



## Frequent Ask Question for unifi Home

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**FREQUENTLY ASKED QUESTIONS (FAQ)  
ON  
LATEST UNIFI HOME OFFERING**

NO	QUESTION	ANSWER																								
<b>UNIFI SPECIAL DEAL CAMPAIGN</b>																										
1.	<b>Can you tell me more about the unifi Special Deal Campaign?</b>	<ul style="list-style-type: none"> <li>▪ Starting 12<sup>th</sup> 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 media box.</li> <li>▪ The two (2) special plans available under this campaign are:</li> </ul> <table border="1" style="width: 100%; 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;"><b>UNIFI 100MBPS</b></td> <td style="text-align: center;">12<sup>th</sup> March 2019</td> </tr> <tr> <td style="text-align: center;"><b>UNIFI 300MBPS</b></td> <td style="text-align: center;">15<sup>th</sup> April 2019</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>▪ 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!</li> </ul>	PLAN	LAUNCH DATE	<b>UNIFI 100MBPS</b>	12 <sup>th</sup> March 2019	<b>UNIFI 300MBPS</b>	15 <sup>th</sup> April 2019																		
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2.	<b>What are the offerings under the unifi Special Deal campaign?</b>	<ul style="list-style-type: none"> <li>▪ The offerings under this Special Deal Campaign are as below:</li> </ul> <table border="1" style="width: 100%; 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 media 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 media box, Wireless Router (RG), and Modem (BTU)		CONTRACT	24 months	
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3.	<b>What is the monthly subscription fee for unifi 100Mbps and 300Mbps plans under this campaign?</b>	<ul style="list-style-type: none"> <li>▪ The package plans are specially priced as below:</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">UNIFI PLAN</th> <th style="text-align: center;">ACTUAL PRICE/MONTH</th> <th style="text-align: center;">PROMOTION PRICE/MONTH</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">unifi 300Mbps with unifi TV's Ultimate Pack viewing via unifi TV media box &amp; VOD</td> <td style="text-align: center;">RM 259/month (with VOD vouchers for 4 movies on</td> <td style="text-align: center;">RM 199/month</td> </tr> </tbody> </table>	UNIFI PLAN	ACTUAL PRICE/MONTH	PROMOTION PRICE/MONTH	unifi 300Mbps with unifi TV's Ultimate Pack viewing via unifi TV media box & VOD	RM 259/month (with VOD vouchers for 4 movies on	RM 199/month																		
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		<table border="1"> <tr> <td data-bbox="539 293 948 394">voucher for 4 movies on HyppFlicks Plus monthly</td> <td data-bbox="948 293 1241 394">HyppFlicks Plus for 25 months' worth (RM1000)</td> <td data-bbox="1241 293 1509 394"></td> </tr> <tr> <td data-bbox="539 394 948 495">unifi 100Mbps with unifi TV's Ultimate Pack viewing via unifi TV media box</td> <td data-bbox="948 394 1241 495">RM 189/month</td> <td data-bbox="1241 394 1509 495">RM 159/month</td> </tr> </table> <p data-bbox="568 495 970 533"><i>Note: Promo price is perpetual</i></p>	voucher for 4 movies on HyppFlicks Plus monthly	HyppFlicks Plus for 25 months' worth (RM1000)		unifi 100Mbps with unifi TV's Ultimate Pack viewing via unifi TV media box	RM 189/month	RM 159/month
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4.	How long is the special deal campaign period?	<table border="1"> <thead> <tr> <th data-bbox="539 640 948 701">UNIFI PLAN</th> <th data-bbox="948 640 1509 701">PROMOTION PERIOD</th> </tr> </thead> <tbody> <tr> <td data-bbox="539 701 948 869">unifi 300Mbps with unifi TV's Ultimate Pack viewing via unifi TV media box &amp; VOD voucher for 4 movies on HyppFlicks Plus monthly.</td> <td data-bbox="948 701 1509 869">15 April - 30 June 2019</td> </tr> <tr> <td data-bbox="539 869 948 969">unifi 100Mbps with unifi TV's Ultimate Pack viewing via unifi TV media box.</td> <td data-bbox="948 869 1509 969">12 March - 30 June 2019</td> </tr> </tbody> </table>	UNIFI PLAN	PROMOTION PERIOD	unifi 300Mbps with unifi TV's Ultimate Pack viewing via unifi TV media box & VOD voucher for 4 movies on HyppFlicks Plus monthly.	15 April - 30 June 2019	unifi 100Mbps with unifi TV's Ultimate Pack viewing via unifi TV media box.	12 March - 30 June 2019
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5.	Who is eligible for this special deal?	<ul data-bbox="520 1077 1516 1149" style="list-style-type: none"> <li>▪ This promotion is open to all <b>new subscriptions</b> of our unifi Home 100Mbps plan and 300Mbps plan during the promotional period.</li> </ul>						
6.	I'm interested! Where can I subscribe to the package to get this special deal?	<ul data-bbox="520 1184 1516 1321" style="list-style-type: none"> <li>▪ Customers can subscribe at all TMpoint outlets, TM Authorised Dealers, Resellers or call TM Contact Centre at 100.</li> <li>▪ Online subscription will be made available starting from 15<sup>th</sup> April 2019.</li> </ul>						
7.	How long is the subscription contract period for customer who subscribe to these plans?	<ul data-bbox="520 1357 1516 1429" style="list-style-type: none"> <li>▪ Both unifi 100Mbps plan and unifi 300Mbps plan come with a 24-month contract.</li> </ul>						
8.	Will the monthly subscription fee remain the same when the contract period ends?	<ul data-bbox="520 1568 1516 1639" style="list-style-type: none"> <li>▪ The package price will remain the same even after the 24-month contract period ends.</li> </ul>						
9.	I'm an existing unifi Home customer, can I change my plan to these plans?	<ul data-bbox="520 1776 1516 2011" style="list-style-type: none"> <li>▪ Yes, you can you 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.</li> <li>▪ For further assistance on your request, please contact us at our customer portal <a href="http://unifi.com.my">unifi.com.my</a> and log in to your Self-care account, chat with us via <a href="mailto:care@unifi">care@unifi</a> app (available on Google Play/Apple Store) or via unifi portal</li> </ul>						

NO	QUESTION	ANSWER
		<p>at unifi.com.my/chat. You can also visit TMpoint outlets nationwide or TM Contact Centre Helpline at 100.</p> <p><i>(Terms and conditions apply)</i></p>
10.	<p><b>Is there any contract renewal applicable to the existing unifi Home or Streamyx (Pre-unifi) customers who subscribe to this special deal?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes, customer's contract will be renewed to 24 months upon subscribing to this special deal.</li> </ul>
11.	<p><b>I am an existing unifi Home customer but I did not have a unifi TV media box. How do I get the unifi TV media box?</b></p>	<ul style="list-style-type: none"> <li>▪ You can upgrade your package to enjoy your unifi TV's Ultimate Pack viewing via unifi TV media box.</li> <li>▪ 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.</li> </ul>
<b>SPECIAL VOD VOUCHER FOR UNIFI 300Mbps PLAN</b>		
12.	<p><b>How do I get the VOD voucher code?</b></p>	<ul style="list-style-type: none"> <li>▪ 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.</li> </ul>
13.	<p><b>How many VOD could be redeemed for every voucher code received? Is there any expiry date?</b></p>	<ul style="list-style-type: none"> <li>▪ 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 media box. The voucher code must be redeemed within 30 days from the date of issuance.</li> </ul>
14.	<p><b>How to redeem VOD using the voucher code?</b></p>	<ul style="list-style-type: none"> <li>▪ Kindly follow the steps below:             <ol style="list-style-type: none"> <li>i. Get your 14-digit voucher code received via SMS</li> <li>ii. Press the VOD button on your unifi TV media box remote control</li> <li>iii. Choose your preferred VOD under HyppFlicks Plus (Ch. 431) category on your TV</li> <li>iv. Select "Redeem Voucher" option</li> <li>v. Key in your 14-digit voucher code and 6 digit purchase PIN</li> <li>vi. Start watching and enjoy your movie!</li> </ol> </li> </ul> <p>Note: For 1<sup>st</sup> 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.</p>

NO	QUESTION	ANSWER
15.	Can I perform the voucher code redemption on unifi playTV app?	<ul style="list-style-type: none"> <li>Currently the redemption can only be done through your unifi TV media box but the redeemed VOD movies can be enjoyed via both unifi TV media box and as well unifi playTV app.</li> </ul>
16	Is there an expiry date to the redeemed VOD?	<ul style="list-style-type: none"> <li>Don't worry, the VOD will be available for 48 hours from the time you redeemed.</li> </ul>
17.	I enjoyed my 1 <sup>st</sup> redeemed VOD, how to redeem for my next VOD?	<ul style="list-style-type: none"> <li>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.</li> </ul>
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"> <li>Customer will not be able to redeem the VOD movies using the expired voucher, as any balance will not be carried forward.</li> <li>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.</li> </ul>
19.	Why are there certain VOD movie titles not redeemable using this voucher?	<ul style="list-style-type: none"> <li>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.</li> </ul>
20.	What is the denomination for each VOD redemption made using the voucher code?	<ul style="list-style-type: none"> <li>The denomination for each movie redemption using the voucher code is RM10.00 per VOD movie title.</li> </ul>
21.	What will happen if I redeem VOD that are not priced at RM10.00?	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>
22.	Can the voucher code be converted into cash?	<ul style="list-style-type: none"> <li>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.</li> </ul>
23.	Can I perform the voucher code redemption on other's unifi TV account?	<ul style="list-style-type: none"> <li>The voucher codes are uniquely tagged to your account, thus it is not redeemable on other unifi TV account.</li> </ul>
24.	I did not receive the voucher code via	<ul style="list-style-type: none"> <li>Please note that the VOD voucher code will be sent via SMS to your registered mobile phone number under your unifi account profile.</li> </ul>

NO	QUESTION	ANSWER
	<p><b>SMS, what should I do?</b></p>	<ul style="list-style-type: none"> <li>▪ It is important to frequently update your mobile number. Should you still not receive the voucher code, kindly contact us to update your profile.</li> </ul>
<p><b>25.</b></p>	<p><b>Who should I contact if I need any assistance or service inquiry?</b></p>	<ul style="list-style-type: none"> <li>▪ Easy, you can contact us via TM's digital channels such as:                             <ul style="list-style-type: none"> <li>▪ unifi self-help portal at <a href="https://unifi.com.my">unifi.com.my</a></li> <li>▪ Community at <a href="https://community.unifi.com.my/">https://community.unifi.com.my/</a></li> <li>▪ Facebook at <a href="https://www.facebook.com/weareunifi/">https://www.facebook.com/weareunifi/</a></li> <li>▪ Twitter at <a href="https://twitter.com/helpmeunifi">@helpmeunifi</a></li> <li>▪ Live Chat via our <a href="mailto:care@unifi">care@unifi</a> app or <a href="https://unifi.com.my/chat">unifi.com.my/chat</a></li> </ul> </li> <li>▪ Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.</li> </ul>

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
CAMPAIGN: UNIFI HOME PLANS 24-HOUR  
INSTALLATION**

NO	QUESTION	ANSWER												
<b>ABOUT UNIFI HOME PLANS 24-HOUR INSTALLATION</b>														
1.	<b>What is the 24-hour installation initiative?</b>	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ Registration to these plans can be done via our unifi portal at <a href="http://unifi.com.my">unifi.com.my</a>.</li> </ul>												
2.	<b>How does this work?</b>	<ul style="list-style-type: none"> <li>▪ 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 <a href="http://unifi.com.my">unifi.com.my</a>.</li> <li>▪ 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: #a0c0ff;">Upon appointment slot checking &amp; order submission</th> <th style="background-color: #a0c0ff;">Earliest slot availability</th> <th style="background-color: #a0c0ff;">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> </li> </ul>	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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After 2.31 pm	Afternoon	Next day												
3.	<b>Am I entitled for the same day / next day installation?</b>	<ul style="list-style-type: none"> <li>▪ The 24-hour installation will be applicable to ALL customers subscribing to our unifi and pre-unifi Home plans via <a href="http://unifi.com.my">unifi.com.my</a>.</li> <li>▪ However, this is subject to appointment slot availability.</li> </ul>												
4.	<b>Why are you focusing the 24-hour installation initiative for registration via unifi portal (unifi.com.my) only?</b>	<ul style="list-style-type: none"> <li>▪ We aspire to drive the converged digital experience to more Malaysians from all walks of life and making life easier for all.</li> <li>▪ We're providing convenience for you to subscribe to our plans via <a href="http://unifi.com.my">unifi.com.my</a> at the comfort of your home.</li> </ul>												

5.	<b>Is there a charge for the request for 24 hours installation?</b>	<ul style="list-style-type: none"><li>▪ Good news is that the charge of RM200 will be waived until 30 April 2019.</li><li>▪ So hurry and grab this opportunity!</li></ul>
6.	<b>How should I contact TM if I need any assistance or service inquiry?</b>	<ul style="list-style-type: none"><li>▪ You can contact us via our digital channels such as:<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 can also visit us at any TMpoint outlets nationwide.</li></ul>



**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
CAMPAIGN: UNIFI X SUPERPARK MALAYSIA**

NO	QUESTION	ANSWER						
<b>ABOUT UNIFI X SUPERPARK MALAYSIA</b>								
1.	<b>What is the unifi x SuperPark campaign?</b>	<ul style="list-style-type: none"> <li>▪ We're happy to announce that, we're offering a special reward exclusive for new online subscription of our unifi Home or unifi Mobile plans via <a href="http://unifi.com.my">unifi.com.my</a>.</li> </ul>						
2.	<b>When is the campaign period?</b>	<ul style="list-style-type: none"> <li>▪ The campaign will run from <b>18 April 2019 to 1 May 2019</b>.</li> <li>▪ So hurry and grab your chance to subscribe to our unifi Home or unifi Mobile plans via <a href="http://unifi.com.my">unifi.com.my</a> now!</li> </ul>						
3.	<b>Who is eligible for this campaign?</b>	<ul style="list-style-type: none"> <li>▪ This campaign is open to all new subscriptions of our unifi Home and Mobile plans via <a href="http://unifi.com.my">unifi.com.my</a> only.</li> </ul>						
4.	<b>This is interesting! Can you guide me on how to participate in this campaign?</b>	<ul style="list-style-type: none"> <li>▪ It's very simple. All you need to do is subscribe to unifi Home or Mobile plans via <a href="http://unifi.com.my">unifi.com.my</a>.</li> <li>▪ Please refer below list for the selected unifi Home and unifi Mobile plans under this campaign: <table border="1" style="margin-left: 20px;"> <tbody> <tr> <td style="text-align: center;"><b>unifi Home</b></td> <td style="text-align: center;">unifi 100Mbps</td> </tr> <tr> <td></td> <td style="text-align: center;">unifi 300Mbps</td> </tr> <tr> <td style="text-align: center;"><b>unifi Mobile</b></td> <td style="text-align: center;">unifi Mobile™ 99</td> </tr> </tbody> </table> </li> <li>▪ Best part is, you can set the installation appointment on the same day or the next day after you have registered for your unifi Home plans online. (24 Hours installation campaign only available till 30 April 2019)</li> </ul>	<b>unifi Home</b>	unifi 100Mbps		unifi 300Mbps	<b>unifi Mobile</b>	unifi Mobile™ 99
<b>unifi Home</b>	unifi 100Mbps							
	unifi 300Mbps							
<b>unifi Mobile</b>	unifi Mobile™ 99							
5.	<b>What are the exclusive rewards offered under this campaign?</b>	<ul style="list-style-type: none"> <li>▪ During this campaign period, we will be giving away one SuperPark discount code entrance worth RM70 for subscriptions to our unifi Home and unifi Mobile plans as stated above.</li> </ul>						
6.	<b>How will you select the winners?</b>	<ul style="list-style-type: none"> <li>▪ We will select the winners based on every 5th successful unifi Home &amp; unifi Mobile registration via <a href="http://unifi.com.my">unifi.com.my</a></li> </ul>						

NO	QUESTION	ANSWER
7.	<b>How will I know if I am selected as one of the winners?</b>	<ul style="list-style-type: none"> <li>▪ If you're selected as one of the winners, you will receive an SMS to your registered mobile number with your SuperPark discount code after the campaign ended.</li> </ul>
8.	<b>How can I redeem the ticket if I win?</b>	<ul style="list-style-type: none"> <li>• In order for you to enjoy the FREE ticket, you need to apply the SuperPark discount code during online booking at SuperPark Malaysia ticketing page online.</li> <li>• Please follow the steps below to redeem your ticket: <ul style="list-style-type: none"> <li>○ Go to <a href="https://www.superpark.com.my/tickets/">https://www.superpark.com.my/tickets/</a></li> <li>○ Book your prefer date and time</li> <li>○ Select One Day Ticket (Super Day) Note: Shopping Cart (only 1 person) per transaction, click agreed than proceed check out</li> <li>○ Proceed to fill out waiver or put in IC (if already filled up waiver)</li> <li>○ Key in the required information</li> <li>○ Apply Discount Code</li> <li>○ Proceed checkout (zero value)</li> <li>○ Show the QR code at reception counter and proceed to collect grips</li> <li>○ Enjoy one day access at SuperPark Malaysia.</li> </ul> </li> <li>▪ SuperPark Malaysia located at Unit 4-1, Level 4 Avenue K Shopping Mall, 156, Jalan Ampang, 50450 Kuala Lumpur</li> </ul>
9.	<b>Is there an expiry date for the voucher?</b>	<ul style="list-style-type: none"> <li>▪ Your free SuperPark Malaysia discount code entrance is valid until 30 June 2019.</li> </ul>
10.	<b>Who should I contact if I need any assistance or service inquiry?</b>	<ul style="list-style-type: none"> <li>▪ Easy, you can contact us via TM's digital channels such as: <ul style="list-style-type: none"> <li>▪ Live Chat with us at <a href="https://unifi.com.my/chat/index.html">https://unifi.com.my/chat/index.html</a> or via care@unifi app</li> <li>▪ Facebook at <a href="https://www.facebook.com/weareunifi/">https://www.facebook.com/weareunifi/</a></li> <li>▪ Twitter at <a href="https://twitter.com/helpmeunifi">@helpmeunifi</a></li> </ul> </li> <li>▪ Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.</li> </ul>

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
UNIFI HOME**

NO	QUESTION	ANSWER
<b>MORE ABOUT UNIFI HOME</b>		
<b>GETTING TO KNOW</b>		
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 unifi TV media 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>

NO	QUESTION	ANSWER												
6	<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="421 389 1414 1196"> <thead> <tr> <th data-bbox="421 389 751 427">unifi Basic plan™</th> <th data-bbox="751 389 1082 427">unifi 100Mbps plan™</th> <th data-bbox="1082 389 1414 427">unifi 300Mbps plan™</th> </tr> </thead> <tbody> <tr> <td data-bbox="421 427 751 663">                     30Mbps                      Download speed up to 30Mbps                      Upload speed up to 10Mbps                      60GB Quota                      Voice 20sen/min                 </td> <td data-bbox="751 427 1082 663">                     100Mbps                      Download speed up to 100Mbps                      Upload speed up to 50Mbps                      Unlimited Quota                      Voice 20sen/min                 </td> <td data-bbox="1082 427 1414 663">                     300Mbps                      Download speed up to 300Mbps                      Upload speed up to 50Mbps                      Unlimited Quota                      Voice 20sen/min                 </td> </tr> <tr> <td data-bbox="421 663 751 1099">                     Free access to unifi PlayTV app with Free-to-Air channels (complimentary of 30-days free viewing of all channels)                 </td> <td data-bbox="751 663 1082 1099">                     Free access to unifi PlayTV app for 2 devices with option of unifi TV pack:                      Aneka Plus Pack                      OR                      Varnam Plus Pack                      OR                      Ruby Plus Pack                       (complimentary of 30-days free viewing of all channels)                 </td> <td data-bbox="1082 663 1414 1099">                     Free access to unifi PlayTV app for 2 devices with unifi TV Ultimate Pack                       (complimentary of 30-days free viewing of all channels)                 </td> </tr> <tr> <td data-bbox="421 1099 751 1196">                     Retail Package Price RM79/month                 </td> <td data-bbox="751 1099 1082 1196">                     Retail Package Price RM129/month                 </td> <td data-bbox="1082 1099 1414 1196">                     Retail Package Price RM199/month                 </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> <li>• For content with high volume / unique services such as monitored CCTV, alarm system, web hosting, peer to peer, online games and etc. are not compatible with unifi basic plan.</li> </ul>	unifi Basic plan™	unifi 100Mbps plan™	unifi 300Mbps plan™	30Mbps Download speed up to 30Mbps Upload speed up to 10Mbps 60GB Quota Voice 20sen/min	100Mbps Download speed up to 100Mbps Upload speed up to 50Mbps Unlimited Quota Voice 20sen/min	300Mbps Download speed up to 300Mbps Upload speed up to 50Mbps Unlimited Quota Voice 20sen/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 for 2 devices with option of unifi TV pack: Aneka Plus Pack OR Varnam Plus Pack OR Ruby Plus Pack  (complimentary of 30-days free viewing of all channels)	Free access to unifi PlayTV app for 2 devices with unifi TV Ultimate Pack  (complimentary of 30-days free viewing of all channels)	Retail Package Price RM79/month	Retail Package Price RM129/month	Retail Package Price RM199/month
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Retail Package Price RM79/month	Retail Package Price RM129/month	Retail Package Price RM199/month												
7	<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>												

NO	QUESTION	ANSWER																																							
8	<p>Are there any extra features that I will receive with unifi Home plan offering?</p>	<ul style="list-style-type: none"> <li>You can enjoy the below features along with the unifi Home offering:                     <table border="1" data-bbox="488 327 1481 871"> <thead> <tr> <th>Features</th> <th>unifi Basic plan™</th> <th>unifi 100Mbps plan™</th> <th>unifi 300Mbps plan™</th> </tr> </thead> <tbody> <tr> <td>Installation &amp; activation</td> <td colspan="3">WAIVED</td> </tr> <tr> <td>wifi@unifi</td> <td colspan="3">UNLIMITED (until further notice)</td> </tr> <tr> <td>unifi TV</td> <td>Free to Air Channels via playTV@unifi app (complimentary of 30-days free viewing of all channels)</td> <td colspan="2">INCLUSIVE of unifi TV packs via playTV@unifi (complimentary of 30-days free viewing of all channels)</td> </tr> <tr> <td>Wireless router</td> <td colspan="3">INCLUSIVE</td> </tr> </tbody> </table> <p><i>* Wireless router is applicable to new installations only.</i></p> </li> </ul>	Features	unifi Basic plan™	unifi 100Mbps plan™	unifi 300Mbps plan™	Installation & activation	WAIVED			wifi@unifi	UNLIMITED (until further notice)			unifi TV	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)		Wireless router	INCLUSIVE																					
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9	<p>What do I get with unifi TV packs via the playTV@unifi app?</p>	<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> <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>What are the Add-Ons offered to customers of unifi Home packages?</p>	<ul style="list-style-type: none"> <li>Customers can pick and choose the relevant Add-Ons that will boost their broadband experience.                     <table border="1" data-bbox="416 1256 1544 2018"> <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" data-bbox="946 1361 1528 1641"> <thead> <tr> <th>Price (RM)</th> <th>99</th> <th>59</th> <th>39</th> <th>29</th> <th>19</th> </tr> </thead> <tbody> <tr> <td>Data</td> <td rowspan="2">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>50</td> <td></td> <td>5</td> </tr> <tr> <td>SMS</td> <td></td> <td></td> <td>25</td> <td></td> <td></td> </tr> </tbody> </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</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> </tbody> </table> </li> </ul>	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" data-bbox="946 1361 1528 1641"> <thead> <tr> <th>Price (RM)</th> <th>99</th> <th>59</th> <th>39</th> <th>29</th> <th>19</th> </tr> </thead> <tbody> <tr> <td>Data</td> <td rowspan="2">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>50</td> <td></td> <td>5</td> </tr> <tr> <td>SMS</td> <td></td> <td></td> <td>25</td> <td></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			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	<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>
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				monthly commitment																													
		4.	unifi TV packs	Watch the latest shows on playTV@unifi at home or anywhere	<b>Additional from as low as RM30/month</b> <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	<b>Additional from RM99 / 1 unit IP camera/month</b> <ul style="list-style-type: none"> <li>24-hour complete security solution.</li> </ul>																												
		6.	Home Gadget Protection	Protect your home gadgets against accidental damage, liquid damage, burglary and robbery	<b>Additional from as low as RM15/month</b> <ul style="list-style-type: none"> <li>Protect your home gadgets against accidental damage, liquid damage, burglary and robbery.</li> </ul>																												
11	<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 varies. Please refer to the table below for more information:</li> </ul> <table border="1" data-bbox="512 1317 1453 1928"> <thead> <tr> <th data-bbox="512 1317 603 1417">NO.</th> <th data-bbox="603 1317 810 1417">ITEMS</th> <th data-bbox="810 1317 1038 1417">CONTRACT PERIOD</th> <th data-bbox="1038 1317 1453 1417">PENALTY IF TERMINATION WITHIN CONTACT PERIOD</th> </tr> </thead> <tbody> <tr> <td data-bbox="512 1417 603 1554">1.</td> <td data-bbox="603 1417 810 1554">unifi</td> <td data-bbox="810 1417 1038 1554">24 months</td> <td data-bbox="1038 1417 1453 1554">The remaining months of broadband monthly subscription fee (price before discount)</td> </tr> <tr> <td data-bbox="512 1554 603 1621">2.</td> <td data-bbox="603 1554 810 1621">Voice Pack 20</td> <td data-bbox="810 1554 1038 1621">Not Applicable</td> <td data-bbox="1038 1554 1453 1621">Not Applicable</td> </tr> <tr> <td data-bbox="512 1621 603 1659">3.</td> <td data-bbox="603 1621 810 1659">Voice IDD</td> <td data-bbox="810 1621 1038 1659">1 month</td> <td data-bbox="1038 1621 1453 1659">1 month of subscription fee</td> </tr> <tr> <td data-bbox="512 1659 603 1760">4.</td> <td data-bbox="603 1659 810 1760">unifi TV packs</td> <td data-bbox="810 1659 1038 1760">12 months</td> <td data-bbox="1038 1659 1453 1760">The remaining months of monthly subscription fee of the unifi TV pack</td> </tr> <tr> <td data-bbox="512 1760 603 1827">5.</td> <td data-bbox="603 1760 810 1827">Security and Surveillance</td> <td data-bbox="810 1760 1038 1827">36 months</td> <td data-bbox="1038 1760 1453 1827">Up to maximum 6 months subscription fee</td> </tr> <tr> <td data-bbox="512 1827 603 1928">6.</td> <td data-bbox="603 1827 810 1928">Home Gadget Protection</td> <td data-bbox="810 1827 1038 1928">12 months</td> <td data-bbox="1038 1827 1453 1928">The remaining months of monthly subscription fee</td> </tr> </tbody> </table>				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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		<ul style="list-style-type: none"> <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>												
12	<p><b>How can I get a unifi TV media box for unifi TV viewing?</b></p>	<ul style="list-style-type: none"> <li>▪ unifi Home with unifi TV media box will be offered during limited time promotion only. You may check out the promotion packages we have from time to time.</li> </ul>												
13	<p><b>What is the effective date for the Voice Pack 20 add-on?</b></p>	<ul style="list-style-type: none"> <li>▪ If you purchase your Voice Pack 20:                             <ul style="list-style-type: none"> <li>➢ add-on together with broadband, 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>												
14	<p><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></p>	<ul style="list-style-type: none"> <li>▪ Yes. Customers will be subject to fees as below:                             <table border="1" data-bbox="584 1005 1382 1182" style="margin: 10px auto;"> <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="http://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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15	<p><b>Is there any penalty charge if I terminate my unifi Home AFTER the minimum subscription period is over?</b></p>	<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>												

**ELIGIBILITY**

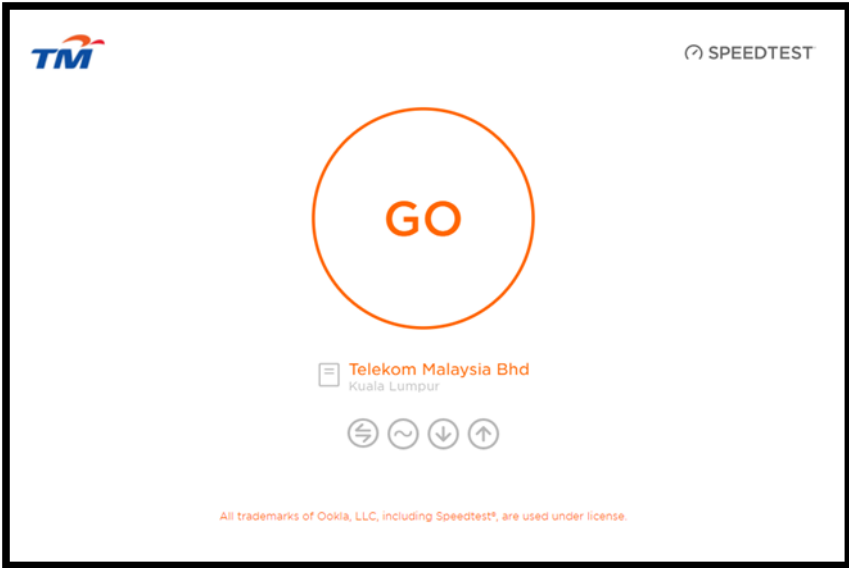
NO	QUESTION	ANSWER																
16	<b>Who is eligible to subscribe to the unifi Home?</b>	<ul style="list-style-type: none"> <li>All Malaysians and foreigners above 18 years old can subscribe to unifi Home plans. It is subject to service and coverage availability.</li> </ul>																
<b>VOICE OFFERING, DOWNLOAD &amp; UPLOAD SPEED</b>																		
17	<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>																
18	<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="560 797 1406 943" 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> <tr> <td>3.</td> <td>300Mbps</td> <td>Up to 300Mbps</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	3.	300Mbps	Up to 300Mbps	Up to 50Mbps
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3.	300Mbps	Up to 300Mbps	Up to 50Mbps															
19	<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>																
20	<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 300Mbps plan™ to enjoy maximum upload speed that we can offer.</li> </ul>																
<b>SERVICE AVAILABILITY</b>																		
21	<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>, <a href="https://twitter.com/helpmeunifi">tweet us @helpmeunifi</a>, <a href="https://www.facebook.com/weareunifi">message us at facebook.com/weareunifi</a> or visit any TMpoint outlets nationwide.</li> </ul>																



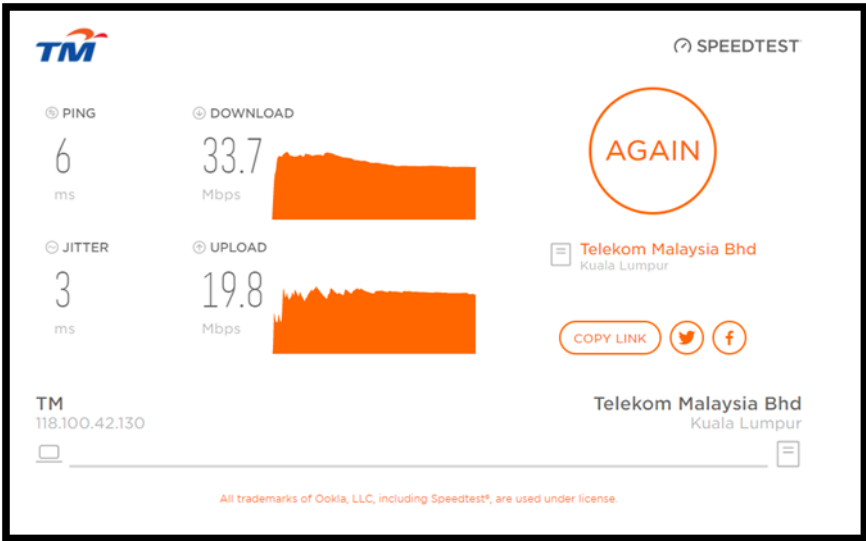
NO	QUESTION	ANSWER
22	<b>My home/office is located at a non-unifi area. Can I still subscribe to these plans?</b>	<ul style="list-style-type: none"> <li>▪ The package offer is subject to unifi service and coverage availability.</li> <li>▪ We will update you from time-to-time on unifi service readiness 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>
23	<b>I live in an area where unifi service 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 facebook.com/weareunifi</li> <li>○ Twitter at @helpmeunifi.</li> </ul> </li> <li>▪ You may also visit us at any of the TMpoint outlets nationwide.</li> </ul>
<b>REGISTRATION</b>		
24	<b>How do I subscribe to unifi Home package?</b>	<ul style="list-style-type: none"> <li>▪ You may register via online at <a href="http://unifi.com.my">unifi.com.my</a>, or visit the nearest TMpoint outlets, TM Authorised Dealer (TAD) and resellers.</li> </ul>
25	<b>I'm not a Malaysian, how can I subscribe to unifi home package?</b>	<ul style="list-style-type: none"> <li>▪ You can register online via <a href="http://unifi.com.my">unifi.com.my</a> or visit any nearest TMpoint outlets.</li> </ul>
<b>UPGRADE/DOWNGRADE</b>		
26	<b>Can I upgrade / downgrade my unifi Home plan?</b>	<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>
27	<b>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?</b>	<ul style="list-style-type: none"> <li>▪ Any change of plan comes with a new 24-month contract without any penalty.</li> </ul>
28	<b>Where can I upgrade / downgrade my unifi Home plan?</b>	<ul style="list-style-type: none"> <li>▪ To upgrade/downgrade, you may do so via online at <a href="http://www.unifi.com.my">www.unifi.com.my</a> by <a href="#">logging into your Self-care account</a>, visit any TMpoint outlets nationwide or call TM Contact Centre.</li> </ul>

NO	QUESTION	ANSWER
29	<p><b>If I am an existing unifi Home subscriber with unifi TV media box and I have changed to the new unifi Home plan, can I still use my existing unifi TV media box?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes, you can still experience the unifi TV content from your existing unifi TV media box 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 unifi TV media box if you do not add on any unifi TV pack.</li> </ul>
30	<p><b>I noticed that my current unifi VIP package subscription is bundled with unifi TV media box 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 unifi TV media 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 unifi TV media box. 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>
<b>SPEED TEST</b>		
31	<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>
32	<p><b>I am an existing unifi VIP customer. 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>

NO	QUESTION	ANSWER
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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).

NO	QUESTION	ANSWER
		<div style="display: flex; justify-content: space-around; align-items: center;">   </div> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 5px;"> <span data-bbox="708 521 847 555"><u>LAN cable</u></span> <span data-bbox="1214 521 1305 555"><u>Router</u></span> </div>
<p><b>33</b></p>	<p><b>Why couldn't I enjoy the speed as advertised?</b></p>	<ul style="list-style-type: none"> <li>▪ 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 <a href="https://unifi.com.my/better-unifi-experience/index.html">https://unifi.com.my/better-unifi-experience/index.html</a> to learn more.</li> <li>▪ 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> </li> </ul>
<p><b>34</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.</li> </ul> </li> </ul>

NO	QUESTION	ANSWER
		<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> <p>(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.</p> <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> <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>		
35	<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>
36	<b>I'm subscribing to unifi Home and I will be relocating to an area where there's no unifi coverage. Can I terminate my unifi service without any penalty?</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>		
37	<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>
38	<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>

NO	QUESTION	ANSWER
39	Does TM allow customers to appoint their own contractor to perform internal wiring?	<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>
40	What are the charges for installation fee and equipment?	<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-standard installation or additional cabling, extra charges will be imposed by TM Contractor. Click <a href="#">here</a> to view more info.</li> <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>		
41	Are there any charges if I request for change of ownership?	<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>
42	Where can I request for change of ownership?	<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>		
43	Do I need to pay any upfront payment during application?	<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>		
44	When will I get my first bill after I subscribe to unifi Home package?	<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>
45	Do I pay a separate bill for the services bundled in unifi Home?	<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>

NO	QUESTION	ANSWER
46	<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>
47	<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>
48	<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>
49	<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>
50	<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>
51	<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,</li> </ul>

NO	QUESTION	ANSWER
		<p>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.</p> <ul style="list-style-type: none"> <li>Alternatively, you can view your bills via online by logging to <a href="http://unifi.com.my">unifi.com.my</a>.</li> </ul>
52	Can I check my previous month statement?	<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>
53	How do I make online payments via unifi portal?	<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>
54	In my unifi bill, charges for Internet and unifi TV are listed separately. Does this mean I can remove my unifi TV pack?	<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>		
55	Am I eligible to get a telephone set if I subscribe to unifi Home plans?	<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>
56	The unifi Home plans also come with a fixed line. Can I make any calls?	<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>
57	Where can I get the telephone set?	<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>
58	If I don’t purchase the phone set (I have my own telephone set), who will install that phone for me? Any guideline?	<ul style="list-style-type: none"> <li>You can connect the phone on your own. It is as simple as the steps below: <ul 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> </ul> </li> </ul>
<b>OTHER EQUIPMENT</b>		



NO	QUESTION	ANSWER
59	<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, <a href="https://twitter.com/helpmeunifi">tweet us @helpmeunifi</a> or <a href="https://facebook.com/weareunifi">message us at facebook.com/weareunifi</a> for assistance.</li> </ul>
60	<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>
61	<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>
62	<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> </ul> </li> </ul>

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> <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 a 12-month manufacturer's warranty.</li> </ul>