

**FREQUENTLY ASKED QUESTIONS (FAQ)
on unifi Lite
for NEW CUSTOMERS**

NO	QUESTION	ANSWER																											
unifi Lite																													
1.	What is unifi’s latest offering for customers who reside outside of fibre and LTE coverage areas?	<ul style="list-style-type: none"> ▪ #khabarbaik for customers who reside outside of TM’s fibre and LTE coverage areas: you can subscribe to the new unifi Lite plan from now till 30 September 2019 and enjoy a limited time offer monthly subscription of RM69/month! So hurry, don’t miss the opportunity! ▪ unifi Lite comes with the speed of up to 8Mbps, and the best attainable speed is based on the current capability of the infra at your area. ▪ Customers who subscribe from 1 October 2019 onwards, will be paying RM89/month for the plan. ▪ Moving forward, there will only be one (1) plan to cater for customers at ADSL and SUBB areas – unifi Lite that offers speed of up to 8Mbps with unlimited data. 																											
2	Can you tell me more about the unifi Lite package?	<ul style="list-style-type: none"> ▪ With unifi Lite, you can enjoy basic Internet experience with the below offerings: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="3" style="background-color: #a6a6a6; text-align: center;">unifi Lite</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">New Subscription</td> <td style="text-align: center;">▪ 1 -30 September 2019</td> <td style="text-align: center;">▪ 1 October 2019 onwards</td> </tr> <tr> <td style="text-align: center;">Price</td> <td style="text-align: center;">RM69/month</td> <td style="text-align: center;">RM89/month</td> </tr> <tr> <td style="text-align: center;">unifi TV</td> <td colspan="2" style="text-align: center;">▪ Free access to unifi PlayTV app with Free-to-Air channels (complimentary of 30-days free viewing of all channels)</td> </tr> <tr> <td style="text-align: center;">Speed</td> <td colspan="2" style="text-align: center;"> <ul style="list-style-type: none"> ▪ Download speed of up to 8Mbps ▪ Upload speed of up to 512kbps </td> </tr> <tr> <td style="text-align: center;">Quota</td> <td colspan="2" style="text-align: center;">Unlimited</td> </tr> <tr> <td style="text-align: center;">Voice</td> <td colspan="2" style="text-align: center;"> <ul style="list-style-type: none"> ▪ Calls to fixed lines: Free ▪ Calls to Mobile: 10sen/min </td> </tr> <tr> <td style="text-align: center;">Equipment</td> <td style="text-align: center;"> <ul style="list-style-type: none"> ▪ Wireless Modem ▪ Inclusive wireless phone </td> <td style="text-align: center;"> <ul style="list-style-type: none"> ▪ Customers to purchase their own telephone set at any TMpoint / any telecommunication equipment shop </td> </tr> <tr> <td style="text-align: center;">Contract</td> <td style="text-align: center;">12 months</td> <td style="text-align: center;">24 months</td> </tr> </tbody> </table>	unifi Lite			New Subscription	▪ 1 -30 September 2019	▪ 1 October 2019 onwards	Price	RM69/month	RM89/month	unifi TV	▪ Free access to unifi PlayTV app with Free-to-Air channels (complimentary of 30-days free viewing of all channels)		Speed	<ul style="list-style-type: none"> ▪ Download speed of up to 8Mbps ▪ Upload speed of up to 512kbps 		Quota	Unlimited		Voice	<ul style="list-style-type: none"> ▪ Calls to fixed lines: Free ▪ Calls to Mobile: 10sen/min 		Equipment	<ul style="list-style-type: none"> ▪ Wireless Modem ▪ Inclusive wireless phone 	<ul style="list-style-type: none"> ▪ Customers to purchase their own telephone set at any TMpoint / any telecommunication equipment shop 	Contract	12 months	24 months
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3.	I'm interested! How do I subscribe to your unifi Lite package?	<ul style="list-style-type: none"> ▪ You can subscribe at the nearest TMpoint, TM Authorised Dealer (TAD) and resellers nationwide. ▪ This promotion is not available at our portal unifi.com.my. 																																																																										
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What are the Add-Ons available to customers of unifi Lite?	<ul style="list-style-type: none"> ▪ You may choose the relevant Add-Ons below to boost your Internet experience. <table border="1" data-bbox="527 548 1539 1913"> <thead> <tr> <th data-bbox="527 548 732 579">Add-Ons</th> <th data-bbox="732 548 992 579">Description</th> <th colspan="5" data-bbox="992 548 1539 579">Offering</th> </tr> </thead> <tbody> <tr> <td data-bbox="527 579 732 961">unifi Mobile</td> <td data-bbox="732 579 992 961">The best mobile postpaid plan to cater to the needs of each member of the family.</td> <td colspan="5" data-bbox="992 579 1539 611">Plans from as low as RM19/month:</td> </tr> <tr> <td data-bbox="527 611 732 961"></td> <td data-bbox="732 611 992 961"></td> <td data-bbox="992 611 1084 701">Price (RM)</td> <td data-bbox="1084 611 1143 701">99</td> <td data-bbox="1143 611 1219 701">59</td> <td data-bbox="1219 611 1295 701">39</td> <td data-bbox="1295 611 1372 701">29</td> <td data-bbox="1372 611 1539 701">19</td> </tr> <tr> <td data-bbox="527 701 732 961"></td> <td data-bbox="732 701 992 961"></td> <td data-bbox="992 701 1084 961">Data</td> <td data-bbox="1084 701 1143 961">UNLIMITED</td> <td data-bbox="1143 701 1219 961">10GB (9GB LTE + 1GB 3G)</td> <td data-bbox="1219 701 1295 961">5GB (4GB LTE + 1GB 3G)</td> <td data-bbox="1295 701 1372 961">3GB (2GB LTE + 1GB 3G)</td> <td data-bbox="1372 701 1539 961">2GB (1GB LTE + 1GB 3G)</td> </tr> <tr> <td data-bbox="527 961 732 972"></td> <td data-bbox="732 961 992 972"></td> <td data-bbox="992 961 1084 972">Calls</td> <td data-bbox="1084 961 1143 972"></td> <td data-bbox="1143 961 1219 972">100</td> <td data-bbox="1219 961 1295 972">50</td> <td data-bbox="1295 961 1372 972"></td> <td data-bbox="1372 961 1539 972">5</td> </tr> <tr> <td data-bbox="527 972 732 982"></td> <td data-bbox="732 972 992 982"></td> <td data-bbox="992 972 1084 982">SMS</td> <td data-bbox="1084 972 1143 982"></td> <td colspan="3" data-bbox="1143 972 1372 982">25</td> <td data-bbox="1372 972 1539 982"></td> </tr> <tr> <td data-bbox="527 982 732 1119">unifi TV packs</td> <td data-bbox="732 982 992 1119">Watch the latest shows at home or anywhere on playTV@unifi app.</td> <td colspan="5" data-bbox="992 982 1539 1119"> TV Packs from as low as RM30/month Choose from four packages - Ultimate, Aneka Plus, Ruby Plus or Varnam Plus. </td> </tr> <tr> <td data-bbox="527 1119 732 1577">Voice Pack 20</td> <td data-bbox="732 1119 992 1577">Voice package for national call with affordable monthly commitment</td> <td colspan="5" data-bbox="992 1119 1539 1577"> Additional RM 20/month <ul style="list-style-type: none"> • Inclusive 600 minutes talk time • Beyond 600 minutes: <ul style="list-style-type: none"> ✓ 10 sen/min to mobile phone and other operator's fixed line. ✓ Unlimited calls to TM fixed line If you purchase your Voice Pack 20: <ul style="list-style-type: none"> ➢ add-on together with broadband, the Voice Pack 20 will be immediately activated once your broadband is activated. ➢ add-on after your broadband has been activated, the Voice Pack 20 will be immediately activated. </td> </tr> <tr> <td data-bbox="527 1577 732 1759">Voice IDD</td> <td data-bbox="732 1577 992 1759">Voice package for international call with affordable monthly commitment</td> <td colspan="5" data-bbox="992 1577 1539 1759"> Additional from as low as RM20/month <ul style="list-style-type: none"> • Enjoy up to 1,000 free minutes to selected eight (8) countries. • Calls beyond the free minutes will be charged as low as 15sen/min. </td> </tr> <tr> <td data-bbox="527 1759 732 1913">Home Gadget Protection</td> <td data-bbox="732 1759 992 1913">Protect your home gadgets against accidental damage, liquid</td> <td colspan="5" data-bbox="992 1759 1539 1913"> Additional from as low as RM15/month <ul style="list-style-type: none"> • Protect your home gadgets against accidental damage, liquid damage, burglary and robbery. </td> </tr> </tbody> </table>	Add-Ons	Description	Offering					unifi Mobile	The best mobile postpaid plan to cater to the needs of each member of the family.	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<p>5.</p>	<p>Where can I pay my unifi Lite bill?</p>	<ul style="list-style-type: none"> ▪ The easiest way to manage your account is to download myunifi app from Google PlayStore and Apple AppStore. With myunifi app, you may view your latest bill, make payment, and contact us anytime anywhere. ▪ For hassle-free payment transactions, it is highly recommended that you subscribe to our TM Autopay service. ▪ Alternatively, you can pay your bill through the below channels: <ul style="list-style-type: none"> ✓ unifi portal at unifi.com.my ✓ TMpoint or TMpoint Authorised Dealer (TAD) outlets nationwide ✓ Participating online banking channels ✓ POS Malaysia outlets ▪ For the full list of our authorised bill payment channels, click here. 																								
<p>6.</p>	<p>What is the contract period for unifi Lite and its Add-Ons? Is there any penalty imposed if I terminate the services within the contract period?</p>	<ul style="list-style-type: none"> ▪ Kindly refer to the below table on the contract period and the penalty charges for early termination: <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: black; color: white;"> <th style="padding: 5px;">NO.</th> <th style="padding: 5px;">ITEMS</th> <th style="padding: 5px;">CONTRACT PERIOD</th> <th style="padding: 5px;">PENALTY IF TERMINATION WITHIN CONTACT PERIOD</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">1.</td> <td style="padding: 5px;">unifi Lite</td> <td style="padding: 5px;">New in September: 12 months New in October: 24 months</td> <td style="padding: 5px;">RM350</td> </tr> <tr> <td style="padding: 5px;">2.</td> <td style="padding: 5px;">Voice Pack 20</td> <td style="padding: 5px;">Not Applicable</td> <td style="padding: 5px;">Not Applicable</td> </tr> <tr> <td style="padding: 5px;">3.</td> <td style="padding: 5px;">Voice IDD</td> <td style="padding: 5px;">1 month</td> <td style="padding: 5px;">1 month of subscription fee</td> </tr> <tr> <td style="padding: 5px;">4.</td> <td style="padding: 5px;">unifi TV packs</td> <td style="padding: 5px;">12 months</td> <td style="padding: 5px;">The remaining months of monthly subscription fee of the unifi TV pack</td> </tr> <tr> <td style="padding: 5px;">5.</td> <td style="padding: 5px;">Home Gadget Protection</td> <td style="padding: 5px;">12 months</td> <td style="padding: 5px;">The remaining months of monthly subscription fee</td> </tr> </tbody> </table> <ul style="list-style-type: none"> ▪ For termination request, kindly ensure there is no outstanding balance in your account. For more information, please refer to your service Terms & Conditions. ▪ You can now request for termination by logging into your 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 Lite	New in September: 12 months New in October: 24 months	RM350	2.	Voice Pack 20	Not Applicable	Not Applicable	3.	Voice IDD	1 month	1 month of subscription fee	4.	unifi TV packs	12 months	The remaining months of monthly subscription fee of the unifi TV pack	5.	Home Gadget Protection	12 months	The remaining months of monthly subscription fee
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7.	Can I have more than one (1) unifi Lite connection at my premise?	<ul style="list-style-type: none"> ▪ Yes, you can. However, you will need to ensure that you have extra telephone lines as each broadband connection requires a dedicated telephone line. ▪ There is a quota per customer and/or address, kindly refer below for our policy. <ul style="list-style-type: none"> ➢ Maximum three (3) service subscription per customer. ➢ Maximum one (1) service per installed address per customer. ➢ Maximum one (1) customer per installed address. ➢ Therefore, maximum one (1) service per installed address (different customer) ➢ Subscription of additional products at a different address is not allowed if the previous order is still pending or incomplete.
8.	Do I need to purchase a modem?	<ul style="list-style-type: none"> ▪ That is not necessary; a DSL modem is included in the unifi Lite package. We would highly encourage you to use modems provided by TM to enjoy the maximum service experience. <p><i>*Note: The warranty period for the modem is one (1) year. Terms and conditions apply.</i></p>
9.	Do I need an additional wiring to be installed at my house / office?	<ul style="list-style-type: none"> ▪ Your home Broadband connection will be installed close to where your telephone line ends. If additional wiring is required, you can add from where the phone line ends at your own cost.
10.	How do I check the unifi Lite availability in my area?	<ul style="list-style-type: none"> ▪ You can check the broadband service availability in your area via the following channels: <ul style="list-style-type: none"> ▪ Online at www.unifi.com.my ▪ Live Chat via our myunifi app or unifi.com.my/chat ▪ Facebook at facebook.com/weareunifi ▪ Twitter at @helpmeunifi ▪ You may also visit us at any of our TMpoint outlets nationwide.
11.	Will I enjoy fast speed at all times?	<ul style="list-style-type: none"> ▪ Our broadband download and upload speed varies depending on the following factors as below: <ul style="list-style-type: none"> ▪ Location of website's server provider - user may experience slow response from international websites. ▪ Capacity of visited web server - some web servers unable to cope with huge traffic demand from users. In addition, some sites restrict download speed of their users to ensure fair level of service among them. ▪ Network congestion - high level of traffic at peak times may cause some slowdown. ▪ Running other application simultaneously - using other applications (eg. P2P) at the same time can downgrade the download performance.

12.	Do I need to pay any upfront payment?	<ul style="list-style-type: none">▪ There is no upfront payment applicable for Malaysians.▪ For non-Malaysians, you are required to pay an upfront payment of RM500.
13.	Who should I contact if I need any assistance or have any inquiry?	<ul style="list-style-type: none">▪ Easy, you can contact us via TM's digital channels such as:<ul style="list-style-type: none">○ Live Chat via our myunifi app○ unifi self-help portal at unifi.com.my/chat/index.html○ Facebook at facebook.com/weareunifi○ Twitter at @helpmeunifi▪ Should you require a face-to-face interaction, you may visit us at any of the TMpoint outlets nationwide.