

**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: <ul style="list-style-type: none"> <u>For Unifi speed 30 Mbps to 800 Mbps:</u> <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 <u>For Unifi speed 1 Gbps to 2 Gbps:</u> <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"> i. Unifi Store/TMpoint outlets nationwide ii. Unifi Call Centre – dial 100 iii. Unifi Selfcare portal – https://selfcare.unifi.com.my/ iv. 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"> i. 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"> ii. 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"> i. 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"> ii. 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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NO.	QUESTION	ANSWER
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"> i. For Unifi 30 Mbps to 800 Mbps (RM15 x remaining months) ii. 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 to the premises by connecting two (2) or more devices that act as a beacon that will engulf your entire house. ▪ For detailed information on TP-Link Mesh Wi-Fi, you may refer to the following links: <ul style="list-style-type: none"> Deco X60 AX3000 Whole Home Mesh Wi-Fi 6 System TP-Link Malaysia Deco M9 Plus AC2200 Smart Home Mesh Wi-Fi System TP-Link Malaysia Deco M4 AC1200 Whole Home Mesh Wi-Fi System TP-Link Malaysia
2.	I am a Unifi customer and would like to add on TP-Link Mesh Wi-Fi. How can I purchase it for my existing Unifi account?	<ul style="list-style-type: none"> ▪ You can simply purchase the Mesh Wi-Fi as an add-on to your existing Unifi account via the following channels: <ul style="list-style-type: none"> • Online via Unifi Selfcare portal: https://selfcare.unifi.com.my • Unifi Store/TMpoint outlets nationwide • Unifi Call Centre – dial 100 • MyUnifi app ▪ You can choose to add on the Mesh Wi-Fi model to your existing Unifi account with the following Mesh Wi-Fi options: <ol style="list-style-type: none"> i. Mesh Wi-Fi Deco X60 at RM55/month for 24 months ii. Mesh Wi-Fi Deco M9 Plus at RM35/month for 24 months <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> iii. Mesh Wi-Fi Deco M4 at RM15/month for 24 months ▪ All Mesh Wi-Fi devices come in one (1) pair. ▪ The additional charges for the Mesh Wi-Fi will be included in your existing Unifi bill.
3.	I'm a non-Unifi customer. Can I purchase TP-Link Mesh Wi-Fi only without subscribing to Unifi via Unifi portal?	<ul style="list-style-type: none"> ▪ Please note that this Mesh Wi-Fi is available for existing Unifi customers only.
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, kindly note that you will be charged for the remaining months of your 24-month Mesh Wi-Fi subscription term.

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5.	If I made an add-on purchase of TP-Link Mesh Wi-Fi over the counter at Unifi Store/TMpoint, can I get the Mesh Wi-Fi on the spot or will it be couriered to my delivery address?	<ul style="list-style-type: none"> ▪ If you made your Mesh Wi-Fi order over-the-counter at Unifi Store/TMpoint, your Mesh Wi-Fi will still be delivered via the courier service.
6.	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"> ▪ In the event of cancellation or early termination of the Mesh Wi-Fi add-on device before the completion of the 24-month subscription period, you will be subject to an early termination fee, 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 device if you terminate your Unifi service within the 24-month Mesh Wi-Fi contract period. ▪ The penalty charge shall be reflected in your Unifi bill.
7.	Where can I refer for 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 TP-Link official website at https://www.tp-link.com.my/

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

NO.	QUESTION	ANSWER
8.	<p>What are the models of TP-Link Mesh Wi-Fi that Unifi offers?</p>	<ul style="list-style-type: none"> ▪ There are three (3) types of Mesh Wi-Fi models offered for Unifi customers. <ul style="list-style-type: none"> i. TP-Link Deco X60: AX3000 ii. TP-Link Deco M9 Plus: AC2200 iii. TP-Link Deco M4: AC1200 <p><u>TP-Link Deco X60: AX3000</u></p>  <p><u>TP-Link Deco M9 Plus: AC2200</u></p> 

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NO.	QUESTION	ANSWER
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TP-Link Deco M4: AC1200



- Refer to the following links below for details:
[Deco X60 | AX3000 Whole Home Mesh Wi-Fi 6 System | TP-Link Malaysia](#)

[Deco M9 Plus | AC2200 Smart Home Mesh Wi-Fi System | TP-Link Malaysia](#)

[Deco M4 | AC1200 Whole Home Mesh Wi-Fi System | TP-Link Malaysia](#)

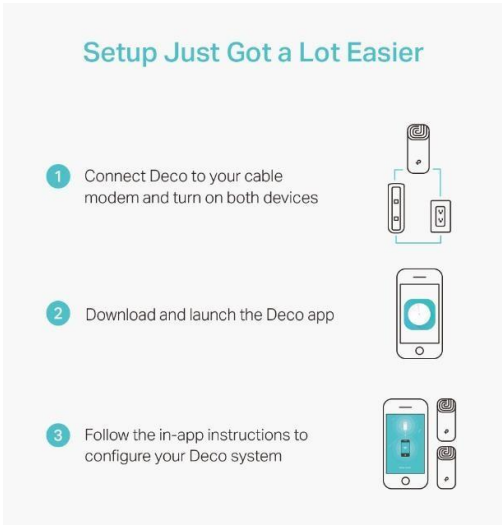
9. What are the features of the TP-Link Mesh Wi-Fi?

- Mesh Wi-Fi product features are as follows:
 - TP-Link Deco X60:**
 - Expand Wi-Fi coverage up to 5,000 sq ft
 - Faster and reliable connection for up to 150 devices
 - Equipped with the latest OFDMA and MU-MIMO technology for simultaneous transmission
 - 3 years anti-virus license
 - Parental control: Block inappropriate content and restrict time spent online
 - Quality of Service (QoS): Assign priority to different online activities and devices
 - In-app speed test to easily check connectivity
 - Best to use with Wi-Fi 6 devices
 - TP-Link Deco M9 Plus:**
 - Expand Wi-Fi coverage up to 4,500 sq ft
 - Faster and reliable connection for up to 100 devices
 - Equipped with MU-MIMO technology
 - 3 years anti-virus license
 - Parental control: Block inappropriate content and restrict time spent online
 - Quality of Service (QoS): Assign priority to different online activities and devices
 - Built-in Smart Hub: Bringing all smart devices together in one easy-to-use app

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		<ul style="list-style-type: none"> • In-app speed test to easily check connectivity <p><u>TP-Link Deco M4:</u></p> <ul style="list-style-type: none"> • Expand Wi-Fi coverage up to 3,800 sq ft • Fast and stable connections for multiple devices • Equipped with MU-MIMO technology • Parental Control: Block inappropriate content and restrict time spent online • Basic Quality of Service (QoS): Assign priority based on devices
10.	Do I have to connect my devices to Unifi Home/Business in order to use the TP-Link Mesh Wi-Fi?	<ul style="list-style-type: none"> ▪ 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.
11.	What are the minimum requirements for using the TP-Link Mesh Wi-Fi?	<ul style="list-style-type: none"> ▪ You will require Internet connection, a Unifi Home/Business router and power supply to use the Mesh Wi-Fi via Unifi network.
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 X60, M9 Plus and M4 Mesh Wi-Fi are compatible with all Unifi devices except new version of Combo Box.
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 links below: Deco X60 AX3000 Whole Home Mesh Wi-Fi 6 System TP-Link Malaysia Deco M9 Plus AC2200 Smart Home Mesh Wi-Fi System TP-Link Malaysia Deco M4 AC1200 Whole Home Mesh Wi-Fi 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 in the TP-Link Deco X60, M9 Plus and M4 Mesh Wi-Fi unit to a power outlet. Below is a simple step-by-step instruction: <div data-bbox="815 562 1318 1084" style="text-align: center; border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="color: #00a651; font-weight: bold;">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 X60, M9 Plus and M4 Mesh Wi-Fi come in pairs per box. The Mesh Wi-Fi nodes can be paired easily using TP-Link DECO app. Simply download the DECO app from Google Play Store or App Store for FREE and follow the instructions in the app. Click HERE for detailed guidelines for TP-Link Deco X60, click HERE for TP-Link Deco M9 Plus, and click HERE for TP-Link Deco M4.
16.	What is the warranty period for the TP-Link Mesh Wi-Fi?	<ul style="list-style-type: none"> The device comes with three (3) years of warranty from the manufacturer, TP-Link.
17.	Who should I contact for any enquiries on the TP-Link Mesh Wi-Fi configuration or 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 via the following channels: <p style="margin-left: 20px;"><u>TP-Link Technical Support:</u></p> <ol style="list-style-type: none"> 1. Toll-Free: 1800 22 8887 / +603 2141 4358 (Mon - Sun, 10am - 7pm) 2. Warranty & RMA support: +603 2141 4358 (Mon - Sun, 10am - 7pm) 3. Support Email: support.my@tp-link.com (Mon - Sun, 10am - 7pm) 4. Sales Email: request.malaysia@tp-link.com 5. Website: https://www.tp-link.com.my/

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NO.	QUESTION	ANSWER
		<ul style="list-style-type: none">▪ Should you require any assistance with Mesh Wi-Fi installation, you may contact us via Live Chat, call 100 or visit any nearest Unifi Store/TMpoint outlets to request for assistance from Unifi Elite's service.▪ Unifi Elite also offers Wi-Fi consultation and solution (beyond Unifi connectivity issues), at your home and premises. There will be a one-off charge of RM120 per visit for this service, which will be reflected in your next bill.