

FREQUENTLY ASKED QUESTIONS (FAQ) FOR UNIFI HOME 100MBPS

NO	QUESTION	ANSWER																								
GETTING TO KNOW																										
1.	What is the latest promotion for unifi 100Mbps plan?	<ul style="list-style-type: none"> Starting 12 March until 31 May 2019, new customers who subscribe to unifi 100Mbps will also be able to choose unifi TV Ultimate Pack together with unifi TV media box at the price of RM159 only (Normal price: RM209). You can enjoy unlimited viewing experience and uninterrupted high-speed broadband with the unifi 100Mbps promo plan: <table border="1"> <thead> <tr> <th></th> <th>Plan Offerings</th> <th>Promotions</th> </tr> </thead> <tbody> <tr> <td>unifi TV</td> <td> <ul style="list-style-type: none"> Plan comes with Varnam Plus or Aneka Plus or Ruby Plus pack to choose from. Complimentary of 30-days free viewing of all channels Viewing via unifi PlayTV app for 2 devices </td> <td> <ul style="list-style-type: none"> Plan comes with Ultimate pack (all channels) Free unifi TV media box (STB) Viewing via unifi PlayTV app for 2 devices. </td> </tr> <tr> <td>Speed</td> <td colspan="2"> <ul style="list-style-type: none"> Download speed up to 100Mbps Upload speed up to 50Mbps </td> </tr> <tr> <td>Quota</td> <td colspan="2">Unlimited</td> </tr> <tr> <td>Voice</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"> 10 sen/min to mobile phone and OLNO's fixed line Unlimited calls to TM fixed line </td> </tr> <tr> <td>Contract</td> <td colspan="2">24 months</td> </tr> <tr> <td>Package Worth</td> <td>RM159/month</td> <td>RM209/month</td> </tr> <tr> <td>Promotion Price</td> <td>RM129/month</td> <td>RM159/month</td> </tr> </tbody> </table> <ul style="list-style-type: none"> Price shown is excluding 6% Service Tax (ST) Price shown is perpetual 		Plan Offerings	Promotions	unifi TV	<ul style="list-style-type: none"> Plan comes with Varnam Plus or Aneka Plus or Ruby Plus pack to choose from. Complimentary of 30-days free viewing of all channels Viewing via unifi PlayTV app for 2 devices 	<ul style="list-style-type: none"> Plan comes with Ultimate pack (all channels) Free unifi TV media box (STB) Viewing via unifi PlayTV app for 2 devices. 	Speed	<ul style="list-style-type: none"> Download speed up to 100Mbps Upload speed up to 50Mbps 		Quota	Unlimited		Voice	Voice 20sen/min	Free 600 min to all fixed line and mobile phone Beyond 600 min: <ul style="list-style-type: none"> 10 sen/min to mobile phone and OLNO's fixed line Unlimited calls to TM fixed line 	Contract	24 months		Package Worth	RM159/month	RM209/month	Promotion Price	RM129/month	RM159/month
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4.	<p>What is the contract period for unifi Home and its Add-On services? Is there any penalty imposed if I terminate the services within the contract period?</p>	<ul style="list-style-type: none"> ▪ 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="536 436 1481 828"> <thead> <tr> <th data-bbox="536 436 628 488">NO.</th> <th data-bbox="628 436 836 488">ITEMS</th> <th data-bbox="836 436 1066 488">CONTRACT PERIOD</th> <th data-bbox="1066 436 1481 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 1481 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 1481 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 1481 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 1481 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 1481 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 1481 828">The remaining months of monthly subscription fee</td> </tr> </tbody> </table> ▪ Customer is required to settle all their outstanding bills prior to the termination request. For more information, please refer to your service Terms & Conditions. ▪ Customer can now request for termination by logging into their Self-care account at www.unifi.com.my, or visit any TMpoint outlets nationwide. 	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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