

FREQUENTLY ASKED QUESTIONS (FAQ) FOR MESH WI-FI ADD-ON

WI-FI 6 COMBO BOX MESH FOR EXISTING UNIFI CUSTOMERS		
NO.	QUESTION	ANSWER
1.	What are the benefits of having a Wi-Fi 6 combo box Mesh?	<ul style="list-style-type: none"> ▪ Starting May 2024, Unifi introduces a new Mesh Wi-Fi device. ▪ With a Wi-Fi 6 combo box Mesh, you will enjoy better Wi-Fi experience with coverage up to 5,000 square feet because this Mesh eliminates weak signal areas and interruptions around your home or premises. It also ensures smooth 4K streaming, VR gaming, downloading and more with low power consumption. ▪ Warranty of Wi-Fi 6 combo box Mesh is under Unifi.
2.	What are the features of Wi-Fi 6 combo box Mesh?	<ul style="list-style-type: none"> ▪ Wi-Fi 6 combo box Mesh product features are as follows: <p><u>For Unifi speed 30 Mbps to 800 Mbps:</u></p> <ul style="list-style-type: none"> • Expand Wi-Fi coverage up to 5,000 sq ft, ideal for 3-5 rooms* • Faster and reliable connection for up to 64 devices • Equipped with the latest OFDMA and MU-MIMO technology for simultaneous transmission • In-app speed test to easily check Wi-Fi connectivity • Best to use with Wi-Fi 6 devices <p><u>For Unifi speed 1 Gbps to 2 Gbps:</u></p> <ul style="list-style-type: none"> • Expand Wi-Fi coverage up to 5,000 sq ft, ideal for 3-5 rooms* • Equipped with a single 2.5GbE port to facilitate high-speed Internet connections • Faster and reliable connection for up to 64 devices • Equipped with the latest OFDMA and MU-MIMO technology for simultaneous transmission • In-app speed test to easily check Wi-Fi connectivity • Best to use with Wi-Fi 6 devices <p><i>*Subject to housing environment/interference.</i></p>
3.	What are the requirements to add on Wi-Fi 6 combo box Mesh?	<ul style="list-style-type: none"> ▪ You must have the following to add on a Wi-Fi 6 combo box Mesh: <ol style="list-style-type: none"> i. An existing Unifi broadband connection ii. Wi-Fi 6 combo box

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4.	Where do I add on Wi-Fi 6 combo box Mesh to my existing Unifi package?	<ul style="list-style-type: none"> You can add on Wi-Fi 6 combo box Mesh to your existing Unifi package via the following channels: <ol style="list-style-type: none"> Unifi Store/TMpoint outlets nationwide Unifi Call Centre – dial 100 Unifi Selfcare portal – https://selfcare.unifi.com.my/ MyUnifi app
5.	How much would it cost to add on Wi-Fi 6 combo box Mesh to my existing Unifi package?	<ul style="list-style-type: none"> The price for Wi-Fi 6 combo box Mesh add-on is as follows: <ul style="list-style-type: none"> Unifi 30 Mbps to 800 Mbps: <ol style="list-style-type: none"> RM15 per month. This fee will be charged for 24 months in your Unifi bill <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> RM350 as One-Time-Charge. This fee will be charged in your Unifi bill. Unifi 1 Gbps to 2 Gbps: <ol style="list-style-type: none"> RM20 per month. This fee will be charged for 24 months in your Unifi bill <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> RM380 as One-Time-Charge. This fee will be charged in your Unifi bill.
6.	How much is the installation fee to add on Wi-Fi 6 combo box Mesh to my existing Unifi package?	<ul style="list-style-type: none"> There will be NO installation charges for Wi-Fi 6 combo box Mesh add-on.
7.	Can my Wi-Fi 6 combo box Mesh be delivered to my house?	<ul style="list-style-type: none"> Our Care Crew will deliver and install the Wi-Fi 6 combo box Mesh for you, based on the appointment date set upon your order.
8.	I am using my own router, can I purchase Wi-Fi 6 combo box Mesh from Unifi?	<ul style="list-style-type: none"> Unfortunately, no. Wi-Fi 6 combo box Mesh can only work with the Wi-Fi 6 combo box from the same brand and model provided by TM.

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9.	How long is the warranty period for Wi-Fi 6 combo box Mesh?	<ul style="list-style-type: none"> ▪ The warranty period for Wi-Fi 6 combo box Mesh is 12 months (1 year) with Unifi.
10.	How do I cancel my order?	<ul style="list-style-type: none"> ▪ Please note that order cancellation is not allowed once you have provided your consent and agreed to your order. ▪ If you still wish to proceed with the cancellation, kindly note that you will be charged for the remaining months of your 24-month Mesh Wi-Fi subscription term.
11.	Do I need to return the Wi-Fi 6 combo box Mesh if I terminate my Unifi account within the contract period?	<ul style="list-style-type: none"> ▪ No, you do not have to return your Wi-Fi 6 combo box Mesh. ▪ However, you will be charged with a penalty fee of the remaining months for the Wi-Fi 6 combo box Mesh if you terminate within the contract period: <ol style="list-style-type: none"> For Unifi 30 Mbps to 800 Mbps (RM15 x remaining months) For Unifi 1 Gbps to 2 Gbps (RM20 x remaining months) ▪ The penalty charge shall be reflected in your Unifi bill.
12.	Who should I contact for any enquiries regarding the Wi-Fi 6 combo box Mesh configuration or further product and technical assistance?	<ul style="list-style-type: none"> ▪ For any enquiries or after-sales support, you may call us at 100 or visit the nearest Unifi Store/TMpoint outlets for assistance.

TP-LINK MESH WI-FI PURCHASE FOR EXISTING UNIFI CUSTOMERS

NO.	QUESTION	ANSWER
1.	What is TP-Link Mesh Wi-Fi?	<ul style="list-style-type: none"> TP-Link Mesh Wi-Fi uses mesh technology to provide wider Wi-Fi coverage throughout your premises by connecting two (2) or more devices that work together to create a seamless network, covering your entire home and premises. For detailed information on TP-Link Mesh Wi-Fi, you can refer to the following links: Deco BE65 BE11000 Whole Home Mesh WiFi 7 System TP- Link Malaysia Deco XE75 AXE5400 Tri-Band Mesh Wi-Fi 6E System TP- Link Malaysia
2.	I am a Unifi customer and would like to add the TP-Link Mesh Wi-Fi. How can I purchase it for my existing Unifi account?	<ul style="list-style-type: none"> You can easily purchase the TP-Link Mesh Wi-Fi as an add-on to your existing Unifi account through the following options: <ul style="list-style-type: none"> Visit the Unifi portal at https://unifi.com.my/lifestyle and select your lifestyle “Add-ons”. Walk into any Unifi Store/TMpoint. You can choose to add one of the following Mesh Wi-Fi models to your existing Unifi account: <ol style="list-style-type: none"> Mesh Wi-Fi Deco BE65 at RM65/month for 24 months Mesh Wi-Fi Deco XE75 at RM45/month for 24 months The Mesh Wi-Fi devices come in a pair. The additional charges for the Mesh Wi-Fi will be included in your existing Unifi bill.
3.	I’m not a Unifi customer. Can I purchase the TP-Link Mesh Wi-Fi without subscribing to Unifi via the Unifi portal?	<ul style="list-style-type: none"> Please note that this TP-Link Mesh Wi-Fi is currently available only for our existing Unifi customers.

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4.	Can I cancel my TP-Link Mesh Wi-Fi order?	<ul style="list-style-type: none"> ▪ Please note that order cancellation is not allowed once you have provided your consent and agreed to the order. ▪ However, if you still wish to proceed with the cancellation, please be aware that you will be charged for the remaining months of your 24-month Mesh Wi-Fi subscription term.
5.	If I made an add-on purchase of the TP-Link Mesh Wi-Fi over the counter at a Unifi Store/TMpoint, can I receive the Mesh Wi-Fi on the spot, or will it be couriered to my delivery address?	<ul style="list-style-type: none"> ▪ If you placed your Mesh Wi-Fi order over the counter at a Unifi Store/TMpoint, the device will still be delivered to your address via courier service.
6.	How will I receive the Mesh Wi-Fi device?	<ul style="list-style-type: none"> ▪ Your Deco Mesh Wi-Fi device will be delivered to your Unifi Home address within 14 working days from the date of your successful order.
7.	How do I check the Mesh Wi-Fi device delivery status?	<ul style="list-style-type: none"> ▪ You can track the delivery status of your Mesh Wi-Fi device via this link: https://www.jtexpress.my/tracking ▪ Please enter your courier tracking number details, e.g. 141205393843. ▪ You will receive SMS on Mesh order confirmation, including tracking number details, once your Mesh Wi-Fi device order is successfully processed.
8.	Where can I find more information on TP-Link Mesh Wi-Fi product details?	<ul style="list-style-type: none"> ▪ For more information on Mesh Wi-Fi and other products by TP-Link, you can visit the official TP-Link website at https://www.tp-link.com.my/

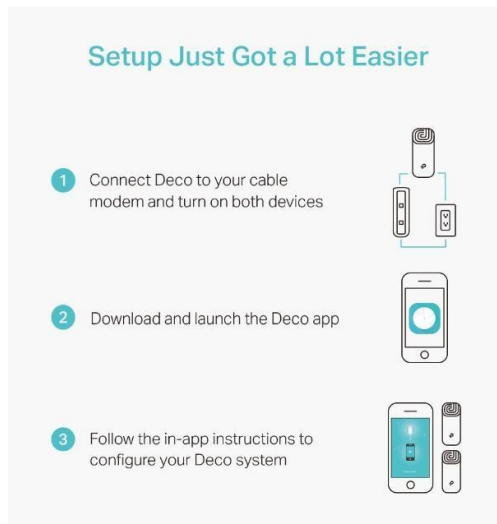
TP-LINK MESH WI-FI PURCHASE FOR EXISTING UNIFI CUSTOMERS

NO.	QUESTION	ANSWER
9.	What are the models of TP-Link Mesh Wi-Fi that Unifi offers?	<p>▪ We offer two (2) models of Mesh Wi-Fi:</p> <ol style="list-style-type: none"> TP-Link Deco BE65: BE11000 TP-Link Deco XE75: AXE5400 <p><u>TP-Link Deco BE65: BE11000</u></p>  <p><u>TP-Link Deco XE75: AXE5400</u></p> 

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NO.	QUESTION	ANSWER
		<ul style="list-style-type: none"> Refer to the following links for details: Deco BE65 BE11000 Whole Home Mesh WiFi 7 System TP- Link Malaysia Deco XE75 AXE5400 Tri-Band Mesh Wi-Fi 6E System TP- Link Malaysia
10.	What is the warranty period for the TP-Link Mesh Wi-Fi?	<ul style="list-style-type: none"> The device comes with a three (3) year warranty from the manufacturer, TP-Link.
11.	What are the minimum requirements to use the TP-Link Mesh Wi-Fi?	<ul style="list-style-type: none"> You will need an Internet connection, a Unifi Home/Business router and a power supply to use the Mesh Wi-Fi via the Unifi network. Once the Mesh Wi-Fi is connected to your Unifi Home/Business, you will be able to use the device anywhere as long as there is an Internet connection.
12.	Which Unifi modem/RG/router is the TP-Link Mesh Wi-Fi compatible with?	<ul style="list-style-type: none"> The TP-Link Deco BE65 and Deco XE75 Mesh Wi-Fi are compatible with all Unifi devices.
13.	If I use a third-party router, will the TP-Link Mesh Wi-Fi work?	<ul style="list-style-type: none"> Yes, it will work. For more details, you may refer to the following links: Deco BE65 BE11000 Whole Home Mesh WiFi 7 System TP- Link Malaysia Deco XE75 AXE5400 Tri-Band Mesh Wi-Fi 6E System TP- Link Malaysia

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NO.	QUESTION	ANSWER
14.	Do I need to plug in the TP-Link Mesh Wi-Fi to a power outlet?	<ul style="list-style-type: none"> Yes, you will need to plug the TP-Link Deco BE65 and Deco XE75 Mesh Wi-Fi units into a power outlet. Below are simple step-by-step instructions: 
15.	How should I set up the TP-Link Mesh Wi-Fi?	<ul style="list-style-type: none"> The TP-Link Deco BE65 and Deco XE75 Mesh Wi-Fi devices come as a pair per box. The Mesh Wi-Fi nodes can be easily paired using the TP-Link DECO app. Simply download the DECO app for free from the Google Play Store or App Store and follow the instructions provided in the app. <ol style="list-style-type: none"> Click HERE for detailed guidelines on setting up the TP-Link Deco BE65. Click HERE for detailed guidelines on setting up the TP-Link Deco XE75.
16.	Who should I contact for any enquiries regarding the TP-Link Mesh Wi-Fi configuration or for further product and technical assistance?	<ul style="list-style-type: none"> For TP-Link Mesh Wi-Fi after-sales support, you may contact the manufacturer directly through the following channels: <p><u>TP-Link Technical Support:</u></p> <ol style="list-style-type: none"> Warranty & RMA support Toll-Free: 1800 22 8887 (Mon - Sun, 10am - 7pm, except Public Holidays) Support Email: support.my@tp-link.com (Mon - Sun, 10am - 7pm, except Public Holidays) Website: https://www.tp-link.com.my/ Address: Lot 3.01 - Lot 3.02, 3rd Floor, Podium Block, Plaza Berjaya, 12, Jalan Imbi 55100 Kuala Lumpur (note: Lunch Hour from 2pm to 3pm)

TP-LINK MESH WI-FI PURCHASE FOR EXISTING UNIFI CUSTOMERS

NO.	QUESTION	ANSWER
		<ul style="list-style-type: none">▪ If you require assistance with Mesh Wi-Fi installation, you can reach out to us via Live Chat, call 100 or visit any nearby Unifi Store/TMpoint outlet to request assistance from Unifi Elite's service.▪ Unifi Elite also offers Wi-Fi consultation and solutions beyond Unifi connectivity issues, at your home or premises. A one-off charge of RM120 per visit applies for this service, which will be reflected in your next bill.
17.	Do I have to return the TP-Link Mesh Wi-Fi if I terminate my Unifi account while still under the Mesh Wi-Fi contract?	<ul style="list-style-type: none">▪ If you cancel or terminate the Mesh Wi-Fi add-on before completing the 24-month subscription period, an early termination fee will apply, calculated based on the remaining months of your commitment.▪ Penalty charges will be imposed for the remaining months of the Mesh Wi-Fi add-on if you terminate your Unifi service within the 24-month Mesh Wi-Fi contract period.▪ The penalty charge will be reflected in your Unifi bill.