

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
TM WI-FI 6 COMBO BOX**

WI-FI 6 COMBO BOX		
NO.	QUESTION	ANSWER
1.	What is TM Wi-Fi 6 combo box?	<ul style="list-style-type: none"> ▪ Combo Box is a combination of a Universal Optical Network Unit (UONU) and Residential Gateway (RG). ▪ Wi-Fi 6 combo box supports fast, real-world speed and a wide coverage range. Wi-Fi 6 combo box is ideal to support busy home environments that have multiple devices connected to the internet, 4K/8K UHD streaming and smart IoT devices/gadgets.
2.	How can I get the Wi-Fi 6 combo box?	<ul style="list-style-type: none"> ▪ You will receive a free Wi-Fi 6 combo box when you subscribe to Unifi broadband packages with bandwidths of 100Mbps, 300Mbps, 500Mbps, 1Gbps or 2Gbps.
3.	Can my existing Mesh Deco work together with the Wi-Fi 6 combo box?	<ul style="list-style-type: none"> ▪ Yes, your existing Mesh Deco can work with the Wi-Fi 6 combo box, but manual configuration may be required.
4.	How long is the warranty period for the Wi-Fi 6 combo box?	<ul style="list-style-type: none"> ▪ The Wi-Fi 6 combo box comes with a lifetime warranty.
5.	What should I do if my Wi-Fi 6 combo box is faulty?	<ul style="list-style-type: none"> ▪ If the fault is due to a manufacturing defect, the Wi-Fi 6 combo box will be replaced for free. ▪ If the issue is due to you, you have the following options to replace the equipment: <ul style="list-style-type: none"> a) Purchase the Wi-Fi 6 combo box at your own cost without extending the service contract period, or b) Renew your service, which will refresh the contract period of your subscribed service effective from the date of equipment replacement and the equipment will be replaced for free. ▪ Alternatively, you may contact us via our channels below: <ul style="list-style-type: none"> a) Digital channels: <ul style="list-style-type: none"> • Live Chat at https://maya.unifi.com.my/ or MyUnifi app • Facebook at facebook.com/weareunifi • X (Twitter) at @unifi • Email: help@tm.com.my b) Call 100

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6.	Can I use any type of mesh along with the Wi-Fi 6 combo box?	<ul style="list-style-type: none"> ▪ Please note that the Wi-Fi 6 combo box is only compatible with mesh units of the same brand and model. You can connect up to two (2) units per Unifi service. ▪ For more information, you can visit this link: FAQ-Mesh-Wi-Fi-Offerings.pdf (unifi.com.my)
7.	Currently, I am using Wi-Fi 5 RG or Wi-Fi 6 RG. Can I purchase the Wi-Fi 6 combo box mesh?	<ul style="list-style-type: none"> ▪ Yes, as an existing customer with Wi-Fi 5 RG or Wi-Fi 6 RG, you are eligible to purchase the Wi-Fi 6 combo box mesh. You will receive a FREE Wi-Fi 6 combo box during the installation of the Wi-Fi 6 combo box mesh. ▪ The price for the Wi-Fi 6 combo box mesh add-on is as follows: <ul style="list-style-type: none"> ▪ For Unifi 30Mbps to 800Mbps: <ul style="list-style-type: none"> i. RM15 per month, charged for 24 months on your Unifi bill OR ii. RM350 as a one-time-charge, billed on your Unifi bill. ▪ For Unifi 1Gbps to 2Gbps: <ul style="list-style-type: none"> i. RM20 per month, charged for 24 months on your Unifi bill OR ii. RM380 as a one-time-charge, billed on your Unifi bill.
8.	Who should I contact for any enquiries regarding the Wi-Fi 6 combo box configuration or for further product and technical assistance?	<ul style="list-style-type: none"> ▪ For any enquiries or after-sales support, you may call 100 or visit the nearest Unifi Store/TMpoint for assistance. You can also live chat with us via https://maya.unifi.com.my/