

**FREQUENTLY ASKED QUESTIONS (FAQ)
UNIFI PAKEJ PERPADUAN JALUR LEBAR TETAP**

NO.	QUESTION	ANSWER														
GENERAL																
1.	What is this new package all about?	<ul style="list-style-type: none"> ▪ Unifi Pakej Perpaduan Jalur Lebar Tetap is an unlimited fixed broadband package intended for Malaysians only, to tackle the rising cost of living by easing connectivity needs and bringing the power of the internet to underprivileged individuals and families. 														
2.	When will this package be available and how long will it be available?	<ul style="list-style-type: none"> ▪ It will be available from 30th March until 31st December 2023. 														
3.	What is the offering for this package?	<ul style="list-style-type: none"> ▪ Details of the package are as below <table border="1" data-bbox="544 846 1396 1198" style="margin: 10px 0;"> <tbody> <tr> <td>Product Type</td> <td>Unifi Home Broadband only</td> </tr> <tr> <td>Download Speed</td> <td>30Mbps</td> </tr> <tr> <td>Quota/month</td> <td>UNLIMITED</td> </tr> <tr> <td>Call rates</td> <td>Pay per use <i>(Flat rate of 20sen/min to all mobile and fixed lines nationwide)</i></td> </tr> <tr> <td>Router</td> <td>FREE</td> </tr> <tr> <td>Installation</td> <td>FREE</td> </tr> <tr> <td>Price/month</td> <td>RM69</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • The promotional price of RM 69/month is applicable for 24 months only. The price will be reverted to RM89/month on 25th month onwards. • Your Unifi Home bill statement will indicate RM20 rebate from 1st month to 24th month. 	Product Type	Unifi Home Broadband only	Download Speed	30Mbps	Quota/month	UNLIMITED	Call rates	Pay per use <i>(Flat rate of 20sen/min to all mobile and fixed lines nationwide)</i>	Router	FREE	Installation	FREE	Price/month	RM69
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Price/month	RM69															
4.	Who is eligible to subscribe to this package?	<ul style="list-style-type: none"> ▪ Unifi Pakej Perpaduan Jalur Lebar Tetap is eligible for Malaysians only, who are in the following categories: <ul style="list-style-type: none"> ○ Household with B40 income ○ Warga Emas ○ Orang Kelainan Upaya (OKU) ○ Veteran of Army, Police & APMM Officers ▪ All new and existing Unifi customers in the above category is eligible to subscribe. However, each customer is eligible for one (1) Unifi Pakej Perpaduan Jalur Lebar Tetap per IC number only. 														

5.	I am an existing Unifi subscriber. Can I change my existing package to this new package?	<ul style="list-style-type: none"> ▪ Yes, all existing Unifi customers in the above category is eligible to subscribe to this package. To subscribe, please visit our nearest TMpoint outlets nationwide. ▪ For higher speed internet subscribers, no penalty will be imposed even if you are still within the service contract of your existing Unifi package. ▪ For any existing additional items within contract e.g.: Smart Device, Mesh Wi-Fi, etc. The penalty will trigger for that additional item only. ▪ However, for better internet and viewing experience at a valuable price, we highly recommend that you remain with your existing Unifi package, which comes with other add-on values available.
6.	Will there be any contract tied to this package?	<ul style="list-style-type: none"> ▪ Yes, this package comes with a 24-month contract. ▪ Early Termination Fee will be imposed for termination within the contract period (<i>calculated based on the monthly subscription fee multiplied by the number of remaining months of the contract period</i>).
7.	I have some balance on my existing Unifi Home subscription. Can I change to this package?	<ul style="list-style-type: none"> ▪ Yes, you can change to this package by ensuring all payments are completed for any outstanding amount from your existing Unifi Home Package before subscribing to this Unifi Pakej Perpaduan Jalur Lebar Tetap.
8.	Can I add on any Value-Added Services (VAS) to this package?	<ul style="list-style-type: none"> ▪ All available VAS from Unifi Home is eligible for add on to this package, except for Smart Devices offering.
9.	Am I entitled for the 30 days Free Trial?	<ul style="list-style-type: none"> ▪ We are sorry but the 30 days free trial is not available for this package.
10.	Am I entitled for the Free Speed Upgrade?	<ul style="list-style-type: none"> ▪ Unfortunately, Free Speed Upgrade is also not applicable for this package. You will enjoy speed up to 30Mbps with unlimited data allocation.
11.	Am I entitled for free streaming app with this package?	<ul style="list-style-type: none"> ▪ We are sorry but streaming app access is not provided in this package.
12.	Can I do the transfer of ownership for this package?	<ul style="list-style-type: none"> ▪ Yes, you may transfer the ownership after the duration of 24 months contract has ended.
13.	Can I change my service provider upon subscribing to this package?	<ul style="list-style-type: none"> ▪ This package comes with a 24-month contract and Early Termination Fee will be imposed for termination within the contract period. ▪ For transfer request made within the contract period, you can change your service provider by terminating your Unifi service and ensure all

		<p>payments for any outstanding balance, including the penalty are completed.</p> <ul style="list-style-type: none"> ▪ If your contract period has ended, you can simply terminate your Unifi service and ensure all payments for any outstanding balance are completed.
14.	Do I need to pay any advance payment to subscribe to this package?	<ul style="list-style-type: none"> ▪ Yes, the Advance Payment of RM100 is applicable only for new installations and must be paid within 10 days after the installation is completed, to avoid any service interruption:
15.	How can I subscribe to this package?	<ul style="list-style-type: none"> ▪ You can subscribe to this package via: <ul style="list-style-type: none"> i. Our Unifi Portal ii. Or visit our nearest TMpoint outlets nationwide
16.	If I have any further enquiries or need further assistance, who should I reach out to?	<ul style="list-style-type: none"> ▪ You can contact us via our digital channels as below: <ul style="list-style-type: none"> • Live Chat at maya.unifi.com.my or via MyUnifi app • Facebook at facebook.com/weareunifi • Twitter at @helpmeunifi ▪ Or visit us at any of our TMpoint outlets nationwide.