







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

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: <ul style="list-style-type: none"> Deco BE65 BE11000 Whole Home Mesh WiFi 7 System TP-Link Malaysia Deco M9 Plus AC2200 Smart Home Mesh Wi-Fi 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"> i. Mesh Wi-Fi Deco BE65 at RM65/month for 24 months ii. Mesh Wi-Fi Deco XE75 at RM45/month for 24 months iii. Mesh Wi-Fi Deco M9 Plus at RM35/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. |

| TP-LINK MESH WI-FI PURCHASE FOR EXISTING UNIFI CUSTOMERS | | |
|--|--|---|
| NO. | QUESTION | ANSWER |
| 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/ |

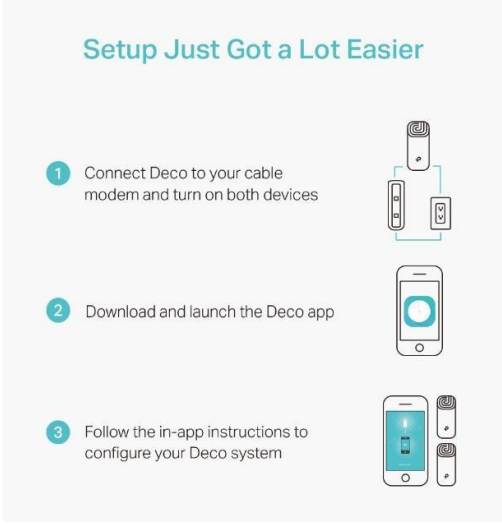
TP-LINK MESH WI-FI PURCHASE FOR EXISTING UNIFI CUSTOMERS

| NO. | QUESTION | ANSWER |
|-----|--|---|
| 9. | <p>What are the models of TP-Link Mesh Wi-Fi that Unifi offers?</p> | <ul style="list-style-type: none"> ▪ We offer three (3) models of Mesh Wi-Fi: <ul style="list-style-type: none"> i. TP-Link Deco BE65: BE11000 ii. TP-Link Deco XE75: AXE5400 iii. TP-Link Deco M9 Plus: AC2200 <p><u>TP-Link Deco BE65: BE11000</u></p> <div style="display: flex; justify-content: space-around;">   </div> <p><u>TP-Link Deco XE75: AXE5400</u></p> <div style="display: flex; justify-content: space-around;">   </div> <p><u>TP-Link Deco M9 Plus: AC2200</u></p> <div style="display: flex; justify-content: space-around;">   </div> |

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

| 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 Deco M9 Plus AC2200 Smart Home Mesh Wi-Fi 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, Deco XE75 and Deco M9 Plus 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 Deco M9 Plus AC2200 Smart Home Mesh Wi-Fi System TP-Link Malaysia |

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

| 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, Deco XE75 and M9 Plus Mesh Wi-Fi units into a power outlet. Below are simple step-by-step instructions: <div data-bbox="815 533 1318 1055" style="text-align: center; border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p>Setup Just Got a Lot Easier</p>  </div> |
| 15. | How should I set up the TP-Link Mesh Wi-Fi? | <ul style="list-style-type: none"> ▪ The TP-Link Deco BE65, Deco XE75 and M9 Plus 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"> 1. Click HERE for detailed guidelines on setting up the TP-Link Deco BE65. 2. Click HERE for detailed guidelines on setting up the TP-Link Deco XE75. 3. Click HERE for detailed guidelines on setting up the TP-Link Deco M9 Plus. |
| 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"> 1. Warranty & RMA support Toll-Free: 1800 22 8887 (Mon - Sun, 10am - 7pm, except Public Holidays) 2. Support Email: support.my@tp-link.com (Mon - Sun, 10am - 7pm, except Public Holidays) 3. Website: https://www.tp-link.com.my/ 4. 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. |