximise signal reception</li> <li>b. Avoid placing your router in a closed cabinet, secluded room or under the stairs.</li> </ul> </li> <li>(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"> <li>a. Place your Wireless router away from the home appliances</li> <li>b. Avoid sharing the power socket that is connected with the home appliances.</li> </ul> </li> <li>(e) WIFI SECURITY PASSWORD – A user may hack into your WiFi security password to get free internet access. The more users connected to your Internet, the more bandwidth will be consumed; thus affecting your browsing experience.                 <ul style="list-style-type: none"> <li>a. Consider setting a unique and strong WiFi security password.</li> <li>b. Consider changing your WiFi security password from regular basis to improve your network security</li> </ul> </li> </ul> </li> </ul>



		<ul style="list-style-type: none"> <li>Alternatively, customers can visit this <a href="#">link</a> for further information on tips to enhance your wireless connectivity speed.</li> </ul>
<b>RELOCATION</b>		
<b>42</b>	<b>What if I need to relocate my unifi Home service? Are there any charges that I need to pay?</b>	<ul style="list-style-type: none"> <li>Relocation request can be made at any TMpoint outlets nationwide 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.</li> <li>For internal relocation within the same premise, there will be a relocation fee of RM300 for Entry Wall movement, and RM200 if without Entry Wall movement.</li> </ul>
<b>43</b>	<b>I'm subscribing to unifi Home and I wish to relocate at an area that it is still not available with unifi Home service yet. Can I terminate my unifi service if my unifi still within the contract period?</b>	<ul style="list-style-type: none"> <li>If you relocate to a unifi non-serviceable area:           <ul style="list-style-type: none"> <li>➤ You have the option to subscribe to any Broadband speed available depending on the area served.</li> <li>➤ 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 Home account (if applicable).</li> <li>➤ You will not be charged if you relocate to an address where unifi Home or Broadband is not available.</li> </ul> </li> </ul>
<b>UNIFI HOME INSTALLATION &amp; ACTIVATION</b>		
<b>44</b>	<b>When will my unifi Home service be activated?</b>	<ul style="list-style-type: none"> <li>The lead time for your unifi service to be activated is up to seven (7) days from the date of registration.</li> </ul>
<b>45</b>	<b>How long does a typical unifi Home installation and testing take?</b>	<ul style="list-style-type: none"> <li>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 and the complexity involved in fibre installation.</li> <li>The installation process includes site survey, ducting, piping, electrical work and equipment configurations.</li> </ul>
<b>46</b>	<b>Does TM allow customers to appoint their own contractor to perform internal wiring?</b>	<ul style="list-style-type: none"> <li>Yes, we do. Customers may call their own contractor to fix the internal wiring but unifi will not be liable for any damages resulting from any works done by third parties.</li> </ul>
<b>47</b>	<b>What are the charges for installation fee and equipment?</b>	<ul style="list-style-type: none"> <li>Installation charge for unifi is RM200 (currently waived for standard installation <b>for the first 50 meters</b> only). If your premise requires non-</li> </ul>

		<p>standard installation or additional cabling, extra charges will be imposed by TM Contractor. Click <a href="#">here</a> to view more info.</p> <ul style="list-style-type: none"> <li>The standard package is inclusive of equipment worth approximately RM1,000 that will also be given free-of-charge to customers.</li> </ul>
<b>TRANSFER OF OWNERSHIP</b>		
<b>48</b>	<b>Are there any charges if I request for change of ownership?</b>	<ul style="list-style-type: none"> <li>Yes, change of ownership is subject to a one-off fee of RM10 per change request.</li> </ul>
<b>49</b>	<b>Where can I request for change of ownership?</b>	<ul style="list-style-type: none"> <li>Change of ownership request can be made at any TMpoint outlets nationwide. Both existing and new owners must be present with their respective NRICs.</li> </ul>
<b>UPFRONT PAYMENT</b>		
<b>50</b>	<b>Do I need to pay any upfront payment during application?</b>	<ul style="list-style-type: none"> <li>Yes. For unifi Home service application made without the verification of a MyKad Reader, customer is subject to an upfront payment of RM100 (for Malaysians) or RM500 (for non-citizen or a permanent resident of Malaysia).</li> <li>The upfront payment will be collected within 10 days from the date of their service activation. Customers will be notified by unifi on their successful payment through SMS and the payment will be reflected in their next bill.</li> </ul>
<b>PAYMENT &amp; BILLING</b>		
<b>51</b>	<b>When will I get my first bill after I subscribe to unifi Home package?</b>	<ul style="list-style-type: none"> <li>Customers can expect to receive their first e-bill within one (1) month upon service activation. The first bill will include pro-rated package fee (current usage) and one (1) month advance payment.</li> </ul>
<b>52</b>	<b>Do I pay a separate bill for the services bundled in unifi Home?</b>	<ul style="list-style-type: none"> <li>All services offered under unifi Home including Home Gadget Protection will be in a single bill.</li> <li>For Security &amp; Surveillance, unifi Mobile and services maintained after subscribing to unifi Home (i.e. broadband, TM Home line), customers will receive a separate bill.</li> </ul>

53	<b>Where can I pay my unifi bill?</b>	<ul style="list-style-type: none"> <li>▪ You can pay your bill through several payment channels such as: <ul style="list-style-type: none"> <li>➤ care@unifi app</li> <li>➤ unifi portal via <a href="http://unifi.com.my">unifi.com.my</a></li> <li>➤ any nearest TMpoint or TMpoint Authorised Dealer (TAD) outlets</li> <li>➤ POS Malaysia and branches of selected preferred online banking channels</li> </ul> </li> <li>▪ For hassle-free payment transactions, it is highly recommended that you subscribe to <b>TM Autopay service</b>.</li> <li>▪ For the list of our authorised bill payment channels, click <a href="#">here</a>.</li> </ul>
54	<b>How do I retrieve my unifi bill statement?</b>	<ul style="list-style-type: none"> <li>▪ <b>e-Bill (softcopy)</b> – TM will send the e-Bill to your preferred email address, and it's FREE!</li> <li>▪ <b>SMS</b> – 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.</li> <li>▪ <b>unifi Portal</b> – You can view your bills for the past six (6) months via online by logging to <a href="http://unifi.com.my">unifi.com.my</a>.</li> </ul>
55	<b>How do I change my email billing address?</b>	<ul style="list-style-type: none"> <li>▪ You can change your billing profile via <a href="http://unifi.com.my">unifi.com.my</a> under <b>Settings &gt; Account</b> section. Or you may chat with us via Live Chat at care@unifi app or <a href="http://unifi.com.my/chat">unifi.com.my/chat</a>, send an email request to <a href="mailto:help@tm.com.my">help@tm.com.my</a> or make your request at the nearest TMpoint outlet.</li> </ul>
56	<b>How do I change my unifi billing method?</b>	<ul style="list-style-type: none"> <li>▪ You can change your unifi billing method via <a href="http://unifi.com.my">unifi.com.my</a> under <b>Settings &gt; Account</b> section. Or you may chat with us via Live Chat at care@unifi app or <a href="http://unifi.com.my/chat">unifi.com.my/chat</a>, send email request to <a href="mailto:help@tm.com.my">help@tm.com.my</a> or by making a request at your nearest TMpoint outlet.</li> </ul>
57	<b>I cannot open my unifi softcopy bill attachment received in my email. What should I do?</b>	<ul style="list-style-type: none"> <li>▪ In order to view your unifi e-Bill, please ensure your device is installed with Adobe Reader (version 7 or above).</li> <li>▪ If you do not have the software installed in your device, you can download it for free from Adobe website.</li> </ul>

58	<b>I did not receive my unifi bills. What should I do?</b>	<ul style="list-style-type: none"> <li>▪ We will send your unifi bills to your registered preferred email address to enhance customer reachability.</li> <li>▪ To ensure that you will not miss your bill statement, please verify that your preferred email address for billing purposes under the “Profile” section at the unifi portal is correct. Your unifi bill may have been sent to your junk mail folder, so we would like to advise that the email address <a href="mailto:tmbilling@tm.com.my">tmbilling@tm.com.my</a> is added to your Email Address Book and/or the “Approved Sender” list.</li> <li>▪ Alternatively, you can view your bills via online by logging to <a href="http://unifi.com.my">unifi.com.my</a>.</li> </ul>
59	<b>Can I check my previous month statement?</b>	<ul style="list-style-type: none"> <li>▪ Yes. You can view your previous bill statements up to six (6) previous months via <a href="http://unifi.com.my">unifi.com.my</a>.</li> </ul>
60	<b>How do I make online payments via unifi portal?</b>	<ul style="list-style-type: none"> <li>▪ Step 1: Sign in to unifi portal at <a href="http://unifi.com.my">unifi.com.my</a></li> <li>▪ Step 2: Select account</li> <li>▪ Step 3: Click “Pay Now” button</li> <li>▪ Step 4: Click “I Agree &amp; Pay Now” button</li> <li>▪ Step 5: Select payment method either Credit Card or Online Banking</li> <li>▪ Step 6: Click “Proceed” to proceed with the payment.</li> </ul>
61	<b>In my unifi bill, charges for Internet and unifi TV are listed separately. Does this mean I can remove my unifi TV pack?</b>	<ul style="list-style-type: none"> <li>▪ unifi TV is part of unifi’s triple play service offering i.e. Internet, Voice and IPTV. As such, it is inclusive and cannot be removed.</li> </ul>
<b>TELEPHONE SET</b>		
62	<b>Am I eligible to get a telephone set if I subscribe to unifi Home plans?</b>	<ul style="list-style-type: none"> <li>▪ unifi Home plans does not come with any telephone set. You may buy the telephone set from TMpoint outlets or any other shops selling the DECT phone.</li> </ul>
63	<b>The unifi Home plans also come with a fixed line. Can I make any calls?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you are able to make calls with a charge of RM0.20/minute.</li> <li>▪ However, you will need to purchase your own telephone set by visiting the nearest TMpoint or any telecommunications outlets.</li> </ul>
64	<b>Where can I get the telephone set?</b>	<ul style="list-style-type: none"> <li>▪ Our voice service is compatible with any telephone set. You can get your phone set at the nearest TMpoint outlet or any telecommunications merchants.</li> </ul>



65	<b>If I don't purchase the phone set (I have my own telephone set), who will install that phone for me? Any guideline?</b>	<ul style="list-style-type: none"> <li>▪ You can connect the phone on your own. It is as simple as the steps below:               <ol style="list-style-type: none"> <li>i) Connect telephone cable (RJ11) to telephone set</li> <li>ii) Connect the telephone cable (RJ11) to the Splitter's "Phone" port</li> <li>iii) Test your telephone set. Ensure there is a dial tone</li> </ol> </li> </ul>
<b>OTHER EQUIPMENT</b>		
66	<b>What should I do if I have a problem with my unifi Home service?</b>	<ul style="list-style-type: none"> <li>▪ For unifi Home service inquiry or further assistance, you may contact us via TM's digital channels such as:               <ul style="list-style-type: none"> <li>• Live Chat via the care@unifi app</li> <li>• unifi self-help portal at <a href="https://unifi.com.my/chat/index.html">unifi.com.my/chat/index.html</a></li> <li>• Facebook at <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a></li> <li>• Community at <a href="https://community.unifi.com.my/">https://community.unifi.com.my/</a></li> <li>• Twitter at @helpmeunifi.</li> </ul> </li> </ul>
67	<b>What should I do if my unifi Home equipment is faulty?</b>	<ul style="list-style-type: none"> <li>▪ If the fault is due to a manufacturing defect and the equipment is still under warranty, the equipment will be replaced for FREE.</li> <li>▪ 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.</li> <li>▪ Alternatively, you may contact us via Live Chat at care@unifi app or <a href="https://unifi.com.my/chat">unifi.com.my/chat</a>, visit any TMpoint outlets nationwide, tweet us @helpmeunifi or message us at <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a> for assistance.</li> </ul>
68	<b>Will I get a new equipment if I upgrade from broadband / VIP packages to unifi Home package?</b>	<ul style="list-style-type: none"> <li>▪ For existing broadband subscribers who upgraded to any of the unifi Home packages, unifi will provide you with a new equipment.</li> <li>▪ For change of plan from unifi VIP packages to unifi Home, your equipment will not be changed.</li> </ul>
69	<b>Will the equipment warranty be refreshed if I upgrade from unifi VIP packages to unifi Home package?</b>	<ul style="list-style-type: none"> <li>▪ The equipment warranty will be refreshed for another one (1) year from the date of upgrade.</li> <li>▪ The warranty will not be refreshed if customer upgrade within unifi Home package and no new equipment will be provided.</li> </ul>



<b>70</b>	<b>What are other things about unifi Home that I should know?</b>	<ul style="list-style-type: none"><li>▪ These are additional information that may help you understand more about unifi home services:<ul style="list-style-type: none"><li>• If your premise is a high rise building served via copper, you are required to terminate your existing broadband service (if any) before subscribing to unifi Home.</li><li>• 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.</li><li>• All triple play services (internet, voice and TV) will be activated during service installation. Partial service activation is not allowed.</li><li>• unifi Home 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.</li><li>• unifi Home 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.</li><li>• For internal cabling, additional charges will be applied for standard cables more than 50 meters and payment will be made directly to the contractor.</li><li>• 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.</li><li>• 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. Your bill is also accessible at unifi portal (<a href="http://unifi.com.my">unifi.com.my</a>).</li><li>• All unifi Home equipment provided by TM is covered by 12 months manufacturer's warranty.</li></ul></li></ul>
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