
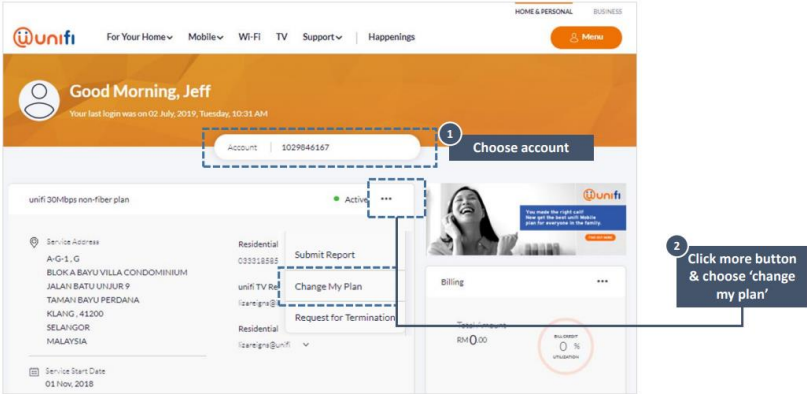


**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
YEAR END PROMO (PAY NOTHING)**

NO	QUESTION	ANSWER												
NEW CUSTOMER														
1.	What is the offering under the Year End Promo (Pay Nothing) from unifi?	<ul style="list-style-type: none"> ▪ #khabarbaik! subscribe to any unifi Home plan (except unifi Basic 60GB, unifi Lite and unifi Air) now and enjoy package fee waiver until December 2019. ▪ To add further excitement to the deal, if you subscribe to this promo via unifi.com.my, not only will you get your unifi installed and ready for use within 24 hours (subject to slot availability), you will also stand a chance to enjoy your subscribed plan FREE for 1-year! 												
2.	This is interesting! What are the unifi plans eligible for this promotion?	<ul style="list-style-type: none"> ▪ The eligible plans under this promotion are: <table border="1" style="margin-left: 20px; width: 100%;"> <thead> <tr> <th style="text-align: center;">unifi Home Plan</th> <th style="text-align: center;">Price/Month</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">unifi 300Mbps</td> <td style="text-align: center;">RM 199</td> </tr> <tr> <td style="text-align: center;">unifi 100Mbps + TV bundle</td> <td style="text-align: center;">RM159</td> </tr> <tr> <td style="text-align: center;">unifi 100Mbps</td> <td style="text-align: center;">RM129</td> </tr> <tr> <td style="text-align: center;">unifi 30Mbps VDSL</td> <td style="text-align: center;">RM139</td> </tr> <tr> <td style="text-align: center;">unifi 30Mbps unlimited</td> <td style="text-align: center;">RM89</td> </tr> </tbody> </table> 	unifi Home Plan	Price/Month	unifi 300Mbps	RM 199	unifi 100Mbps + TV bundle	RM159	unifi 100Mbps	RM129	unifi 30Mbps VDSL	RM139	unifi 30Mbps unlimited	RM89
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3.	How long is the promotion period?	<ul style="list-style-type: none"> ▪ New installations from 1st October 2019 – 31st December 2019 will get to enjoy this package fee waiver upon activation until 31st December 2019. 												
4.	Who is eligible for this promotion?	<ul style="list-style-type: none"> ▪ We welcome all NEW and EXISTING residential customers to subscribe to this promotion. ▪ However, the promotion is not applicable for unifi Basic 60GB, unifi Lite, and unifi Air. 												
5.	How will I get the package fee waiver?	<ul style="list-style-type: none"> ▪ For new installation, your package fee waiver will be reflected in your first bill and continue until 31 December 2019. ▪ The items included in the package fee waiver are: <ul style="list-style-type: none"> ✓ High Speed Internet ✓ Content (unifi TV Pack) ✓ Other Value Added Services, i.e.; Voice Pack 20, Home Gadget Protection and Voice IDD ▪ Call usage, One Time Charge, unifi Mobile, CCTV and Video On Demand (VOD) will be charged as per normal. 												

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6.	<p>Do I need to pay any upfront payment during application?</p>	<ul style="list-style-type: none"> ▪ For Malaysians, no upfront payment will be collected. However, if the application made without the verification of a MyKad Reader, you are subject to an upfront payment of RM100. ▪ For non-citizens, the upfront payment is RM 500. ▪ If you subscribe via online, an RM1 will be charged for pre-authorisation. <table border="1" data-bbox="528 607 1441 857"> <thead> <tr> <th rowspan="2">Category</th> <th colspan="3">Application Channel</th> </tr> <tr> <th>TMpoint/ Reseller</th> <th>Telemarketing/ Subscription through TMstaff</th> <th>Online</th> </tr> </thead> <tbody> <tr> <td>Malaysian</td> <td>Upfront payment is not applicable</td> <td>RM100</td> <td>RM1</td> </tr> <tr> <td>Non Malaysian</td> <td>RM500</td> <td>RM500</td> <td>RM 1</td> </tr> </tbody> </table>	Category	Application Channel			TMpoint/ Reseller	Telemarketing/ Subscription through TMstaff	Online	Malaysian	Upfront payment is not applicable	RM100	RM1	Non Malaysian	RM500	RM500	RM 1
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7.	<p>Where can I subscribe to this promotion?</p>	<ul style="list-style-type: none"> ▪ You may subscribe to this Year End Promo (Pay Nothing) at the following touchpoints: <ul style="list-style-type: none"> ▪ myunifi app (available in both Google Playstore and Apple Appstore) ▪ unifi.com.my ▪ Live Chat ▪ Any TMpoint Outlets / TM Authorised Dealers nationwide ▪ Resellers nationwide ▪ TM Staff 															
8.	<p>What happens if the waiver is not reflected in my first bill?</p>	<ul style="list-style-type: none"> • Don't worry, if the waiver is not reflected in your first bill, you may contact us via the channels below: <ul style="list-style-type: none"> • Live Chat with us at https://unifi.com.my/chat/index.html or via myunifi app • Facebook at https://www.facebook.com/weareunifi/ • Twitter at @helpmeunifi • Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance. 															
9.	<p>Will I be tied to any contract for my unifi plan subscription?</p>	<ul style="list-style-type: none"> ▪ Yes, all unifi Home plans come with 24-month contract. 															
10.	<p>Who should I contact if I need any assistance or service inquiry?</p>	<ul style="list-style-type: none"> ▪ Easy, you can contact us via TM's digital channels such as: <ol style="list-style-type: none"> i. Live Chat with us at https://unifi.com.my/chat/index.html or via myunifi app ii. Facebook at https://www.facebook.com/weareunifi/ iii. Twitter at @helpmeunifi 															

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.
EXISTING CUSTOMER		
11.	<p>I am an existing Streamyx / unifi customer. Am I eligible for Year End Promo (Pay Nothing)?</p>	<ul style="list-style-type: none"> Yes, we have not forgotten you! You are eligible to enjoy this “Year End Promo” (Pay Nothing) as well. However, unifi Basic plan 60GB, unifi Lite, unifi Air, unifi Mobile and Smart Partnership customers are not applicable for this promo. Kindly ensure that your account is active with NO outstanding payment. If there is an outstanding payment, please remit the payment to enjoy this promotion to the fullest!
12.	<p>What is the offering of this promo to the existing customers?</p>	<ul style="list-style-type: none"> Existing customers can enjoy this promo by renewing your contract period for 24-month with: <ul style="list-style-type: none"> ✓ existing plan or; ✓ upgrade to the latest unifi Home plans
13.	<p>Where can I sign up to this promo?</p>	<ul style="list-style-type: none"> You may subscribe to this “Year End Promo” (Pay Nothing) at the following touchpoints: <ul style="list-style-type: none"> ○ myunifi app ○ Live Chat ○ unifi.com.my or, ○ any TMpoint Outlet/TM Authorised Dealers.
14.	<p>I am an existing customer and I would like to change my plan & subscribe to this year end promo (Pay Nothing). How can I sign up?</p>	<ul style="list-style-type: none"> Yes, you may change you plan and redeem your package waiver via your self-care account. Follow the simple steps below: <ol style="list-style-type: none"> Login to unifi.com.my and go to your self-care page. Click the ‘three button’  and choose ‘Change A Plan’ 

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> c. Select the plan that you want. d. Agree to the terms & conditions including contract renewal of 24-month e. Submit your request. <ul style="list-style-type: none"> ▪ We will process your request within 3-5 working days.
15.	What will I get if I subscribe to this promo?	<ul style="list-style-type: none"> ▪ You will enjoy package fee waiver until 31 December 2019. ▪ The items included in the package fee waiver are: <ul style="list-style-type: none"> ○ High Speed Internet ○ Content (unifi TV Pack) ○ Other Value Added Services, i.e.; Voice Pack 20, Home Gadget Protection and Voice IDD ▪ The waiver will be reflected in proration according to your bill date. ▪ The waiver is not applicable for any usage such as calls which beyond the free minutes given in the package, One Time Charges or Video on Demand (VOD) which will be charged as per normal.
16.	How do I know the start date of my package fee waiver?	<ul style="list-style-type: none"> ▪ The package fee waiver will start from the date of Service Activation until the bill date 31st December 2019. ▪ For example: <ul style="list-style-type: none"> <u>Activation before bill date</u> <ul style="list-style-type: none"> ○ Customer's request to subscribe this promotion on 4th October, account activation is on 6th October. Billing cycle starts on 7th October. Your waiver will start from 7th October until 31st December 2019. <u>Activation same as bill date</u> <ul style="list-style-type: none"> ○ Customer's request to subscribe this promotion on 4th October, account activation is on 7th October same as billing cycle. Your waiver will start from 7th October until 31st December 2019. <u>Activation after bill date</u> <ul style="list-style-type: none"> ○ Customer request on subscribing this promotion on 4th October, account activation is on 10th October. Billing cycle on 7th October. Your waiver will start from 10th October until 31st December 2019.

NO	QUESTION	ANSWER
17.	I am a Streamyx customer and interested to upgrade to unifi package, am I eligible for this promotion?	<ul style="list-style-type: none"> ▪ Yes, you are eligible for this promotion. Just subscribe to any of our latest plans from 1 October 2019 until 31 December 2019.
18.	I have more than one service under my account. Can I apply to this promo for all?	<ul style="list-style-type: none"> ▪ Yes, if you have more than one service under one account, you are eligible to enjoy this promo for each service. However, unifi Basic plan 60GB (RM79), unifi Lite, unifi Air and Smart Partnership customers are not part of this promo. ▪ You will need to select to opt for this promo for each service.
19.	Can I enjoy this promo if I want to maintain my current package (same speed and price)?	<ul style="list-style-type: none"> ▪ Yes, you can maintain your current plan by just renewing your contract period to 24-month and you will get to enjoy package fee waiver till 31 December 2019.
20.	I have been turbo-ed previously. Am I entitled to a new CPE under this promotion?	<ul style="list-style-type: none"> ▪ Please note that there is no new CPE provided under this promo. ▪ However, you may check with our customer service agents if you are entitled for CPE replacement under our turbo exercise.
21.	I am still within the contract period, can I apply to this promotion?	<ul style="list-style-type: none"> ▪ Yes. You can refresh your contract period to 24-month and you will get to enjoy the package fee waiver till 31 December 2019.
22.	How will I know if I have successfully refreshed my contract and entitled for the package fee waiver?	<ul style="list-style-type: none"> ▪ No worries, you will receive an SMS on the order completion and you will start enjoying the package fee waiver under this promo.
23.	I've subscribed to this promotion and wanted to terminate the service within the contract period.	<ul style="list-style-type: none"> ▪ If you terminate your service subscription within the contract period, you will be charged with the remaining months of your package fee.

NO	QUESTION	ANSWER
24.	I've just renewed my contract period upon replacement of CPE. Thus, if I subscribe to this promotion, what will happen to my contract period?	<ul style="list-style-type: none">▪ Upon subscribing to this promo, your commitment period will be refreshed back to 24-month.
25.	I'm relocating to a new place that doesn't have unifi service after subscribing to this promo. So, will I be charged for the penalty?	<ul style="list-style-type: none">▪ Our sincere apologies on this. Yes, we will definitely waive the penalty upon termination due to no unifi service.