





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

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

NO.	QUESTION	ANSWER
1.	<b>What is TP-Link Mesh Wi-Fi?</b>	<ul style="list-style-type: none"> <li>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.</li> <li>For detailed information on TP-Link Mesh Wi-Fi, you can refer to the following links:   <a href="#">Deco BE65   BE11000 Whole Home Mesh WiFi 7 System   TP- Link Malaysia</a>   <a href="#">Deco XE75   AXE5400 Tri-Band Mesh Wi-Fi 6E System   TP-Link Malaysia</a> </li> </ul>
2.	<b>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?</b>	<ul style="list-style-type: none"> <li>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"> <li>Visit the Unifi portal at <a href="https://unifi.com.my/lifestyle">https://unifi.com.my/lifestyle</a> and select your lifestyle “Add-ons”.</li> <li>Walk into any Unifi Store/TMpoint.</li> </ul> </li> <li>You can choose to add one of the following Mesh Wi-Fi models to your existing Unifi account: <ol style="list-style-type: none"> <li>Mesh Wi-Fi Deco BE65 at RM65/month for 24 months</li> <li>Mesh Wi-Fi Deco XE75 at RM45/month for 24 months</li> </ol> </li> <li>The Mesh Wi-Fi devices come in a pair.</li> <li>The additional charges for the Mesh Wi-Fi will be included in your existing Unifi bill.</li> </ul>
3.	<b>I’m not a Unifi customer. Can I purchase the TP-Link Mesh Wi-Fi without subscribing to Unifi via the Unifi portal?</b>	<ul style="list-style-type: none"> <li>Please note that this TP-Link Mesh Wi-Fi is currently available only for our existing Unifi customers.</li> </ul>

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4.	Can I cancel my TP-Link Mesh Wi-Fi order?	<ul style="list-style-type: none"> <li>Please note that order cancellation is not allowed once you have provided your consent and agreed to the order.</li> <li>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.</li> </ul>
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"> <li>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.</li> </ul>
6.	How will I receive the Mesh Wi-Fi device?	<ul style="list-style-type: none"> <li>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.</li> </ul>
7.	How do I check the Mesh Wi-Fi device delivery status?	<ul style="list-style-type: none"> <li>You can track the delivery status of your Mesh Wi-Fi device via this link: <a href="https://www.jtexpress.my/tracking">https://www.jtexpress.my/tracking</a></li> <li>Please enter your courier tracking number details, e.g. 141205393843.</li> <li>You will receive SMS on Mesh order confirmation, including tracking number details, once your Mesh Wi-Fi device order is successfully processed.</li> </ul>
8.	Where can I find more information on TP-Link Mesh Wi-Fi product details?	<ul style="list-style-type: none"> <li>For more information on Mesh Wi-Fi and other products by TP-Link, you can visit the official TP-Link website at <a href="https://www.tp-link.com.my/">https://www.tp-link.com.my/</a></li> </ul>

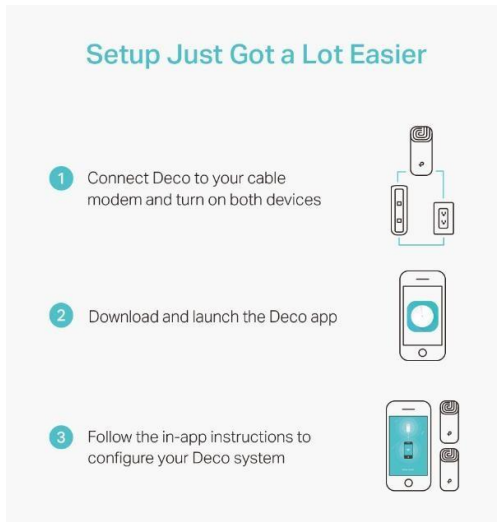
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NO.	QUESTION	ANSWER
9.	What are the models of TP-Link Mesh Wi-Fi that Unifi offers?	<p>▪ We offer two (2) models of Mesh Wi-Fi:</p> <ul style="list-style-type: none"> <li>i. TP-Link Deco BE65: BE11000</li> <li>ii. TP-Link Deco XE75: AXE5400</li> </ul> <p><b><u>TP-Link Deco BE65: BE11000</u></b></p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div> <p><b><u>TP-Link Deco XE75: AXE5400</u></b></p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>

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NO.	QUESTION	ANSWER
		<ul style="list-style-type: none"> <li>Refer to the following links for details:  <a href="#">Deco BE65   BE11000 Whole Home Mesh WiFi 7 System   TP- Link Malaysia</a>  <a href="#">Deco XE75   AXE5400 Tri-Band Mesh Wi-Fi 6E System   TP- Link Malaysia</a> </li> </ul>
10.	<b>What is the warranty period for the TP-Link Mesh Wi-Fi?</b>	<ul style="list-style-type: none"> <li>The device comes with a three (3) year warranty from the manufacturer, TP-Link.</li> </ul>
11.	<b>What are the minimum requirements to use the TP-Link Mesh Wi-Fi?</b>	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul>
12.	<b>Which Unifi modem/RG/router is the TP-Link Mesh Wi-Fi compatible with?</b>	<ul style="list-style-type: none"> <li>The TP-Link Deco BE65 and Deco XE75 Mesh Wi-Fi are compatible with all Unifi devices.</li> </ul>
13.	<b>If I use a third-party router, will the TP-Link Mesh Wi-Fi work?</b>	<ul style="list-style-type: none"> <li>Yes, it will work.</li> <li>For more details, you may refer to the following links:  <a href="#">Deco BE65   BE11000 Whole Home Mesh WiFi 7 System   TP- Link Malaysia</a>  <a href="#">Deco XE75   AXE5400 Tri-Band Mesh Wi-Fi 6E System   TP- Link Malaysia</a> </li> </ul>

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NO.	QUESTION	ANSWER
14.	<b>Do I need to plug in the TP-Link Mesh Wi-Fi to a power outlet?</b>	<ul style="list-style-type: none"> <li>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:</li> </ul> 
15.	<b>How should I set up the TP-Link Mesh Wi-Fi?</b>	<ul style="list-style-type: none"> <li>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.</li> <li>Simply download the DECO app for free from the Google Play Store or App Store and follow the instructions provided in the app.</li> </ul> <ol style="list-style-type: none"> <li>Click <a href="#">HERE</a> for detailed guidelines on setting up the TP-Link Deco BE65.</li> <li>Click <a href="#">HERE</a> for detailed guidelines on setting up the TP-Link Deco XE75.</li> </ol>
16.	<b>Who should I contact for any enquiries regarding the TP-Link Mesh Wi-Fi configuration or for further product and technical assistance?</b>	<ul style="list-style-type: none"> <li>For TP-Link Mesh Wi-Fi after-sales support, you may contact the manufacturer directly through the following channels:</li> </ul> <p><b><u>TP-Link Technical Support:</u></b></p> <ol style="list-style-type: none"> <li>Warranty &amp; RMA support Toll-Free: 1800 22 8887 (Mon - Sun, 10am - 7pm, except Public Holidays)</li> <li>Support Email: <a href="mailto:support.my@tp-link.com">support.my@tp-link.com</a> (Mon - Sun, 10am - 7pm, except Public Holidays)</li> <li>Website: <a href="https://www.tp-link.com.my/">https://www.tp-link.com.my/</a></li> <li>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)</li> </ol>

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NO.	QUESTION	ANSWER
		<ul style="list-style-type: none"><li>▪ If you require assistance with Mesh Wi-Fi installation, you can reach out to us via <a href="#">Live Chat</a>, call 100 or visit any nearby Unifi Store/TMpoint outlet to request assistance from Unifi Elite's service.</li><li>▪ 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.</li></ul>
17.	<b>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?</b>	<ul style="list-style-type: none"><li>▪ 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.</li><li>▪ 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.</li><li>▪ The penalty charge will be reflected in your Unifi bill.</li></ul>