

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
unifi 1 Month Free Monthly Fee + 24 Hours Installation Promo**

NO	QUESTION	ANSWER										
<b>QUESTIONS ON unifi 1-Month Free Monthly Fee Promotion</b>												
1.	<b>What is the latest promo from unifi?</b>	<ul style="list-style-type: none"> <li>▪ #khabarbaik! Subscribe to any unifi Home plan (except unifi Basic and unifi Lite) during the campaign period and enjoy 1-month waiver on your monthly subscription!</li> <li>▪ To add further excitement to the deal, you will get your unifi installed and ready for use within 24 hours (subject to slot availability) <b>exclusive for subscription via online.</b></li> </ul>										
2.	<b>This is interesting. What are the unifi plans eligible for this promotion?</b>	<ul style="list-style-type: none"> <li>▪ The eligible plans in this promotion are:</li> </ul> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">unifi PLAN</th> <th style="text-align: center;">PRICE</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">unifi 300Mbps</td> <td style="text-align: center;">RM 199/month</td> </tr> <tr> <td style="text-align: center;">unifi 100Mbps + TV bundle</td> <td style="text-align: center;">RM159/month</td> </tr> <tr> <td style="text-align: center;">unifi 100Mbps</td> <td style="text-align: center;">RM129/month</td> </tr> <tr> <td style="text-align: center;">unifi 30Mbps unlimited</td> <td style="text-align: center;">RM89/month</td> </tr> </tbody> </table>	unifi PLAN	PRICE	unifi 300Mbps	RM 199/month	unifi 100Mbps + TV bundle	RM159/month	unifi 100Mbps	RM129/month	unifi 30Mbps unlimited	RM89/month
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3.	<b>How long is the promotion period?</b>	<ul style="list-style-type: none"> <li>▪ The promotion runs for a limited time only from <i>5 September 2019 – 30 September 2019</i>. So hurry up and subscribe to unifi Home plans now!</li> </ul>										
4.	<b>Who is eligible for this promotion?</b>	<ul style="list-style-type: none"> <li>▪ We welcome all NEW residential customers to subscribe to this promotion.</li> </ul>										
5.	<b>How will I get the 1-month waiver?</b>	<ul style="list-style-type: none"> <li>▪ Your 1-month monthly fee waiver will be reflected in your first bill.</li> </ul>										
6.	<b>What happens if it is not reflected in my first bill?</b>	<ul style="list-style-type: none"> <li>▪ Don't worry, if the waiver is not reflected in your first bill, you may contact us via channels below: <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 myunifi 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>										
7.	<b>Will I be tied to any contract for my unifi plan subscription?</b>	<ul style="list-style-type: none"> <li>▪ Yes, unifi Home plans come with a 24-month contract.</li> </ul>										

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8.	<b>I am an existing unifi customer. Can I subscribe to this promotion?</b>	<ul style="list-style-type: none"> <li>▪ Unfortunately, this promotion is not applicable for existing unifi customers.</li> </ul>
9.	<b>Why can't I subscribe to the unifi 30Mbps unlimited plan via online at unifi.com.my?</b>	<ul style="list-style-type: none"> <li>▪ We are sorry, at the moment, you can only subscribe the unifi 30Mbps unlimited plan at the nearest TMpoint, TM Authorised Dealer (TAD) and resellers nationwide.</li> <li>▪ We are sorry that the subscription of unifi 30Mbps unlimited plan at RM89 via online channel at unifi.com.my will only be available in October 2019. In the meantime, you can live chat with us at unifi.com.my or via myunifi app or you may also call us at 100 and select option 4 to drop us your request. We will contact you as soon as we can sign you up for this plan.</li> </ul>
10.	<b>I've signed up via online but my installation date is scheduled after 30 September 2019. Will I be able to enjoy the 1-month free monthly fee?</b>	<ul style="list-style-type: none"> <li>▪ Yes! Just be sure to sign up within the campaign period from <i>5 September 2019 – 30 September 2019</i> and the installation must be completed within 14 days from 30 September 2019.</li> </ul>
11.	<b>Do I need to pay any upfront payment?</b>	<ul style="list-style-type: none"> <li>▪ There will be no upfront payment required for Malaysians.</li> <li>▪ However, there'll be a fee of RM1 for pre-authentication online. This fee will be charged upon application.</li> <li>▪ For non-Malaysians, you are required to pay an upfront payment of RM500.</li> </ul>
12.	<b>Does this promotion include add-on features?</b>	<ul style="list-style-type: none"> <li>▪ The promotion is only be applicable to unifi broadband plan price only and not applicable to any add-ons.</li> <li>▪ <b>Example:</b> If you subscribe to unifi plan 100Mbps at RM129 per month, you will be entitled to a 1-month free for the price of RM129. You will then need to pay for any additional add-ons on top of this plan.</li> </ul>
13.	<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 myunifi 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>