

## FREQUENTLY ASKED QUESTIONS (FAQ) FOR UNIFI HOME 100MBPS

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<b>GETTING TO KNOW</b>																										
1.	<b>What is the latest promotion for unifi 100Mbps plan?</b>	<ul style="list-style-type: none"> <li>You can enjoy unlimited viewing experiences and uninterrupted high-speed connection with the unifi Home 100Mbps promo plan: <table border="1" data-bbox="507 577 1503 1193"> <thead> <tr> <th></th> <th>Plan Offerings</th> <th>Promotions</th> </tr> </thead> <tbody> <tr> <td><b>unifi TV</b></td> <td> <ul style="list-style-type: none"> <li>Varnam Plus or Aneka Plus or Ruby Plus pack to choose from</li> <li>Complimentary of 30-days free viewing of all channels</li> <li>Viewing via unifi PlayTV app for 2 devices.</li> </ul> </td> <td></td> </tr> <tr> <td><b>Speed</b></td> <td> <ul style="list-style-type: none"> <li>Download speed up to 100Mbps</li> <li>Upload speed up to 50Mbps</li> </ul> </td> <td></td> </tr> <tr> <td><b>Quota</b></td> <td colspan="2" style="text-align: center;">Unlimited</td> </tr> <tr> <td><b>Voice</b></td> <td>Voice 20sen/min</td> <td>           Free 600 min to all fixed line and mobile phone            Beyond 600 min: <ul style="list-style-type: none"> <li>10 sen/min to mobile phone and OLNO's fixed line</li> <li>Unlimited calls to TM fixed line</li> </ul> </td> </tr> <tr> <td><b>Contract</b></td> <td colspan="2" style="text-align: center;">24 months</td> </tr> <tr> <td><b>Package Worth</b></td> <td style="text-align: center;">RM159/month</td> <td style="text-align: center;">RM179/month</td> </tr> <tr> <td><b>Promotion Price</b></td> <td style="text-align: center;"><b>RM129/month</b></td> <td style="text-align: center;"><b>RM129/month</b></td> </tr> </tbody> </table> </li> <li><i>Price shown is excluding 6% Service Tax (ST)</i></li> <li><i>Price shown is perpetual</i></li> </ul>		Plan Offerings	Promotions	<b>unifi TV</b>	<ul style="list-style-type: none"> <li>Varnam Plus or Aneka Plus or Ruby Plus pack to choose from</li> <li>Complimentary of 30-days free viewing of all channels</li> <li>Viewing via unifi PlayTV app for 2 devices.</li> </ul>		<b>Speed</b>	<ul style="list-style-type: none"> <li>Download speed up to 100Mbps</li> <li>Upload speed up to 50Mbps</li> </ul>		<b>Quota</b>	Unlimited		<b>Voice</b>	Voice 20sen/min	Free 600 min to all fixed line and mobile phone Beyond 600 min: <ul style="list-style-type: none"> <li>10 sen/min to mobile phone and OLNO's fixed line</li> <li>Unlimited calls to TM fixed line</li> </ul>	<b>Contract</b>	24 months		<b>Package Worth</b>	RM159/month	RM179/month	<b>Promotion Price</b>	<b>RM129/month</b>	<b>RM129/month</b>
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2.	<b>What do I get with unifi TV packs via the playTV@unifi app?</b>	<ul style="list-style-type: none"> <li>With playTV@unifi app, customers can stream their favourite latest shows, programmes and LIVE TV on mobile devices i.e. smart phones and tablets.</li> <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>																								
3.	<b>How can I get a unifi TV media box for unifi TV viewing?</b>	<ul style="list-style-type: none"> <li>unifi TV media box will be offered during limited time promotion only. Under unifi Home 100Mbps plan, the media box is inclusive if you subscribe with unifi TV Ultimate Pack.</li> </ul>																								
4.	<b>Are there any extra benefits that I will receive with unifi 100Mbps plan?</b>	<ul style="list-style-type: none"> <li>You can enjoy the below benefits along with this plan: <table border="1" data-bbox="507 1751 1503 1910"> <thead> <tr> <th>Features</th> <th>unifi 100Mbps plan™</th> </tr> </thead> <tbody> <tr> <td><b>Installation &amp; activation</b></td> <td>WAIVED</td> </tr> <tr> <td><b>wifi@unifi</b></td> <td>UNLIMITED (until further notice)</td> </tr> <tr> <td><b>CPE</b></td> <td> <ul style="list-style-type: none"> <li>Wireless Router (RG)</li> <li>BTU (Modem)</li> </ul> </td> </tr> </tbody> </table> </li> <li><i>* Wireless router is applicable to new installations only.</i></li> </ul>	Features	unifi 100Mbps plan™	<b>Installation &amp; activation</b>	WAIVED	<b>wifi@unifi</b>	UNLIMITED (until further notice)	<b>CPE</b>	<ul style="list-style-type: none"> <li>Wireless Router (RG)</li> <li>BTU (Modem)</li> </ul>																
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5.	<p><b>What are the Add-On services offered?</b></p>	<ul style="list-style-type: none"> <li>You can choose the relevant Add-On services that will boost your broadband experience.</li> </ul> <table border="1" data-bbox="512 427 1469 1883"> <thead> <tr> <th data-bbox="512 427 687 461">Add-Ons</th> <th data-bbox="687 427 911 461">Description</th> <th data-bbox="911 427 1469 461">Offering</th> </tr> </thead> <tbody> <tr> <td data-bbox="512 461 687 719">unifi Mobile</td> <td data-bbox="687 461 911 719">The best postpaid plan to cater to the needs of each member of the family.</td> <td data-bbox="911 461 1469 719"> <p><b>Plans from as low as RM19/month:</b></p> <table border="1" data-bbox="927 517 1453 719"> <thead> <tr> <th data-bbox="927 517 1031 551">Price (RM)</th> <th data-bbox="1031 517 1094 551">99</th> <th data-bbox="1094 517 1190 551">59</th> <th data-bbox="1190 517 1286 551">39</th> <th data-bbox="1286 517 1382 551">29</th> <th data-bbox="1382 517 1453 551">19</th> </tr> </thead> 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6.	<p><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></p>	<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: <table border="1" data-bbox="536 434 1479 828"> <thead> <tr> <th data-bbox="536 434 628 488">NO.</th> <th data-bbox="628 434 836 488">ITEMS</th> <th data-bbox="836 434 1066 488">CONTRACT PERIOD</th> <th data-bbox="1066 434 1479 488">PENALTY IF TERMINATION WITHIN CONTACT PERIOD</th> </tr> </thead> <tbody> <tr> <td data-bbox="536 488 628 573">1.</td> <td data-bbox="628 488 836 573">unifi Home</td> <td data-bbox="836 488 1066 573">24 months</td> <td data-bbox="1066 488 1479 573">The remaining months of broadband monthly subscription fee (price before discount)</td> </tr> <tr> <td data-bbox="536 573 628 658">2.</td> <td data-bbox="628 573 836 658">unifi TV packs</td> <td data-bbox="836 573 1066 658">12 months</td> <td data-bbox="1066 573 1479 658">The remaining months of monthly subscription fee of the unifi TV pack</td> </tr> <tr> <td data-bbox="536 658 628 689">3.</td> <td data-bbox="628 658 836 689">Voice Pack 20</td> <td data-bbox="836 658 1066 689">Not Applicable</td> <td data-bbox="1066 658 1479 689">Not Applicable</td> </tr> <tr> <td data-bbox="536 689 628 721">4.</td> <td data-bbox="628 689 836 721">Voice IDD</td> <td data-bbox="836 689 1066 721">1 month</td> <td data-bbox="1066 689 1479 721">1 month of subscription fee</td> </tr> <tr> <td data-bbox="536 721 628 775">5.</td> <td data-bbox="628 721 836 775">Security and Surveillance</td> <td data-bbox="836 721 1066 775">36 months</td> <td data-bbox="1066 721 1479 775">Up to maximum 6 months subscription fee</td> </tr> <tr> <td data-bbox="536 775 628 828">6.</td> <td data-bbox="628 775 836 828">Home Gadget Protection</td> <td data-bbox="836 775 1066 828">12 months</td> <td data-bbox="1066 775 1479 828">The remaining months of monthly subscription fee</td> </tr> </tbody> </table> </li> <li>▪ Customer is required to settle all their outstanding bills prior to the termination request. For more information, please refer to your service Terms &amp; Conditions.</li> <li>▪ Customer can now request for termination by logging into their Self-care account at <a href="http://www.unifi.com.my">www.unifi.com.my</a>, or visit any TMpoint outlets nationwide.</li> </ul>	NO.	ITEMS	CONTRACT PERIOD	PENALTY IF TERMINATION WITHIN CONTACT PERIOD	1.	unifi Home	24 months	The remaining months of broadband monthly subscription fee (price before discount)	2.	unifi TV packs	12 months	The remaining months of monthly subscription fee of the unifi TV pack	3.	Voice Pack 20	Not Applicable	Not Applicable	4.	Voice IDD	1 month	1 month of subscription fee	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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7.	<p><b>I would like to have more channels on my TV pack. Can I upgrade to any higher TV pack?</b></p>	<ul style="list-style-type: none"> <li>• Yes, you can upgrade your TV pack to Ultimate by upgrading your plan to unifi 100Mbps with Ultimate pack. Check out the plan <a href="#">here</a>.</li> <li>• You can request to change your unifi TV pack at any TMpoint outlets, via Live Chat at <a href="mailto:care@unifi">care@unifi</a> app or <a href="https://unifi.com.my/chat">unifi.com.my/chat</a>, tweet us <a href="https://twitter.com/helpmeunifi">@helpmeunifi</a> or message us at <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a>.</li> </ul>																												