



**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNIFI HOME 30MBPS UNLIMITED PLAN**

NO	QUESTION	ANSWER								
GETTING TO KNOW										
1.	What is the latest promotion for unifi 30Mbps plan?	<ul style="list-style-type: none"> ▪ Khabarbaik! unifi 30Mbps plan now comes with unlimited quota at just RM89 per month! <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td align="center">unifi 30Mbps plan</td> </tr> <tr> <td align="center">RM89 / month</td> </tr> <tr> <td align="center">Download Speed: 30Mbps</td> </tr> <tr> <td align="center">Upload Speed: 10Mbps</td> </tr> <tr> <td align="center">Quota: Unlimited</td> </tr> <tr> <td align="center">Voice: 20sen/min</td> </tr> <tr> <td align="center">Free access to unifi playTV app with 14 free channels</td> </tr> </table> <ul style="list-style-type: none"> ▪ <i>Price shown is excluding 6% Service Tax (ST)</i> ▪ <i>Price shown is perpetual</i> 	unifi 30Mbps plan	RM89 / month	Download Speed: 30Mbps	Upload Speed: 10Mbps	Quota: Unlimited	Voice: 20sen/min	Free access to unifi playTV app with 14 free channels	
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2.	I'm interested! How do I subscribe to your unifi basic 30Mbps unlimited plan?	<ul style="list-style-type: none"> ▪ You can subscribe at the nearest TMpoint, TM Authorised Dealer (TAD), Reseller nationwide and TM Sales Center. 								
3.	Are there any extra benefits that I will receive with unifi 30Mbps unlimited plan?	<ul style="list-style-type: none"> ▪ If you subscribe within the month of September 2019, you will get to enjoy 1 month waiver on your subscription fee. ▪ Additionally, the plan comes with benefits as below: <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th align="center">Features</th> <th align="center">unifi 30Mbps plan™</th> </tr> </thead> <tbody> <tr> <td align="center">Installation & activation</td> <td align="center">WAIVED</td> </tr> <tr> <td align="center">wifi@unifi</td> <td align="center">UNLIMITED</td> </tr> <tr> <td align="center">CPE</td> <td align="center"> <ul style="list-style-type: none"> ▪ Wireless Router (RG) ▪ BTU (Modem) </td> </tr> </tbody> </table> <p><i>* Wireless router is applicable to new installations only.</i> <i>*Telephone set can be purchased at any TMpoint outlets or any telephone shop.</i></p>	Features	unifi 30Mbps plan™	Installation & activation	WAIVED	wifi@unifi	UNLIMITED	CPE	<ul style="list-style-type: none"> ▪ Wireless Router (RG) ▪ BTU (Modem)
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4.	I'm an existing unifi Basic customer, can I upgrade my plan to this unlimited plan?	<ul style="list-style-type: none"> ▪ Yes, you can! You may send us your request via live chat at unifi.com.my or myunifi app. 								



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5.	What are the Add-On services offered?	<p>▪ You may choose the relevant Add-Ons below to boost your Internet experience.</p> <table border="1"> <thead> <tr> <th>Add-Ons</th> <th>Description</th> <th>Offering</th> </tr> </thead> <tbody> <tr> <td>unifi Mobile</td> <td>The best mobile postpaid plan to cater to the needs of each member of the family.</td> <td> <p>Plans from as low as RM19/month:</p> <table border="1"> <thead> <tr> <th>Price (RM)</th> <th>99</th> <th>59</th> <th>39</th> <th>29</th> <th>19</th> </tr> </thead> <tbody> <tr> <td>Data</td> <td>UNLIMITED</td> <td>10GB (9GB LTE + 1GB 3G)</td> <td>5GB (4GB LTE+1GB 3G)</td> <td>3GB (2GB LTE + 1GB 3G)</td> <td>2GB (1GB LTE + 1GB 3G)</td> </tr> <tr> <td>Calls</td> <td></td> <td>100</td> <td></td> <td>50</td> <td>5</td> </tr> <tr> <td>SMS</td> <td></td> <td></td> <td></td> <td colspan="2">25</td> </tr> </tbody> </table> </td> </tr> <tr> <td>unifi TV packs</td> <td>Watch the latest shows at home or anywhere on playTV@unifi app.</td> <td>Packs from as low as RM30/month Choose from Ultimate, Aneka Plus, Ruby Plus or Varnam Plus.</td> </tr> <tr> <td>Voice Pack 20</td> <td>Voice package for national call with affordable monthly commitment</td> <td> <p>Additional RM 20/month</p> <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 OLNO's fixed line ✓ Unlimited calls to TM fixed line <p>If you purchase your Voice Pack 20:</p> <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>Voice IDD</td> <td>Voice package for international call with affordable monthly commitment</td> <td> <p>Additional from as low as RM20/month</p> <ul style="list-style-type: none"> Enjoy up to 1,000 free minutes to selected 8 countries. 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6.	<p>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?</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="523 434 1493 826"> <thead> <tr> <th data-bbox="523 434 616 517">NO.</th> <th data-bbox="616 434 820 517">ITEMS</th> <th data-bbox="820 434 1050 517">CONTRACT PERIOD</th> <th data-bbox="1050 434 1493 517">PENALTY CHARGES IF TERMINATION WITHIN CONTACT PERIOD</th> </tr> </thead> <tbody> <tr> <td data-bbox="523 517 616 600">1.</td> <td data-bbox="616 517 820 600">unifi Home</td> <td data-bbox="820 517 1050 600">24 months</td> <td data-bbox="1050 517 1493 600">The remaining months of broadband monthly subscription fee (price before discount)</td> </tr> <tr> <td data-bbox="523 600 616 658">2.</td> <td data-bbox="616 600 820 658">unifi TV packs</td> <td data-bbox="820 600 1050 658">12 months</td> <td data-bbox="1050 600 1493 658">The remaining months of monthly subscription fee of the unifi TV pack</td> </tr> <tr> <td data-bbox="523 658 616 687">3.</td> <td data-bbox="616 658 820 687">Voice Pack 20</td> <td data-bbox="820 658 1050 687">Not Applicable</td> <td data-bbox="1050 658 1493 687">Not Applicable</td> </tr> <tr> <td data-bbox="523 687 616 716">4.</td> <td data-bbox="616 687 820 716">Voice IDD</td> <td data-bbox="820 687 1050 716">1 month</td> <td data-bbox="1050 687 1493 716">1 month of subscription fee</td> </tr> <tr> <td data-bbox="523 716 616 775">5.</td> <td data-bbox="616 716 820 775">Security and Surveillance</td> <td data-bbox="820 716 1050 775">36 months</td> <td data-bbox="1050 716 1493 775">Up to maximum 6 months subscription fee</td> </tr> <tr> <td data-bbox="523 775 616 826">6.</td> <td data-bbox="616 775 820 826">Home Gadget Protection</td> <td data-bbox="820 775 1050 826">12 months</td> <td data-bbox="1050 775 1493 826">The remaining months of monthly subscription fee</td> </tr> </tbody> </table> ▪ Customers are required to settle all their outstanding bills prior to the termination request. For more information, please refer to your service Terms & Conditions. ▪ Customers 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 CHARGES 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>Why can't I subscribe to this plan via unifi.com.my website?</p>	<ul style="list-style-type: none"> ▪ We are sorry, at the moment, you can only subscribe the unifi 30Mbps unlimited plan at the nearest TMpoint, TM Authorised Dealer (TAD) and resellers nationwide. ▪ We are sorry that the subscription of unifi 30Mbps unlimited plan at RM89 via online channel at unifi.com.my will only be available in October 2019. In the meantime, you can live chat with us at unifi.com.my or via myunifi app or you may also call us at 100 and select option 4 to drop us your request. We will contact you as soon as we can sign you up for this plan. 																												
8.	<p>Where can I pay my 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 bills 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. 																												