

## FREQUENTLY ASKED QUESTIONS (FAQ) FOR UNIFI HOME 300MBPS

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<b>GETTING TO KNOW</b>																		
1.	<b>What is the latest promotion for unifi 300Mbps plan?</b>	<ul style="list-style-type: none"> <li>unifi 300Mbps plan comes with the best entertainment pack for the family to enjoy unlimited premium HD contents on all devices. This new unifi 300Mbps plan™ comes with a unifi TV media box and FREE 4 Blockbuster movie vouchers from HyppFlicks Plus (Ch. 431) each month for 25 consecutive months which allows customers to enjoy more movies at the comfort of their home!</li> <li>More details as shown in table below:</li> </ul> <table border="1"> <thead> <tr> <th colspan="2">Plan Offerings &amp; Promotions</th> </tr> </thead> <tbody> <tr> <td><b>Unifi TV</b></td> <td> <ul style="list-style-type: none"> <li>Plan comes with Ultimate pack (all channels)</li> <li>Complimentary 100 free VOD blockbuster movies</li> <li>Free unifi TV media box (STB)</li> <li>Viewing via unifi PlayTV app for 2 devices.</li> </ul> </td> </tr> <tr> <td><b>Speed</b></td> <td> <ul style="list-style-type: none"> <li>Download speed up to 300Mbps</li> <li>Upload speed up to 50Mbps</li> </ul> </td> </tr> <tr> <td><b>Quota</b></td> <td>Unlimited</td> </tr> <tr> <td><b>Voice</b></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>24 months</td> </tr> <tr> <td><b>Package Worth</b></td> <td>RM279/month</td> </tr> <tr> <td><b>Promo Price</b></td> <td>RM199/month</td> </tr> </tbody> </table> <p><i>Price shown is excluding 6% Service Tax (ST)</i> <i>Price shown is perpetual</i></p>	Plan Offerings & Promotions		<b>Unifi TV</b>	<ul style="list-style-type: none"> <li>Plan comes with Ultimate pack (all channels)</li> <li>Complimentary 100 free VOD blockbuster movies</li> <li>Free unifi TV media box (STB)</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 300Mbps</li> <li>Upload speed up to 50Mbps</li> </ul>	<b>Quota</b>	Unlimited	<b>Voice</b>	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>	RM279/month	<b>Promo Price</b>	RM199/month
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2.	<b>Are there any extra benefits that I will receive with unifi 300Mbps plan?</b>	<ul style="list-style-type: none"> <li>You can enjoy the below features along with this plan:</li> </ul> <table border="1"> <thead> <tr> <th>Features</th> <th>unifi 300Mbps 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> <p><i>* Wireless router is applicable to new installations only.</i></p>	Features	unifi 300Mbps 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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3.	<p><b>What are the Add-On services offered?</b></p>	<ul style="list-style-type: none"> <li>You can choose the relevant Add-Ons 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> <tbody> 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<b>VOD VOUCHERS</b>																														
5.	How do I get the VOD voucher code?	<ul style="list-style-type: none"> <li>Upon successful installation of the unifi 300Mbps plan, you will receive a short text message (SMS) with a voucher code within 48 – 72 hours. Please make sure the correct mobile number is provided during the subscription / registration.</li> </ul>																												
6.	How many VOD could be redeemed for every voucher code received? Is there any expiry date?	<ul style="list-style-type: none"> <li>Every month, you will receive one (1) voucher code which entitled you to redeem four (4) VOD movie titles on HyppFlicks Plus (Ch. 431) on unifi TV media box. The voucher code must be redeemed within 30 days from the date of issuance.</li> </ul>																												
7.	How to redeem VOD using the voucher code?	<ul style="list-style-type: none"> <li>Kindly follow the steps below:               <ol style="list-style-type: none"> <li>Get your 14-digit voucher code received via SMS</li> <li>Press the VOD button on your unifi TV media box remote control</li> <li>Choose your preferred VOD under HyppFlicks Plus (Ch. 431) category on your TV</li> <li>Select "Redeem Voucher" option</li> <li>Key in your 14-digit voucher code and 6 digit purchase PIN</li> <li>Start watching and enjoy your movie!</li> </ol> </li> <li>Note: For 1<sup>st</sup> time users, you are required to change the default "123456" Purchase PIN to your desired PIN. Just follow the simple steps prompted on your TV screen to change the purchase pin.</li> </ul>																												
8.	Can I perform the voucher code redemption on unifi playTV app?	<ul style="list-style-type: none"> <li>Currently the redemption can only be done through your unifi TV media box but the redeemed VOD movies can be enjoyed via both unifi TV media box and unifi playTV app.</li> </ul>																												
9.	Is there an expiry date to the redeemed VOD?	<ul style="list-style-type: none"> <li>Don't worry, the VOD will be available for 48 hours from the time you redeemed.</li> </ul>																												

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10.	<b>I enjoyed my 1<sup>st</sup> redeemed VOD, how to redeem for my next VOD?</b>	<ul style="list-style-type: none"> <li>▪ Every voucher code is entitled up to four (4) VOD movies redemptions. Just use the same voucher code and follow the same steps for your next redemption. The voucher code will no longer be valid after all 4 redemptions made or once it reaches its expiry date.</li> </ul>
11.	<b>I did not redeem all 4 VODs and the code has expired, can I still redeem using the same code?</b>	<ul style="list-style-type: none"> <li>▪ You will not be able to redeem the VOD movies using the expired voucher, as any balance will not be carried forward.</li> <li>▪ Fret not, just use the new voucher code that you will receive in the following month to start enjoying the movies! Any balance from the expired voucher will be forfeited.</li> </ul>
12.	<b>Why are there certain VOD movie titles not redeemable using this voucher?</b>	<ul style="list-style-type: none"> <li>▪ Some of the VODs are not redeemable using this special deal. Alternatively, you may buy the VOD movie using your purchase PIN whereby it will be charged accordingly to your monthly bill.</li> </ul>
13.	<b>What is the denomination for each VOD redemption made using the voucher code?</b>	<ul style="list-style-type: none"> <li>▪ The denomination for each movie redemption using the voucher code is RM10.00 per VOD movie title.</li> </ul>
14.	<b>What will happen if I redeem VOD that are not priced at RM10.00?</b>	<ul style="list-style-type: none"> <li>▪ If the price value of the VOD movie exceeds the denominated amount, the difference in the price value thereof shall be paid by the customer.</li> <li>▪ If the price value of the VOD movie is less than the denominated amount, the difference in price value thereof will not be refunded nor claimable by customer.</li> </ul>
15.	<b>Can the voucher code be converted into cash?</b>	<ul style="list-style-type: none"> <li>▪ The voucher code cannot be exchanged for cash, rebate, waiver or any forms of legal tender and it is not refundable with vouchers of other denominations.</li> </ul>
16.	<b>Can I perform the voucher code redemption on other's unifi TV account?</b>	<ul style="list-style-type: none"> <li>▪ The voucher codes are uniquely tagged to your account, thus it is not redeemable on other unifi TV account.</li> </ul>
17.	<b>I did not receive the voucher code via SMS, what should I do?</b>	<ul style="list-style-type: none"> <li>▪ Please note that the VOD voucher code will be sent via SMS to your registered mobile phone number under your unifi account profile.</li> <li>▪ It is important to frequently update your mobile number. Should you still not receive the voucher code, kindly contact us to update your profile.</li> </ul>