

FREQUENTLY ASKED QUESTIONS (FAQ) FOR FAMILY BUNDLE CAMPAIGN 2024

NO.	QUESTION	ANSWER																																			
GENERAL INFO & CAMPAIGN OFFERING																																					
1	What is the Family Bundle Campaign all about?	<ul style="list-style-type: none">The Family Bundle Campaign is our latest offering designed for families to enjoy unlimited Home Broadband, entertainment and mobile lines.When you subscribe to a Unifi Home plan under this campaign, you'll enjoy the following benefits:<ul style="list-style-type: none">Unifi Home Broadband 500Mbps with Netflix (Standard Plan), 20+ complimentary Unifi TV Channels with a free Unifi TV Box and the Unifi Mobile Family Plan (4 SIMs/3 SIMs/2 SIMs).A discounted price on the Family Bundle plan for 24 months (for new and existing subscribers who are not currently under contract).																																			
2	Can you tell me more about the campaign?	<ul style="list-style-type: none">New and existing subscribers can choose from any of the Family Bundle plans offered below:<table><tr><th>Speed</th><th colspan="4">500Mbps</th></tr><tr><td>Total Price per month</td><td>RM299.90</td><td>RM279.90</td><td>RM229.90*</td><td>RM219.90*</td></tr><tr><td>Category</td><td>New / Existing customers</td><td>New / Existing customers</td><td>New customers</td><td>Existing customers</td></tr><tr><td>Contract Period</td><td>24 months</td><td>24 months</td><td>24 months</td><td>24 months</td></tr><tr><td>Mobile SIMs</td><td>4 SIMs</td><td>3 SIMs</td><td>2 SIMs</td><td>2 SIMs</td></tr><tr><td>Entertainment</td><td colspan="4">Unifi TV free channels + Netflix Standard Plan + Unifi Plus Box</td></tr><tr><td>Voice</td><td colspan="4"><div>FREE 600 minutes to fixed lines and mobile.</div><ul style="list-style-type: none">TM Fixed Lines: FREEMobile/Other Fixed Lines: 10 sen/min</td></tr></table> <p><i>*This offer is valid for a limited time only. Don't miss out!</i></p>	Speed	500Mbps				Total Price per month	RM299.90	RM279.90	RM229.90*	RM219.90*	Category	New / Existing customers	New / Existing customers	New customers	Existing customers	Contract Period	24 months	24 months	24 months	24 months	Mobile SIMs	4 SIMs	3 SIMs	2 SIMs	2 SIMs	Entertainment	Unifi TV free channels + Netflix Standard Plan + Unifi Plus Box				Voice	<div>FREE 600 minutes to fixed lines and mobile.</div> <ul style="list-style-type: none">TM Fixed Lines: FREEMobile/Other Fixed Lines: 10 sen/min			
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3	How long is the campaign period?	<ul style="list-style-type: none">This campaign is available from:<ul style="list-style-type: none">14th June 2024 for the Family Plan with 2 SIMs for existing subscribers.12th July 2024 for all other plans.The campaign will continue until further notice.																																			

		<ul style="list-style-type: none"> Any early discontinuation or extension of the campaign will be announced on the official website.
4	Who is eligible for this campaign?	<ul style="list-style-type: none"> This campaign is specially offered to new and existing Unifi subscribers.
5	How do I register for this campaign?	<ul style="list-style-type: none"> You can sign up for this campaign at the following touchpoints nationwide during the campaign period: <ol style="list-style-type: none"> Unifi Store/TMpoint TM Reseller TM Authorised Dealer Digital channels: <ol style="list-style-type: none"> Campaign website MyUnifi app or Unifi portal
6	Is there any supporting document needed?	<ul style="list-style-type: none"> No supporting documents are required to sign up for this campaign. Subscription follows the existing process.
7	Will I be tied to a contract if I subscribe to this campaign?	<ul style="list-style-type: none"> Yes, all Unifi Home plans will be subject to a contract as follows: <ul style="list-style-type: none"> 24-month contract for new subscribers or existing subscribers who are not currently under contract.
8	What is the added value of this campaign compared to other promotions?	<ul style="list-style-type: none"> By signing up for this campaign, you can enjoy: <ul style="list-style-type: none"> Unifi Home Broadband 500Mbps with Netflix (Standard Plan), 20+ complimentary Unifi TV Channels with a free Unifi TV Box and the Unifi Mobile Family Plan (4 SIMs/3 SIMs/2 SIMs). A discounted price on the Family Bundle plan for 24 months (for new or existing subscribers who are outside of a contract).
9	Can I request to change or modify my plan during the contract period?	<ul style="list-style-type: none"> You can request a change to other plans (upgrades only) after the contract period has ended. Only upgrades with an increase in price or speed are allowed.

10	Can I request to add on a TV Pack during the contract period?	<ul style="list-style-type: none"> ▪ Adding a TV Pack, such as Ultimate Max, Ultimate Plus, Movies, Ultimate, Sports and Kids Pack, is not allowed during the contract period.
11	Can I add on a device to my mobile plan (Uni5G 129/159/189) under this campaign?	<ul style="list-style-type: none"> ▪ Under the Family Bundle mobile plan (Uni5G 129/159/189), adding a mobile device is not allowed, as the SIM is already tied to a contract, except for new mobile subscriptions that include a device.
30-DAY COOLING-OFF PERIOD		
12	What is the 30-Day Cooling-Off Period?	<ul style="list-style-type: none"> ▪ You have 30 days from the date of service activation to terminate your mobile subscription without incurring any penalties. This is known as the "30-Day Cooling-Off Period".
13	How can I be entitled to the 30-Day Cooling-Off Period?	<ul style="list-style-type: none"> ▪ If you subscribe to a mobile plan under the Family Bundle, you are entitled to the 30-Day Cooling-Off Period, effective 20th September 2024.
14	Will I be charged a penalty if I decide to terminate my Unifi Mobile plan (Uni5G 129/159/189) after the 30-Day Cooling-Off Period?	<ul style="list-style-type: none"> ▪ If you decide to terminate the mobile subscription after the cooling-off period, a penalty fee will be charged based on the remaining months of the contract, and it will be reflected in your final bill. ▪ Your Home Broadband plan will also revert to the standard commercial plan without the campaign discount once the mobile subscription ends.
15	Do I have to pay for my first bill during the 30-Day Cooling-Off Period?	<ul style="list-style-type: none"> ▪ Yes, you will need to pay all charges during the cooling-off period. ▪ This includes monthly recurring charges, calls to special numbers, SMS, add-on passes and any other add-on services.
16	How much will I have to pay on the final bill if I decide to terminate my	<ul style="list-style-type: none"> ▪ You will see early termination charges on your mobile bill while the adjustment is still in progress. ▪ If the final bill shows a positive balance, you will need to settle the payment, as not all charges will be waived.

	Unifi Mobile plan within the 30-Day Cooling-Off Period?	<ul style="list-style-type: none"> For example, charges for special number (1800), SMS and add-on passes.
17	I'm not getting a good network experience with the Unifi Mobile plan. Can I terminate it without any penalty?	<ul style="list-style-type: none"> You can terminate the Unifi Mobile plan without any penalty, but only within the 30-Day Cooling-Off Period.

BILLING

18	What is an upfront payment?	<ul style="list-style-type: none"> New subscribers need to make an upfront payment based on their plan, which will be offset in the first or second month's bill for both Unifi Home Broadband and Unifi Mobile. <ol style="list-style-type: none"> Unifi Home Broadband: An upfront payment of RM100 (for Malaysian citizens) and RM500 (for foreign or permanent residents in Malaysia) is required and must be paid within ten (10) days from the Unifi activation date. Unifi Mobile: The upfront payment depends on the chosen mobile plan (RM129, RM159 or RM189 for Malaysian citizens) and RM300 (for foreign or permanent residents in Malaysia).
19	Will my bills be prorated for the month when the upgraded speed takes effect?	<ul style="list-style-type: none"> Yes, if you agree to be upgraded, your bills for the month when the upgrade takes effect will be prorated. In the subsequent months, you will only be charged based on the new subscription fees.
20	How will my bill look like when I subscribe to this campaign offering?	<ul style="list-style-type: none"> You will receive two (2) separate monthly bills for Unifi Home Broadband and Unifi Mobile. You will also see two (2) types of charges in your first bill: <ol style="list-style-type: none"> Prorated charges based on the Unifi activation date and billing period date. Full month charges of the broadband package based on 30 days from the first (1st) billing date.

		<ul style="list-style-type: none"> You will also see the charges for other add-ons such as Smart Device/Mesh Wi-Fi (<i>if applicable</i>).
21	Where can I view and pay my bills?	<ul style="list-style-type: none"> You can view and pay all broadband and entertainment bills via Unifi Selfcare portal or MyUnifi app, which can be downloaded for free via the following links: <ol style="list-style-type: none"> Apple: App Store Android: Google Play Huawei: AppGallery You can view and pay mobile bills via Unifi Mobile portal or Unifi Mobile app, which can be downloaded for free via the following links: <ol style="list-style-type: none"> Apple: App Store Android: Google Play Huawei: AppGallery For other payment channels, please refer to https://i.unifi.my/paymentchannel

TRANSFER OWNERSHIP, RELOCATION AND TERMINATION

22	I am relocating to a new address. Will the plans be carried over?	<ul style="list-style-type: none"> Yes, the plan will be carried over to your new address. However, depending on the availability of infrastructure or technology (e.g., FTTH to VDSL), you may no longer be able to continue with the same plan and might need to downgrade within the same package family. <p><i>*For example, if the current plan speed is 300Mbps and you relocate to a high rise building (VDSL), the new plan will be changed to 30Mbps.</i></p>
23	Can I transfer my Unifi account to another owner?	<ul style="list-style-type: none"> Transferring your Unifi Home Broadband or Unifi Mobile plan is allowed, subject to the terms and conditions for relocation and transfer of ownership. Please note that all OTT entitlements are not transferable to the new owner or account.
24	What happens if I cancel the subscription within the contract period?	<ul style="list-style-type: none"> If you cancel your subscription within the contract period for Unifi Home and Unifi Mobile packages, you will be charged a standard early termination fee, which includes the full subscription fees for the remaining months of the contract period. Early termination charges for Home Broadband will be based on the monthly subscription plan before the discount: <p>Remaining contract period (<i>in months</i>) × Unifi Home monthly subscription plan (<i>calculated based on the price before discounts</i>).</p> Early termination charges for Unifi Mobile (Uni5G Postpaid 129/159/189) will be calculated based on the monthly subscription plan before any discounts. For Mobile with SIM only:

		Remaining contract period (<i>in months</i>) × Unifi Mobile monthly subscription plan (<i>calculated based on the price before discounts</i>).
SUPPORT		
25	If I have any further enquiries or need further assistance, who should I reach out to?	<ul style="list-style-type: none">▪ For further assistance, you can contact us through the following digital channels:<ul style="list-style-type: none">○ Live Chat at maya.unifi.com.my or MyUnifi app○ Facebook at facebook.com/weareunifi○ X (formerly known as Twitter) at @unifi▪ You can also visit us at any of our Unifi Store/TMpoint outlets nationwide or call 100.