



FREQUENTLY ASKED QUESTIONS (FAQ) FOR UNIFI HOME

The following products and services are provided by TM Technology Services Sdn Bhd, also known as TM.

NO.	QUESTION	ANSWER
GETTING TO KNOW		
1	Can you tell me more about Unifi?	<ul style="list-style-type: none"> ▪ Unifi provides access to a digital lifestyle for Malaysians through its converged offerings of reliable internet connectivity, content and devices for everyone in a household. ▪ We offer seamless internet connectivity at home and beyond through our fibre, wireless, mobile, and solutions that help consumers stay connected at all times. For more information on Unifi, you can visit unifi.com.my
2	What is Unifi Home?	<ul style="list-style-type: none"> ▪ Unifi Home is a bundled triple-play service offering that offers High Speed Internet access ("Internet"), Voice over Internet Protocol (VOIP) ("Voice") and Unifi TV.
3	What are the benefits if I subscribe to Unifi Home?	<ul style="list-style-type: none"> ▪ Unifi will enhance your high speed Internet, mobile and entertainment experience by providing the fastest internet speed, greater variety of entertainment options for you and the whole family, affordable



NO.	QUESTION	ANSWER
		mobile packages with unlimited data and better service stability. For more information or to subscribe to Unifi Home, visit unifi.com.my .
4	What is IPTV?	<ul style="list-style-type: none"> Internet Protocol Television (IPTV) service is TM's content service delivered via IP based network technology and the service offering is branded as "Unifi TV". Unifi TV allows subscribers to receive content through Unifi TV media boxes and Unifi TV app for viewing via a television set and simultaneously to multiple electronic devices including Set-Top Boxes, computers, tablets, mobile devices, smart TVs or any other technological devices.
5	What is the difference between Unifi TV and satellite TV?	<ul style="list-style-type: none"> Unifi TV is the brand name for an IPTV service offered by TM. Unlike satellite TV, Unifi TV offers a seamless video and Live TV streaming service transmitted via IPTV through Unifi broadband network. The service provides customers with a worry free viewing pleasure in any weather condition whether at home or even anywhere via Unifi TV app on any smart device. For more info on Unifi TV, visit unifi.com.my/tv.
6	What are the package offerings under Unifi Home plan?	<ul style="list-style-type: none"> You can enjoy uninterrupted high-speed broadband and best entertainment package with our Unifi Home package offerings.



NO.	QUESTION	ANSWER																																			
		<table><tr><th>Unifi 30Mbps plan™</th><th>Unifi 100Mbps plan™</th><th>Unifi 300Mbps plan™</th><th>Unifi 500Mbps plan™</th><th>Unifi 800Mbps plan™</th><th>Unifi 1 Gbps plan™</th><th>Unifi 2 Gbps plan™</th></tr><tr><td>Download speed up to 30Mbps</td><td>Download speed up to 100Mbps</td><td>Download speed up to 300Mbps</td><td>Download speed up to 500Mbps</td><td>Download speed up to 800Mbps</td><td>Download speed up to 1Gbps</td><td>Download speed up to 2Gbps (aggregated offering)</td></tr><tr><td>Upload speed up to 10Mbps</td><td>Upload speed up to 50Mbps</td><td>Upload speed up to 50Mbps</td><td>Upload speed up to 100Mbps</td><td>Upload speed up to 200Mbps</td><td>Upload speed up to 500Mbps</td><td>Upload speed up to 1 Gb</td></tr><tr><td>Unlimited Quota</td><td>Unlimited Quota</td><td>Unlimited Quota</td><td>Unlimited Quota</td><td>Unlimited Quota</td><td>Unlimited Quota</td><td>Unlimited Quota</td></tr><tr><td>Voice 20sen/min</td><td>Voice 20sen/min</td><td>Voice 20sen/min</td><td>Voice 20sen/min</td><td>Voice 20sen/min</td><td>Voice 20sen/min</td><td>Voice 20sen/min</td></tr></table> <ul style="list-style-type: none">▪ If you are subscribing to Unifi Home 1 Gbps plan™ and above, you will be able to enjoy these great values:<ul style="list-style-type: none">• Next Day Installation – Your service will be installed on the very next day based on slot appointment availability within business hours, exclude public holiday.	Unifi 30Mbps plan™	Unifi 100Mbps plan™	Unifi 300Mbps plan™	Unifi 500Mbps plan™	Unifi 800Mbps plan™	Unifi 1 Gbps plan™	Unifi 2 Gbps plan™	Download speed up to 30Mbps	Download speed up to 100Mbps	Download speed up to 300Mbps	Download speed up to 500Mbps	Download speed up to 800Mbps	Download speed up to 1Gbps	Download speed up to 2Gbps (aggregated offering)	Upload speed up to 10Mbps	Upload speed up to 50Mbps	Upload speed up to 50Mbps	Upload speed up to 100Mbps	Upload speed up to 200Mbps	Upload speed up to 500Mbps	Upload speed up to 1 Gb	Unlimited Quota	Unlimited Quota	Unlimited Quota	Unlimited Quota	Unlimited Quota	Unlimited Quota	Unlimited Quota	Voice 20sen/min	Voice 20sen/min	Voice 20sen/min	Voice 20sen/min	Voice 20sen/min	Voice 20sen/min	Voice 20sen/min
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Voice 20sen/min	Voice 20sen/min	Voice 20sen/min	Voice 20sen/min	Voice 20sen/min	Voice 20sen/min	Voice 20sen/min																															



NO.	QUESTION	ANSWER												
		<table><tr><th>Upon Appointment Slot Checking and Order Submission</th><th>Earliest Slot Availability</th><th>Day of Installation</th></tr><tr><td>Before 12PM</td><td>Afternoon</td><td>Same Day</td></tr><tr><td>Within 12:01PM - 6:00PM</td><td>Morning</td><td>Next Day</td></tr><tr><td>After 6:00PM</td><td>Afternoon</td><td>Next Day</td></tr></table> <ul style="list-style-type: none">12 Hours Restoration – You will be entitled to a prioritised restoration where we will restore your internet connection within 12 business hours. In the event that requires more time to restore, you will be eligible for an RM50 bill rebate if the restoration is beyond 24 hours.	Upon Appointment Slot Checking and Order Submission	Earliest Slot Availability	Day of Installation	Before 12PM	Afternoon	Same Day	Within 12:01PM - 6:00PM	Morning	Next Day	After 6:00PM	Afternoon	Next Day
Upon Appointment Slot Checking and Order Submission	Earliest Slot Availability	Day of Installation												
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After 6:00PM	Afternoon	Next Day												
7	What is the effective date for the Voice Pack 20 add-on?	<ul style="list-style-type: none">If you purchase your Voice Pack 20:<ul style="list-style-type: none">Add-on together with broadband - the Voice Pack 20 will be activated together with your broadband activation.Add-on after your broadband has been activated - the Voice Pack 20 will be activated upon request.												
8	Can I change my Unifi TV pack after I subscribe to the Unifi package? How can I	<ul style="list-style-type: none">Yes, you can. You will be subjected to fees as below:<table><tr><th>ACTIVITY</th><th>FEES</th></tr><tr><td>Upgrade of Unifi TV pack</td><td>FREE</td></tr><tr><td>Change of Unifi TV pack (same price/value)</td><td>FREE</td></tr><tr><td>Downgrade of Unifi TV pack</td><td>RM10</td></tr></table>	ACTIVITY	FEES	Upgrade of Unifi TV pack	FREE	Change of Unifi TV pack (same price/value)	FREE	Downgrade of Unifi TV pack	RM10				
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NO.	QUESTION	ANSWER
	request to change my Unifi TV pack?	<ul style="list-style-type: none"> ▪ You can request to change your Unifi TV pack via <ul style="list-style-type: none"> a) Online channels below: <ul style="list-style-type: none"> • Unifi.com.my or MyUnifi App • Live Chat at https://maya.unifi.com.my/ • Facebook at facebook.com/weareunifi • Twitter at @helpmeunifi • Email to help@tm.com.my b) Call 100 (press 4) c) Walk in to the nearest TMpoint
9	Is there any penalty charge if I terminate my Unifi Home AFTER the minimum subscription period is over?	<ul style="list-style-type: none"> ▪ There will be no penalty charge for termination made after the minimum contract period (24 months).
ELIGIBILITY		



NO.	QUESTION	ANSWER
10	Who is eligible to subscribe to Unifi Home?	<ul style="list-style-type: none"> All Malaysians and non-Malaysians above 18 years old can subscribe to Unifi Home plans. It is subject to service and coverage availability.
VOICE OFFERING, DOWNLOAD & UPLOAD SPEED		
11	What are the voice call charges offered by Unifi Home packages?	<ul style="list-style-type: none"> The voice charges will depend on the package offerings. For Unifi customers without any call plan, calls from Fixed to Fixed line and Fixed to Mobile line will be charged at 20 sen/min (including local calls).
12	Why is the upload speed different from the download speed?	<ul style="list-style-type: none"> Based on our findings on consumer's behavior, most of the users' activities spent on the Internet requires higher download speed for seamless internet experience, for instance: video streaming, social networking, downloading materials, etc. The upload speed for the Unifi plans is sufficient to provide good experience to almost all customers. From the usage statistics of our existing Unifi customers, 90% of total users only utilized less than 5Mbps upload speed. Common genuine usage includes gaming, VoIP, FTP, CCTV and video streaming and other high latency application.
13	I need higher upload speed. Does TM offer any packages that can suit that requirement?	<ul style="list-style-type: none"> The upload speed for all Unifi plans is sufficient to provide a trusted internet experience to almost all subscribers. For average usage, we encourage you to subscribe to our Unifi 800Mbps plan™ to enjoy high upload speed.



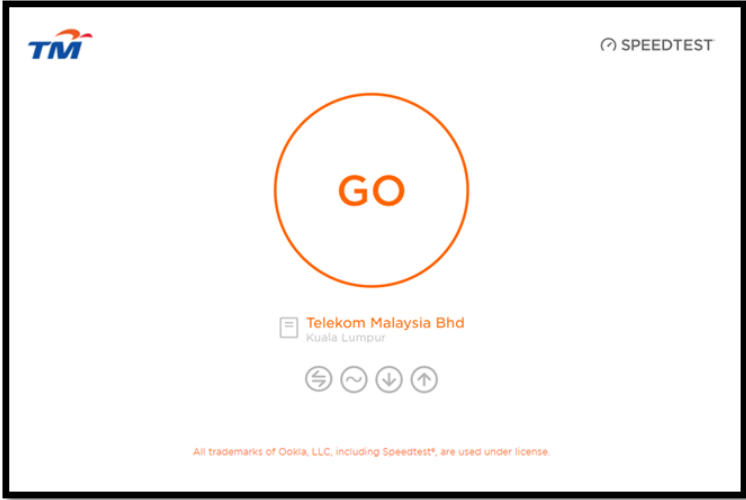
NO.	QUESTION	ANSWER
		<ul style="list-style-type: none"> For customers that require even higher upload speed, we encourage you to subscribe to our Unifi 2Gbps plan™ to enjoy maximum upload speed that we can offer.
SERVICE AVAILABILITY		
14	How do I check for Unifi service availability in my area?	<ul style="list-style-type: none"> You can check Unifi service availability in your area via the following methods: <ul style="list-style-type: none"> a) Check via Unifi portal at https://unifi.com.my/check-coverage b) Check via our digital channels below: <ul style="list-style-type: none"> Live Chat via https://maya.unifi.com.my/ or MyUnifi app Facebook at facebook.com/weareunifi Twitter at @helpmeunifi Email to help@tm.com.my c) Call 100 (press 4) d) Walk in to the nearest TMpoint
15	My home is located at a non-Unifi area. Can I still subscribe to these plans?	<ul style="list-style-type: none"> The package offer is subject to Unifi service and coverage availability.

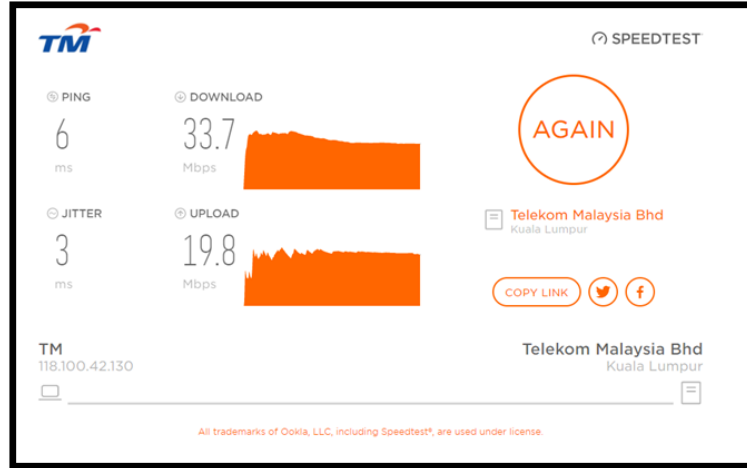




NO.	QUESTION	ANSWER
		<ul style="list-style-type: none"> We will update you from time-to-time on Unifi service readiness available at your area. Alternatively, you can also check out our wireless broadband service at unifi.com.my/personal/home/wireless-broadband
16	I live in an area where Unifi service is not available. What other plans can TM offer me?	<ul style="list-style-type: none"> To know more about the best plan for you, kindly contact us via channels below: <ul style="list-style-type: none"> a) Online <ul style="list-style-type: none"> unifi.com.my Live Chat via https://maya.unifi.com.my/ Facebook at facebook.com/weareunifi Twitter at @helpmeunifi b) Walk in to the nearest TMpoint c) Call 100 (press 4)
REGISTRATION		
17	How do I subscribe to Unifi Home package?	<p>You may subscribe from these channels below:</p> <ul style="list-style-type: none"> a) unifi.com.my b) Call 100 (press 4) c) Walk in to the nearest TMpoint




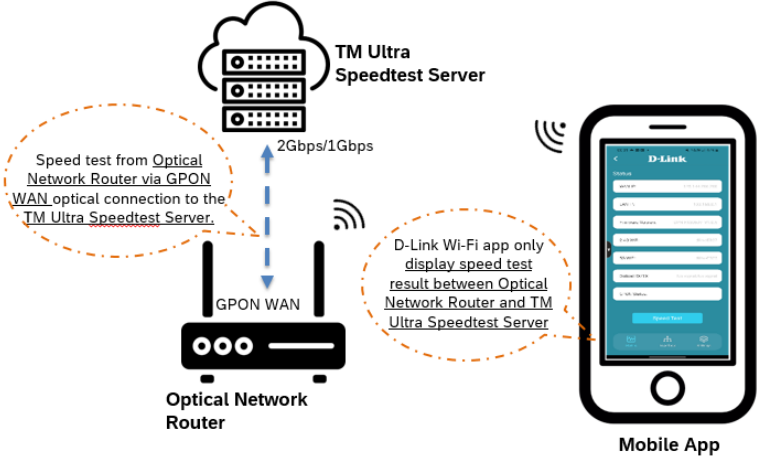
NO.	QUESTION	ANSWER
UPGRADE/DOWNGRADE		
18	Can I upgrade / downgrade my Unifi Home plan?	<ul style="list-style-type: none"> Yes, you are allowed to change to the higher/lower speed package at any time. However, depending on your package selection, you will be tied to a new contract period if the package offers better value such as it comes with a new device, discounted price or any other value added regardless of whether you are within or beyond the contract period.
19	My current Unifi Home plan is still within the contract period and I wish to upgrade to the new Unifi Home plan. Will I be penalized?	<ul style="list-style-type: none"> Penalty charges will be imposed based on campaign's Terms & Conditions. Any change of plan may come with a new 24-month contract, depending on your package selection.
20	Where can I upgrade / downgrade my Unifi Home plan?	<ul style="list-style-type: none"> You can change your plans by logging in to Unifi.com.my or MyUnifi app or by visiting any nearest TMpoint.
SPEED TEST FOR 800MBPS AND BELOW		
21	How do I check the speed of my Unifi Home plan?	<ul style="list-style-type: none"> Once your service is activated, you can run a speed test via https://speedtest.tn.com.my/.
22	What do I need to do after TM has	<ul style="list-style-type: none"> Step 1: You are required to turn off your wireless router for 10 minutes to allow new configuration to take place before you can enjoy your new speed.




NO.	QUESTION	ANSWER
	successfully upgraded my speed / package?	<ul style="list-style-type: none">Step 2: Once done, you can start testing your Unifi speed at this link https://speedtest.tm.com.my/Step 3: Click the 'GO' button on the front page and wait for the test to complete.  <ul style="list-style-type: none">Step 4: The test will show the result of your current upload and download speeds.

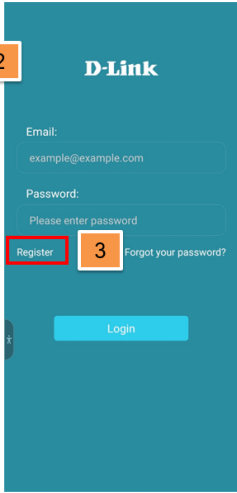


NO.	QUESTION	ANSWER
		<div data-bbox="983 371 1727 841"></div> <p>IMPORTANT NOTES:</p> <ul style="list-style-type: none">▪ Before you perform the speed test, please stop any ongoing downloading activities and shut down any programs that may be utilizing your connection i.e. P2P, streaming, etc.▪ Speed test can be done over wireless. However, for accurate results, it is recommended that the test to be done over wired connection by using LAN cable provided during your Unifi home installation. To learn more, head over to our website unifi.com.my/unifi-experience▪ Simply plug the LAN cable from your computer to your wireless router LAN port LAN1 to LAN3 (any of them).

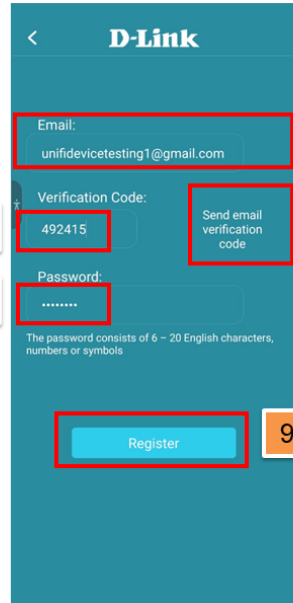
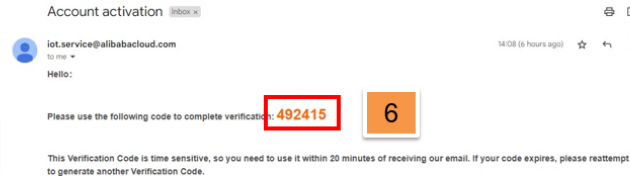
NO.	QUESTION	ANSWER
		<div style="display: flex; justify-content: space-around; align-items: center;">   </div> <div style="display: flex; justify-content: space-around; align-items: center;"> <p>Figure 1: <u>LAN cable</u></p> <p>Figure 2: <u>Router</u></p> </div>
23	Why couldn't I enjoy the speed as advertised?	<ul style="list-style-type: none"> ▪ Unifi Home is a wired broadband service. Wireless connectivity is a complimentary feature offered to our customers via the wireless router and it is subject to interference and obstructions factor. Learn how to maximise your Internet experience here unifi.com.my/unifi-experience <p>Internet access speed may be affected due to several factors such as:</p> <ul style="list-style-type: none"> ▪ Locations of websites; where users may experience lower speed from international websites; ▪ Capacity of visited web server, where some web servers cannot cope with huge traffic demand from users OR do not have enough capacity OR where download speed is restricted to ensure fair level of service; ▪ Network congestion as a result of network maintenance or outages ▪ Running multiple applications simultaneously like user other applications such as Peer-to-Peer e.g.: BitTorrent ▪ Multiple users sharing the Unifi Home bandwidth at customer's premises at the same time. ▪ For the 2Gbps plan, the download speed is aggregated (combined) by each LAN port, where each LAN port will not exceed more than 1Gbps.

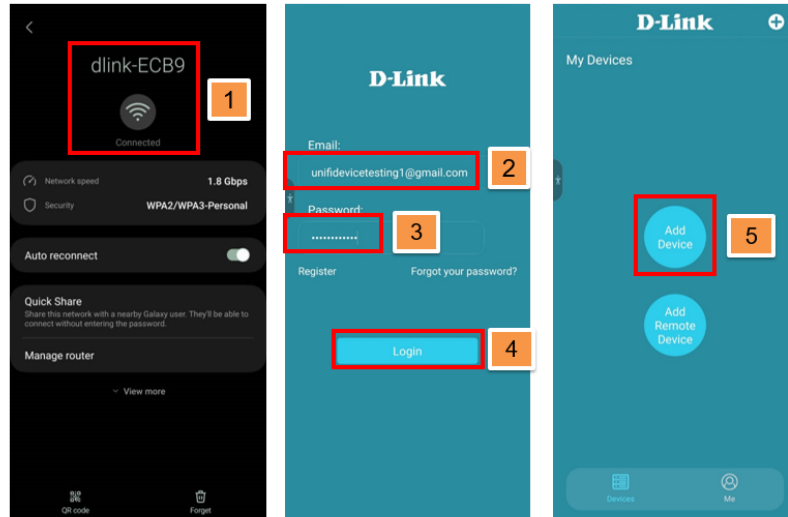
NO.	QUESTION	ANSWER
SPEED TEST FOR 1GBPS AND 2GBPS		
24	How do I check the speed of my Unifi 1Gbps and 2Gbps?	<ul style="list-style-type: none"> Once your service is activated, you can run a speed test using a mobile app specifically provided for 1 Gbps and 2 Gbps plan.
25	What do I need to do after TM has successfully upgraded my speed / package?	<ul style="list-style-type: none"> Step 1: You are required to turn off your wireless router for 10 minutes to allow new configuration to take place before you can enjoy your new speed. Step 2: Once done, you can start testing your Unifi speed using the mobile app specifically provided for 1 Gbps and 2 Gbps. <p>IMPORTANT NOTES:</p> <ul style="list-style-type: none"> Before you perform the speed test, please stop any ongoing downloading activities and shut down any programs that may be utilizing your connection i.e. P2P, streaming, etc.
26	Where can I get the mobile app to run the speed test?	<ul style="list-style-type: none"> After installation, our Care Crew will guide and provide you with the speed test app. You can also download the app from Google Play Store or Apple Apps Store by searching D-LINK Wi-Fi Air. 

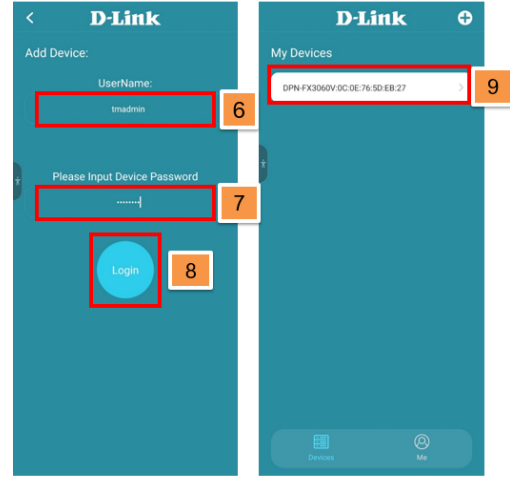
NO.	QUESTION	ANSWER
27	Why do I need to test the speed using a mobile app?	<ul style="list-style-type: none"> TM Ultra Speedtest server can only be accessed via D-Link mobile app and capable to reach up to 2Gbps. Built-In Speedtest Engine inside the Optical Network Router has been optimized for 2Gbps speedtest. <ul style="list-style-type: none"> Speedtest using a single device (Laptop, PC etc.) via LAN port as opposed to speedtest via app will not exceed more than 1Gbps due to limitation of Gigabit Ethernet LAN on Optical Network Router device. <p><i>D-Link Wi-Fi Air App Speedtest Diagram</i></p>  <p>Speed test via D-Link Wi-Fi Air app can achieve 90% from subscribed speed for download and upload.</p> <p>1Gbps Subscribed Speed: DL: 1Gbps UL: 500Mbps</p> <p>2Gbps subscribed speed: DL: 2Gbps UL: 1Gbps</p> <p>Built-In <u>Speedtest</u> Engine inside the Optical Network Router works hand in hand with D-Link Wi-Fi Air app.</p> <p>Speed test using a single device (Laptop, PC, etc.) via LAN port as opposed to speed test via app will not exceed more than 1Gbps due to the limitation of Gigabit Ethernet LAN.</p>

NO.	QUESTION	ANSWER
28	What are the features included in the mobile app?	<ul style="list-style-type: none">Mobile app features: <div></div> <div>D-LINK WiFi Air Android App Version: 1.0.8</div> <div>Monitoring Features<ul style="list-style-type: none">➤ Mesh status (Online/Offline)➤ List of connected clients on each Mesh Satellite➤ Apps Firmware Version➤ WAN and LAN IP information</div> <div>Management Features<ul style="list-style-type: none">➤ Wireless SSID configuration➤ Parental control➤ Mesh reboot➤ VLAN configuration (for VOBB or IPTV)</div> <div>Built-in Speedtest Dashboard</div>

NO.	QUESTION	ANSWER
29	Do I have to register to use the mobile app?	<ul style="list-style-type: none">Yes, you need to register as per steps below: <div></div> <p>STEP 1: Open D-Link WiFi Air App on Android mobile phone. STEP 2: Select Country: Malaysia STEP 3: Tap on Register button to register for an account</p>

NO.	QUESTION	ANSWER
		<div data-bbox="728 371 1019 976">  <p>The screenshot shows the D-Link app registration interface. It includes fields for Email (unifidevicetesting1@gmail.com), Verification Code (492415), and Password (masked with dots). A 'Send email verification code' button is next to the verification code field. A 'Register' button is at the bottom. Red boxes highlight the email field (4), verification code field (7), password field (8), 'Send email verification code' button (5), and the 'Register' button (9).</p> </div> <div data-bbox="1041 395 1888 837"> <p>STEP 4: Insert email address STEP 5: Tap on “Send email verification code” STEP 6: Receive Account activation email and copy verification code STEP 7: Insert verification code STEP 8: Create login password STEP 9: Tap on Register button</p>  <p>The screenshot shows an email titled 'Account activation' from 'lot.service@alibabacloud.com'. It contains a verification code '492415' which is highlighted with a red box (6). The email also states: 'Please use the following code to complete verification: 492415' and 'This Verification Code is time sensitive, so you need to use it within 20 minutes of receiving our email. If your code expires, please reattempt to generate another Verification Code.'</p> </div>
30	How do I connect the mobile app with my internet's Wi-Fi?	<ul style="list-style-type: none"> You can connect your mobile app with your internet's Wi-Fi as per steps below:

NO.	QUESTION	ANSWER
		<div data-bbox="732 389 1516 908">  <p>The answer section contains three screenshots of the D-Link mobile app interface, each with a numbered orange box indicating a step:</p> <ul style="list-style-type: none"> Screenshot 1: Shows the 'dlink-ECB9' router selected and connected. A red box highlights the router name and status. Screenshot 2: Shows the login screen with fields for Email and Password. A red box highlights the email field. Screenshot 3: Shows the 'Add Device' button. A red box highlights the button. </div> <div data-bbox="1532 507 1863 699"> <p>STEP 1: Connect mobile phone to Optical Network Router Wi-Fi STEP 2: Insert registered email address STEP 3: Enter password STEP 4: Tap on Login button STEP 5: Tap on Add Device</p> </div>

NO.	QUESTION	ANSWER
		<div data-bbox="698 395 1205 874"></div> <p>STEP 6: Enter Optical Network Router Username: tadmin</p> <p>STEP 7: Enter Optical Network Router Password: Adm@XXXX (according to device label)</p> <p>STEP 8: Tap on Login button</p> <p>STEP 9: Tap on device list</p>

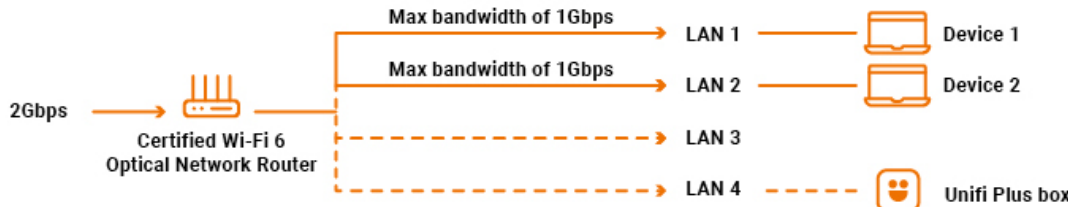












NO.	QUESTION	ANSWER										
31	Can I use the current Unifi speed test website for 1Gbps and 2Gbps plan?	<div><div><div><div>■</div><div>Yes. 1Gbps will require minimum of a single laptop while 2Gbps will require minimum of two (2) laptops for an aggregated (1+1) speed test.</div></div><div><div>■</div><div>For reference, the following laptop specification has been used during 1Gbps & 2Gbps LAN speed test:</div></div></div><div><table><tr><td>Device Model</td><td>HP ProBook 440 G7</td></tr><tr><td>CPU</td><td>Intel® Core™ i5-10210U CPU @ 1.6GHz 2.11GHz</td></tr><tr><td>Memory</td><td>8GB</td></tr><tr><td>OS</td><td>Windows 10 Pro</td></tr><tr><td>Ethernet</td><td>Realtek 10/100/1000 GbE NIC</td></tr></table></div><div><div><div>■</div><div>Speed test via LAN diagram for illustration:</div></div><div><p>The Optical Network Router (ONR) will have four wired connections, providing a combined bandwidth of 2Gbps. Each connection is capable of transmitting data at a maximum speed of 1Gbps.</p></div></div><div>Figure 3: Speed test via LAN</div></div>	Device Model	HP ProBook 440 G7	CPU	Intel® Core™ i5-10210U CPU @ 1.6GHz 2.11GHz	Memory	8GB	OS	Windows 10 Pro	Ethernet	Realtek 10/100/1000 GbE NIC
Device Model	HP ProBook 440 G7											
CPU	Intel® Core™ i5-10210U CPU @ 1.6GHz 2.11GHz											
Memory	8GB											
OS	Windows 10 Pro											
Ethernet	Realtek 10/100/1000 GbE NIC											

Figure 3: Speed test via LAN



NO.	QUESTION	ANSWER											
32	How does the speed test in mobile app work?	<ul style="list-style-type: none">Speed test measures the internet speed between Optical Network Router via GPON WAN connection to the dedicated TM Ultra Speedtest server and the result of the speed test will be shown in the mobile app.											
33	Do I need internet connection to use the speed test app?	<ul style="list-style-type: none">Yes. D-Link Wi-Fi Air app will require internet connection to access the dedicated TM Ultra Speedtest server.											
34	Do I need to connect to my internet Wi-Fi account to use the speed test app?	<ul style="list-style-type: none">Yes. D-Link Wi-Fi Air app needs to be installed and connected to your Wi-Fi.											
35	Can I connect with a different internet Wi-Fi account to test my internet account speed via the speed test app?	<ul style="list-style-type: none">No. This feature is not currently available and will be supported later.											
36	What download and upload speeds can I expect if I test the speed from my computer by LAN cable to the Optical Network Router LAN port?	<ul style="list-style-type: none">Please refer to the table below for speed test result example:<table><tr><td></td><td>1 Gbps</td><td colspan="2">2 Gbps</td></tr><tr><td rowspan="2">No. of client device</td><td>A single laptop connected to a single LAN port</td><td colspan="2">Dual laptops connected to dual LAN ports</td></tr><tr><td>Laptop 1</td><td>Laptop 1</td><td>Laptop 2</td></tr></table>		1 Gbps	2 Gbps		No. of client device	A single laptop connected to a single LAN port	Dual laptops connected to dual LAN ports		Laptop 1	Laptop 1	Laptop 2
	1 Gbps	2 Gbps											
No. of client device	A single laptop connected to a single LAN port	Dual laptops connected to dual LAN ports											
	Laptop 1	Laptop 1	Laptop 2										

NO.	QUESTION	ANSWER
		<div> <div>Speedtest Example 1</div> <div>  <div> <div>Ⓢ PING Ⓢ DOWNLOAD</div> <div>3 948.2</div> <div>ms Mbps</div> </div> <div> <div>Ⓢ JITTER Ⓢ UPLOAD</div> <div>1 531.9</div> <div>ms Mbps</div> </div> <div> <div>TM</div> <div>210.195.6.231</div> <div></div> </div> </div> <div>  <div> <div>Ⓢ PING Ⓢ DOWNLOAD</div> <div>2 948.8</div> <div>ms Mbps</div> </div> <div> <div>Ⓢ JITTER Ⓢ UPLOAD</div> <div>0 328.1</div> <div>ms Mbps</div> </div> <div> <div>TM</div> <div>210.195.6.231</div> <div></div> </div> </div> <div>  <div> <div>Ⓢ PING Ⓢ DOWNLOAD</div> <div>3 938.5</div> <div>ms Mbps</div> </div> <div> <div>Ⓢ JITTER Ⓢ UPLOAD</div> <div>1 707.6</div> <div>ms Mbps</div> </div> <div> <div>TM</div> <div>210.195.6.231</div> <div></div> </div> </div> </div>

NO.	QUESTION	ANSWER
		<div> <div>Speedtest Example 2</div> <div>  <div> <div>Ⓢ PING Ⓣ DOWNLOAD</div> <div>2 946.7</div> <div>ms Mbps</div> </div> <div> <div>Ⓢ JITTER Ⓣ UPLOAD</div> <div>0 530.3</div> <div>ms Mbps</div> </div> <div> <div>TM</div> <div>210.195.6.231</div> <div></div> </div> </div> <div>  <div> <div>Ⓢ PING Ⓣ DOWNLOAD</div> <div>3 947.4</div> <div>ms Mbps</div> </div> <div> <div>Ⓢ JITTER Ⓣ UPLOAD</div> <div>1 589.2</div> <div>ms Mbps</div> </div> <div> <div>TM</div> <div>210.195.6.231</div> <div></div> </div> </div> <div>  <div> <div>Ⓢ PING Ⓣ DOWNLOAD</div> <div>2 928.5</div> <div>ms Mbps</div> </div> <div> <div>Ⓢ JITTER Ⓣ UPLOAD</div> <div>1 452.0</div> <div>ms Mbps</div> </div> <div> <div>TM</div> <div>210.195.6.231</div> <div></div> </div> </div> </div>



NO.	QUESTION	ANSWER
		<div data-bbox="719 368 891 435">Speedtest Example 3</div> <div data-bbox="896 368 1234 901"> </div> <div data-bbox="1265 368 1621 901"> </div> <div data-bbox="1653 368 2009 901"> </div>
37	What can I do to improve the speed via wireless connectivity?	<ul style="list-style-type: none"> ▪ We recommend you to practice these tips in order to improve the speed via wireless connectivity: <ul style="list-style-type: none"> (a) HEAT – Place your wireless router away from areas with high temperature as heat will affect the router performance and browsing experience. <ul style="list-style-type: none"> a. Wireless router should be placed in an open area to allow heat ventilation. b. Place the broadband equipment next to each other instead of stacking it up to reduce the risk of overheating. (b) DISTANCE – Wireless router has distance limitations when it comes to signal range. As distance increases, the signal becomes weaker. <ul style="list-style-type: none"> a. Consider placing your Wireless router in an area where you would frequently do your browsing activities.



NO.	QUESTION	ANSWER
		<p>(c) OBSTRUCTION – Wi-Fi signal efficiency will decrease when it passes through physical obstruction e.g.: thick walls, metals and solid objects.</p> <ol style="list-style-type: none"> Consider placing your Wireless router in an open area to maximise signal reception Avoid placing your router in a closed cabinet, secluded room or under the stairs. <p>(d) ELECTROMAGNETIC INTERFERENCE – Signal waves generated by home appliances such as microwave ovens, refrigerators, baby monitors can interfere with your Wi-Fi connectivity.</p> <ol style="list-style-type: none"> Place your Wireless router away from the home appliances Avoid sharing the power socket that is connected with the home appliances. <p>(e) WI-FI SECURITY PASSWORD – A user may hack into your Wi-Fi security password to get free internet access. The more users connected to your Internet, the more bandwidth will be consumed; thus affecting your browsing experience.</p> <ol style="list-style-type: none"> Consider setting a unique and strong Wi-Fi security password. Consider changing your Wi-Fi security password from regular basis to improve your network security <ul style="list-style-type: none"> Alternatively, you can visit this link for further information on tips to enhance your wireless connectivity speed.
RELOCATION		
38	What if I need to relocate my Unifi Home service? Are there any charges that I need to pay?	<ul style="list-style-type: none"> Relocation request can be made via Live Chat through unifi.com.my or MyUnifi app, and help@tm.com.my. Please note that you are subject to service availability at the new area where you wish to relocate the service.



NO.	QUESTION	ANSWER
39	I'm subscribing to Unifi Home and I will be relocating to an area where there's no Unifi coverage. Can I terminate my Unifi service without any penalty?	<ul style="list-style-type: none"> ▪ If you relocate to a Unifi non-serviceable area: <ul style="list-style-type: none"> • You have the option to subscribe to any Broadband speed available depending on the area served. • If you do not wish to subscribe to any of the Broadband packages available, Unifi has the right to charge early termination fee of your Unifi Home account (if applicable). • If you're relocating to an area where our services are unavailable, please note that the Early Termination Penalty (ETP) and our 30-day policy will still apply. We encourage you to explore other options provided by TM to make your service relocation as smooth as possible
UNIFI HOME INSTALLATION & ACTIVATION		
40	When will my Unifi Home service be activated?	<ul style="list-style-type: none"> ▪ The lead time for your Unifi service to be activated is up to seven (7) days from the date of registration.
41	How long does a typical Unifi Home installation and testing take?	<ul style="list-style-type: none"> ▪ Installation and testing are expected to take approximately 4 to 8 hours depending on the type of your premises due to the sensitive nature and the complexity involved in fiber installations. ▪ The installation process includes site survey, ducting, piping, electrical work and equipment configurations.
42	Does TM allow customers to appoint their own contractor to perform internal wiring?	<ul style="list-style-type: none"> ▪ Yes, we do. You may call their own contractor to fix the internal wiring but Unifi will not be liable for any damages resulting from any works done by third parties.



NO.	QUESTION	ANSWER
43	What are the charges for installation fee and equipment?	<ul style="list-style-type: none"> ▪ Installation charge for Unifi is RM200 (currently waived for standard installation for the first 50 meters only). If your premises requires non-standard installation or additional cabling, extra charges will be imposed by TM Contractor. ▪ The standard package is inclusive of equipment worth approximately RM1,000 that will also be given free-of-charge to you.
44	Can I use the unifi service at different location?	<ul style="list-style-type: none"> ▪ Subscriber only allowed to use the unifi service at installation address and not allowed to use the service at any other different location than the installation address.
TRANSFER OF OWNERSHIP		
45	Are there any charges if I request for change of ownership?	<ul style="list-style-type: none"> ▪ Yes, change of ownership is subject to a one-off fee of RM10 per change request.



NO.	QUESTION	ANSWER
46	Where can I request for change of ownership?	<ul style="list-style-type: none">Change of ownership request can be made at any TMpoint outlets nationwide. Both existing and new owners must be present with their respective MyKad.
UPFRONT PAYMENT		
47	Do I need to pay any upfront payment during application?	<ul style="list-style-type: none">Yes. For unifi Home service application, without biometric verification you are required to pay an upfront payment of RM100 (for Malaysians) or RM500 (for non-Malaysians or a permanent resident of Malaysia).The upfront payment will be collected within 10 days from the date of their service activation. Customers will be notified on their successful payment through SMS and the payment will be reflected in their next bill.
PAYMENT & BILLING		



NO.	QUESTION	ANSWER
48	When will I get my first bill after I subscribe to Unifi Home package?	<ul style="list-style-type: none"> You can expect to receive your first e-bill within one (1) month upon service activation. The first bill will include pro-rated package fee (current usage) and one (1) month advance payment.
49	Where can I pay my Unifi bill?	<ul style="list-style-type: none"> Subscribe to TM Autopay Service for monthly auto deduction from your preferred saving/current bank account or credit/debit card (Local Issued Bank only) using the below channels: <ul style="list-style-type: none"> ➤ Unifi.com.my ➤ MyUnifi app (Downloadable via Google Play Store, Apple AppStore and Huawei AppGallery) Log into Unifi.com.my or MyUnifi app and pay using FPX or Credit/Debit Card (Local Issued Bank only) JomPAY via Internet/Mobile Banking and ATM (Biller code: 8888 (Unifi)) Boost and Touch 'n Go eWallet Alternatively, you can pay your bills through counter/kiosk as per below channels: <ul style="list-style-type: none"> ➤ TMpoint outlets – Kiosk only using Cash, Credit/Debit Card/Cheque ➤ TMpoint Authorized Dealer (TAD) – Counter using Cash, Credit/Debit Card/Cheque ➤ PayQuik Kiosk – Cash only ➤ Ejen Bank Berdaftar BSN (EBB) – Cash only ➤ Epay – Cash only ➤ ONEPAY (M1) – Cash only ➤ 7-Eleven, 99 Speedmart, MyNEWS, KK Mart outlet – Cash only For the full list of our authorised bill payment channels, click here
50	How do I retrieve my Unifi bill statement?	<ul style="list-style-type: none"> e-Bill (softcopy) – e-Bill sent to your preferred email address for FREE SMS – You will also receive SMS text notification from 61000, 3 to 7 days from your bill date. The content is the bill amount, bill due date and Unifi portal link to view & pay the bill. Unifi Portal – You can view your bills for the past six (6) months via online by logging to Unifi.com.my MyUnifi app – You can view your bills for the past six (6) months via online by logging to MyUnifi app



NO.	QUESTION	ANSWER
51	How do I change my billing email address?	<p>You can refer to the following steps to update your email address.</p> <p><u>Update email address via Unifi portal:</u></p> <ol style="list-style-type: none"> 1. Login to Unifi.com.my 2. Go to My Profile 3. Select account 4. Click “Edit” button under My Billing Profile <p><u>Update email address via MyUnifi app:</u></p> <ol style="list-style-type: none"> 1. Login to MyUnifi app 2. Go to Account tab 3. Tap on “View Account” 4. Tap on “Account Details” 5. Tap on “Edit” button under Account Information
52	I cannot open my Unifi softcopy bill attachment received in my email. What should I do?	<ul style="list-style-type: none"> ▪ In order to view your Unifi e-Bill, please ensure your device is installed with Adobe Reader (version 7 or above). ▪ If you do not have the software installed in your device, you can download it for free from Adobe website. ▪ Alternatively, you can view the bill statement from the MyUnifi app or Unifi self care portal at Unifi.com.my
53	Can I request to change my softcopy bill to hardcopy bill?	<ul style="list-style-type: none"> ▪ As part of our support in going green and saving the environment, we went fully digital and no longer deliver printed bills since September 2018. You may print the hardcopy bill via Unifi self care portal at Unifi.com.my.



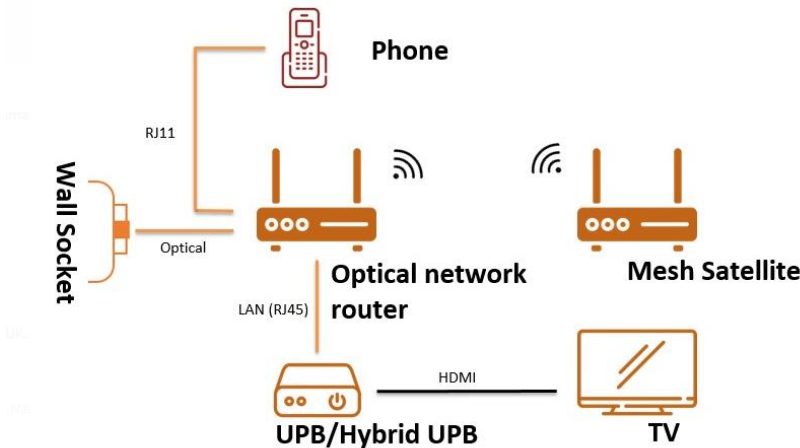
NO.	QUESTION	ANSWER
54	I did not receive my Unifi bills. What should I do?	<ul style="list-style-type: none"> ▪ We will send your Unifi bills to your preferred email address to enhance reachability. ▪ To ensure that you will not miss your bill statement, please verify that your preferred email address for billing purposes under the "My Profile" section at the Unifi portal is correct. Your Unifi bill may have been sent to your junk mail folder, so we would like to advise that the email address noreply@unifi.com.my is added to your e-mail Address Book and/or the "Approved Sender" list. ▪ Alternatively, you can view your bills via online by logging to Unifi.com.my or MyUnifi app
55	Can I check my previous month's statement?	<ul style="list-style-type: none"> ▪ Yes. You can view your previous bill statements up to six (6) previous months via Unifi.com.my or MyUnifi app.
56	How do I make online payments via Unifi portal?	<ul style="list-style-type: none"> ▪ Step 1: Sign in to Unifi portal at unifi.com.my ▪ Step 2: Select account ▪ Step 3: Click "Pay Now" button ▪ Step 4: Click "Next" button ▪ Step 5: Select payment method either Credit/Debit Card or Online Banking ▪ Step 6: Click "Next" to proceed with the payment.
57	How do I make online payments via the MyUnifi app?	<ul style="list-style-type: none"> ▪ Step 1: Sign in to the MyUnifi app ▪ Step 2: Tap on "Account" menu ▪ Step 3: Tap on "Pay Bills" button at the bottom ▪ Step 4: Select account and Tap on "Pay" ▪ Step 5: Select payment method either Credit/Debit Card or Online Banking ▪ Step 6: Click "Next" to proceed with the payment.



NO.	QUESTION	ANSWER
58	In my Unifi bill, charges for Internet and Unifi TV are listed separately. Does this mean I can remove my Unifi TV pack?	<ul style="list-style-type: none"> Unifi TV is part of Unifi's triple play service offering i.e. Internet, Voice and IPTV. As such, it is inclusive and cannot be removed.
UNIFI HOME EQUIPMENT		
59	What Unifi home equipment should I get for 800Mbps and below?	<ul style="list-style-type: none"> For 800Mbps, 500Mbps and 300Mbps plans: <ol style="list-style-type: none"> Optical Network Termination (ONT) Mesh Wireless Gateway (MWG) AX3000 and Mesh Satellite For 100Mbps plan: <ol style="list-style-type: none"> Optical Network Termination (ONT) Mesh Wireless Gateway (MWG) AX1800 and Mesh Satellite For 30Mbps plan: <ol style="list-style-type: none"> Optical Network Termination (ONT) Residential Gateway (RG) AC1200
60	What Unifi home equipment should I get for 1Gbps and 2Gbps?	<ul style="list-style-type: none"> For 1Gbps and 2Gbps plans: <ol style="list-style-type: none"> Optical Network Router AX3000 and Mesh Satellite



NO.	QUESTION	ANSWER
61	What is the difference in Unifi home equipment between 1Gbps/2Gbps and 800Mbps & below?	<ul style="list-style-type: none">▪ 1Gbps and 2Gbps subscribers will not receive Optical Network Termination (ONT) as this device has been integrated in the Optical Network Router AX3000.
62	For Optical Network Router configuration, can it be done remotely via the mobile app?	<ul style="list-style-type: none">▪ No. This feature is not currently available and will be supported later.
63	How does a 2Gbps network work?	<ul style="list-style-type: none">▪ 2Gbps connection is enabled via a GPON WAN connection.
64	In an illustration or a diagram, how does a 2Gbps network work?	<ul style="list-style-type: none">▪ The 2Gbps network is further illustrated in the diagram below:

NO.	QUESTION	ANSWER
		
65	My internet speed test for 2Gbps plan is not going beyond 1Gbps. Is this normal?	<ul style="list-style-type: none"> ▪ It is recommended to perform speed test via D-Link Wi-Fi Air app to achieve speed test result beyond 1Gbps. ▪ If you wish to perform the speed test through Unifi speed test website, please refer to 'Figure 3: Speed test via LAN' diagram for the guide.
66	What is the benefit of having a 2Gbps network in the homes?	<ul style="list-style-type: none"> ▪ With the demands and trends for higher bandwidth growing each year, this ultra-speed package will fulfill those needs for higher bandwidth.



NO.	QUESTION	ANSWER
67	Can I use a third party router in conjunction with my Optical Network Router?	<ul style="list-style-type: none"> We highly recommend that you use TM's provided equipment only as the device has been configured to work with TM network environment.
68	Can I use my own equipment instead of using the Optical Network Router?	<ul style="list-style-type: none"> We highly recommend that you use TM's provided equipment only as the device has been configured to work with TM network environment.
TELEPHONE SET		
69	Am I eligible to get a telephone set if I subscribe to Unifi Home plans?	<ul style="list-style-type: none"> Unifi Home plans do not come with telephone set. You may buy the telephone set from TMpoint outlets or any other shops selling the DECT phone.
70	The Unifi Home plans also come with a fixed line. Can I make any calls?	<ul style="list-style-type: none"> Yes, you are able to make calls. However, you will need to purchase your own telephone set by visiting the nearest TMpoint or any telecommunications outlets.
71	Where can I get the telephone set?	<ul style="list-style-type: none"> Our voice service is compatible with any telephone set. You can get your phone set at the nearest TMpoint outlet or any telecommunications merchants.
OTHER EQUIPMENT		



NO.	QUESTION	ANSWER
72	What should I do if my Unifi Home equipment is faulty?	<ul style="list-style-type: none"> ▪ If the fault is due to a manufacturing defect and the equipment is still under warranty, the equipment will be replaced for FREE. ▪ If the fault is due to customer, customer has an option to replace the equipment either by purchasing a new set of equipment at their own cost without the service contract period being extended or opt for renewal of service in which the contract period of subscribed service will be refreshed effective from the date of the 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 • Twitter at @helpmeunifi • Email to help@tm.com.my b) Call to 100
73	Will I get a new equipment if I upgrade from broadband to Unifi Home package?	<ul style="list-style-type: none"> ▪ For existing broadband (Streamyx or Unifi Lite) subscribers who have upgraded to any of the Unifi Home packages, we will provide you with a new set of equipment. ▪ For change of plan for Unifi Home, your equipment will not be changed.



NO.	QUESTION	ANSWER
74	What are other things about Unifi Home that I should know?	<ul style="list-style-type: none"> ▪ These are additional information that may help you understand more about Unifi home services: <ul style="list-style-type: none"> ▪ If your premises is a high rise building served via copper, you are required to terminate your existing broadband service (if any) before subscribing to Unifi Home. ▪ Minimal drilling is required for fibre installation to the premises. You will be responsible for providing a TV set and 4-socket extension cord to complete the installation. No installation appointment will be made for premises under renovation. ▪ All triple play services (internet, voice and TV) will be activated during service installation. Partial service activation is not allowed. ▪ Unifi Home is a wired broadband service. Wireless connectivity is an additional feature that TM provides for free and is subject to interference and obstructions factor which may affect its quality. ▪ Unifi Home account owner or authorised contact person must be available during the service installation. For high rise premises, owners are required to make arrangement with Building Management Office for installation permission, internal cabling and access to telecommunication room. ▪ For internal cabling, additional charges will be applied for standard cables more than 50 meters and payment will be made directly to the contractor. ▪ For other optional installation e.g. wiring inside ceiling or external cabling (pole to ground with surface cabling to premises), you may appoint your own contractor or deal directly with TM appointed contractor. Payment will be made directly to the contractor. ▪ Please provide a correct and valid billing email address & mobile phone number. TM will send your monthly bill via e-Bill to your registered email address. Apart from e-Bill, you will also receive SMS



NO.	QUESTION	ANSWER
		<p>text notification within 7 days after the bill is ready. The content of the SMS is the bill amount, bill due date and Unifi portal link to view & pay the bill. Your bill is also accessible at Unifi portal (Unifi.com.my) and MyUnifi app.</p> <ul style="list-style-type: none"> All Unifi Home equipment provided by TM is covered by a 12-month manufacturer's warranty.
TERMINATION		
75	How do I terminate my broadband subscription?	<p>Step 1: You may give us a 30-day notice on your intention to terminate the service via any of the channels below</p> <p>a) Online channels:</p> <ul style="list-style-type: none"> Unifi portal (Unifi.com.my) Live Chat at https://maya.unifi.com.my or MyUnifi app Facebook at facebook.com/weareunifi Twitter at @helpmeunifi Email to help@tm.com.my <p>b) Call 100</p> <p>c) Walk in to the nearest TMpoint</p> <p>Step 2: We will provide your pre-final bill indicating your outstanding balance. TM representative will call you within seven (7) days to confirm on your termination request. Upon payment settlement, we will proceed with termination order on day 31 from your termination notice.</p>



NO.	QUESTION	ANSWER						
		Step 3: For Unifi account, you will receive an SMS when your termination request is completed.						
76	What document do I need to bring for termination procedure at TMpoint?	<ul style="list-style-type: none">Please bring along your MyKad for thumbprint verification and a copy of the front page of your Bank Account Statement (displaying Bank Account Name & Bank Account Number).						
77	What if I couldn't go to TMpoint personally to terminate the service?	<ul style="list-style-type: none">You are allowed to send an authorised representative to terminate the service on your behalf only for the following scenarios listed below:<table><tr><th>Scenario</th><th>Supporting document required from an authorised representative</th></tr><tr><td>You have serious medical problem/unable to walk-in to TMpoint/ Critical Illness</td><td><ul style="list-style-type: none">Doctor's consent letter on the account owner's medical condition/ Medical appointment card/any valid medical supporting document.A copy of the owner's IC/PassportAuthorised person's IC/PassportAuthorisation letter with the owner's signature</td></tr><tr><td>You are not in Malaysia (resides / working overseas)</td><td><ul style="list-style-type: none">A copy of the owner's passport or letter to prove that you are studying /working abroadA copy of the owner's IC/PassportAuthorised person's IC/PassportAuthorisation letter with the owner's signature</td></tr></table>	Scenario	Supporting document required from an authorised representative	You have serious medical problem/unable to walk-in to TMpoint/ Critical Illness	<ul style="list-style-type: none">Doctor's consent letter on the account owner's medical condition/ Medical appointment card/any valid medical supporting document.A copy of the owner's IC/PassportAuthorised person's IC/PassportAuthorisation letter with the owner's signature	You are not in Malaysia (resides / working overseas)	<ul style="list-style-type: none">A copy of the owner's passport or letter to prove that you are studying /working abroadA copy of the owner's IC/PassportAuthorised person's IC/PassportAuthorisation letter with the owner's signature
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NO.	QUESTION	ANSWER						
		<table><tr><td>OKU</td><td><ul style="list-style-type: none">▪ A copy of the owner's IC/Passport▪ Authorised person's IC/Passport▪ Authorisation letter with the owner's signature.▪ The owner's OKU card</td></tr><tr><td>Senior Citizen (60 years and above)</td><td><ul style="list-style-type: none">▪ A copy of the owner's IC/Passport▪ Authorised person's IC/Passport▪ Authorisation letter with the owner's signature.</td></tr><tr><td>Demise of the account owner</td><td><ul style="list-style-type: none">▪ Authorised person's IC/Passport▪ The original / certified true copy of the death certificate of the account owner</td></tr></table>	OKU	<ul style="list-style-type: none">▪ A copy of the owner's IC/Passport▪ Authorised person's IC/Passport▪ Authorisation letter with the owner's signature.▪ The owner's OKU card	Senior Citizen (60 years and above)	<ul style="list-style-type: none">▪ A copy of the owner's IC/Passport▪ Authorised person's IC/Passport▪ Authorisation letter with the owner's signature.	Demise of the account owner	<ul style="list-style-type: none">▪ Authorised person's IC/Passport▪ The original / certified true copy of the death certificate of the account owner
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78	Where can I get sample of the authorisation letter?	<ul style="list-style-type: none">▪ You may view a sample of authorisation letter here.						
79	Do I need to return my device (phone/modem/router etc.) upon termination?	<ul style="list-style-type: none">▪ Upon termination, you are not required to return any of your devices.						
80	I am a non-Malaysian, how would I receive my	<ul style="list-style-type: none">▪ Your refund will be transferred to your preferred bank account within three (3) months / 90 days upon termination. Please ensure to provide us with your banking details via our support channels or at any TMpoint outlet nationwide upon your termination request.						



NO.	QUESTION	ANSWER
	deposit upon termination?	
81	I have credit balance after my account has been terminated. How can TM refunds the credit balance?	<ul style="list-style-type: none">• You will receive the credit balance refund transferred to your bank account if your final bill has negative amount.• Please provide your active bank account number that is able to receive cash deposit transaction and a copy of bank statement of your bank account, with clear info on your full name as in NRIC and active bank account number.
82	What is the minimum amount that TM will refund?	<ul style="list-style-type: none">• The minimum amount that is eligible for a refund via bank account transfer is RM10.01. Credit balance RM10.00 or less will not be refunded.
83	What will happen if I terminate my Unifi package within the contract period?	<ul style="list-style-type: none">▪ If you terminate your Unifi package within the contract period, you will be charged with the early termination penalty fees which is the full subscription fee of the remaining contract period.