

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
BROADBAND LITE 1 MBPS WITH 50 GB QUOTA
Version Update: 13 July 2021**

NO	QUESTION	ANSWER										
1	What is the offering for this package?	<ul style="list-style-type: none"> The offering for Broadband Lite 1Mbps package is as below: <table border="1" style="margin-left: 20px;"> <tr> <td style="background-color: #cccccc;">Monthly fee</td> <td style="text-align: center;"><i>RM38</i> • <i>FREE modem (with 12 months warranty)</i></td> </tr> <tr> <td style="background-color: #cccccc;">Speed</td> <td style="text-align: center;">1Mbps <i>Download: up to 1.0Mbps</i> <i>Upload: up to 384kbps</i></td> </tr> <tr> <td style="background-color: #cccccc;">Data Allocation</td> <td style="text-align: center;">50 GB</td> </tr> <tr> <td style="background-color: #cccccc;">Contract</td> <td style="text-align: center;">12-month</td> </tr> <tr> <td style="background-color: #cccccc;">Call plan</td> <td style="text-align: center;">Not inclusive*</td> </tr> </table> <p><i>Note: If your premise requires non-standard installation or additional cabling, extra charges will be imposed by TM Contractor and is payable by the Customer in cash to the TM's appointed installer who attended to the works.</i></p>	Monthly fee	<i>RM38</i> • <i>FREE modem (with 12 months warranty)</i>	Speed	1Mbps <i>Download: up to 1.0Mbps</i> <i>Upload: up to 384kbps</i>	Data Allocation	50 GB	Contract	12-month	Call plan	Not inclusive*
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2	Who is eligible to enjoy this package?	<ul style="list-style-type: none"> This offering is applicable for all Malaysia citizens, foreigners and permanent residents of Malaysia with a minimum age of 18 years old at the time of subscription. Customers who wish to subscribe to this package must reside in areas without fiber network availability. 										
3	Why does this 1Mbps plan is still offered to customers when higher broadband speed is in large demand?	<ul style="list-style-type: none"> We understand as our society embraces digital lifestyle, higher broadband speed is in high demand instead of lower speed broadband. However, as national infrastructure connectivity provider, we also cater to unique customers who only required lower broadband speed to cater to their basic needs. Hence we still offer 1Mbps plan just for those in the areas where our fiber network infrastructure is not available. 										
4	Is there any pre-requisite for customers before subscribing to this package?	<ul style="list-style-type: none"> Yes, customers must have an active TM fixed line. However, for new customers with no existing TM fixed line, they need to apply and install a new line. 										

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5	What is the installation charges for this package?	<ul style="list-style-type: none"> • For premises which require additional internal wiring for installation (non-standard installation), RM20 is applicable for the first five (5) metres of the additional wiring. If the required internal wiring exceeds five (5) metres, the extra wiring will be charged at RM5 per metre. • Payment for both shall be made by the customer in cash to the TM's appointed installer.
6	Does this package come with a FREE telephone set?	<ul style="list-style-type: none"> • This Broadband Lite 1Mbps package does not come with a telephone set.
7	Is there any advance payment required?	<ul style="list-style-type: none"> • No advance payment is required for Malaysian citizens. • For non-citizens, customers may be subjected to an upfront payment of RM500.00. The upfront payment is payable within ten (10) days, effective from the date of Service Activation, failing which the account will be suspended.
8	How do I subscribe to this package?	<ul style="list-style-type: none"> • Customers may apply to this package at any TMpoint outlets nationwide.
9	What will happen when the 50GB quota is fully utilised?	<ul style="list-style-type: none"> • Your Internet speed will be throttled to 128Kbps upon reaching the 50GB data cap. There is no data top up option for this package. • The quota will be automatically renewed at every 1st day of the month and your Internet speed will go back to its subscribed speed.
10	Can customer check their Internet quota utilisation?	<ul style="list-style-type: none"> • Currently, customers cannot view their Internet quota utilisation via online. However, they may call TM Contact Centre at 100 or live chat with us to check on their current usage.
11	What customers can do with 50GB data volume?	<ul style="list-style-type: none"> • These are among the examples of what customers can do online with the 50 GB data volume sufficiently: <ol style="list-style-type: none"> a. Surf the internet for 2,000 hours b. Watch your favorite videos and your favorite TV channel online within 200 hours c. Send/receive 1 million emails with 300 characters d. Talk on Skype's video chat for 200 hours e. Facebook for 2,500 hours (not including videos)

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12	Can this Broadband Lite 1Mbps be used for CCTV purpose?	<ul style="list-style-type: none"> Broadband Lite 1Mbps is subject to a monthly 50GB data cap. Hence, it is not advisable to use the internet connection for CCTV purpose.
13	If I'm subscribing to this Broadband Lite 1Mbps, do I need to turn off the modem if I'm not using the internet?	<ul style="list-style-type: none"> Yes, it is advisable to turn off your modem if you are not using the internet as it will affect your available quota if there is an automatic update on your laptop, computer or devices such as spyware and software updates.
14.	Can I relocate the subscribed service?	<ul style="list-style-type: none"> Customers are only allowed to relocate the service within non-fiber areas only.
15	I am currently subscribing to unifi Lite package. Can I apply for this package?	<ul style="list-style-type: none"> Unfortunately, this package is not open to existing unifi customers.
16	What if customer terminates the service before the end of the contract term?	<ul style="list-style-type: none"> It is recommended for customer to continue with the service as there will be a penalty fee of RM350 for early termination before the end of the contract period.
17	If the customer has an existing TM Fixed Line service with monthly rental and wish to subscribe to this plan, will TM waive the Fixed Line rental?	<ul style="list-style-type: none"> Yes, the rental will be waived.
18	Can I make calls using this package?	<ul style="list-style-type: none"> Yes, you can make calls and it will be charged with the normal call rate.
19	Can I add on RM10 call plan for this package?	<ul style="list-style-type: none"> Yes, you can add on RM10 call plan for this package. With the RM10 call plan, you can enjoy free local calls, fixed to fixed and RM0.30 for calls from fixed to mobile.
20	Can I add on unifi PlayTV plan for this package?	<ul style="list-style-type: none"> For this plan, customers are not recommended to add on unifi PlayTV plans. This is because the minimum speed required for unifi PlayTV add on service is 4Mbps.

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21	Who should I contact if I need any assistance or enquiries?	<ul style="list-style-type: none">▪ Easy, you can contact us via the below channels:<ul style="list-style-type: none">▪ Live Chat via unifi.com.my/chat▪ Live Chat via myunifi app (available on Google Play/Apple Store)▪ TMpoint outlets nationwide