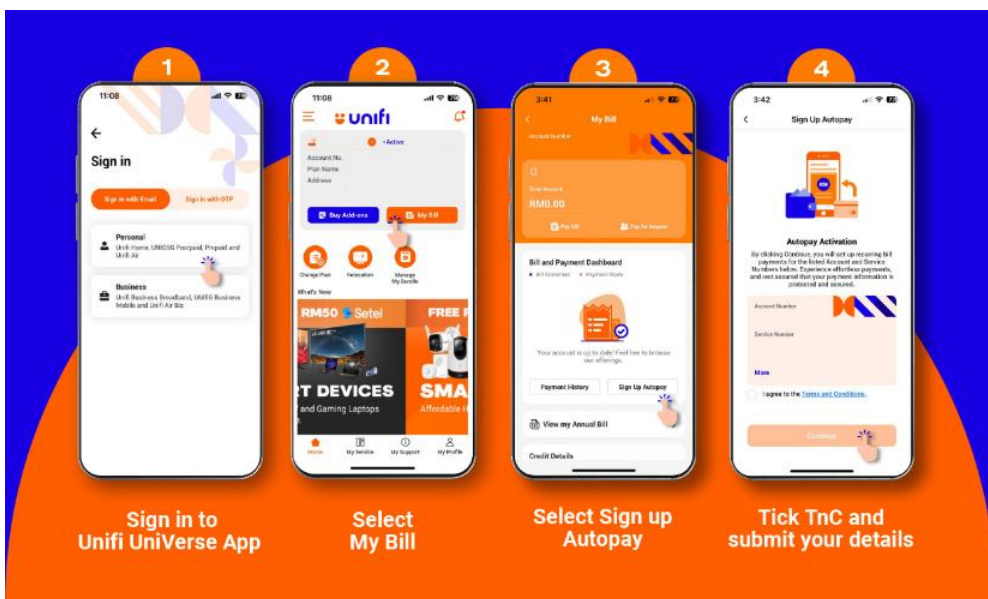


FREQUENTLY ASKED QUESTIONS (FAQ) ON WIRELESS HOME PHONE (WHP) SYSTEM MIGRATION

NO.	QUESTION	ANSWER
1.	What is this Wireless Home Phone (WHP) system migration all about?	The Wireless Home Phone (WHP) system migration is a service update where existing customers are moved to a new system. This process involves several administrative changes to how your account is managed, though your actual phone service will remain the same.
2.	Will my account number remain the same after the migration?	No. You will be assigned a new account number following the migration.
3.	I am currently using Autopay. Do I need to reapply?	<p>Yes. You must submit a new Autopay application once you receive your new account number. You can easily re-apply via the Unifi UniVerse app. Please refer to the steps below:</p>  <p>Note: First-time users can refer to Question 12 for a step-by-step guide on how to log in to the Unifi UniVerse app</p>
4.	What happens to my outstanding balance if I have multiple phone lines (e.g., Home/Business lines (DEL) and	<p>Any outstanding balance will not be carried over; it will remain tied to your old account.</p> <p>Note:</p> <ul style="list-style-type: none"> WHP (Wireless Home Phone): This refers to a home or business line that uses a wireless router and a SIM card to provide phone service rather than a physical socket or outlet on your wall where you plug in the phone cable.

	Home/Business lines (using WHP equipment) under the same old account?	<ul style="list-style-type: none"> DEL (Direct Exchange Line): This refers to a traditional fixed line (often called a "copper" line) that is physically wired into the building.
5.	What happens to my outstanding balance if my account only consists of a Home/Business line (using WHP equipment)?	In this case, your outstanding balance will be transferred to your new account.
6.	Will my WHP equipment be replaced during/after the migration?	<p>No. You will continue to use your existing WHP equipment throughout the migration process.</p> <p>There is no need to change your WHP equipment; your current equipment will continue to work as usual during and after the migration activity.</p>
7.	Can I replace my WHP router if it is faulty?	<p>Yes. Replacement terms are as follows:</p> <ul style="list-style-type: none"> Fault due to TM (Within Warranty): Free of charge. Fault due to Customer: A one-time charge of RM260 will be applied to your new account. <p>You will receive the new equipment via courier within East Malaysia: 1-2 Business days and West Malaysia: 1-5 Business days from the report date. Please remember to transfer your existing SIM card to the new router.</p>
8.	My SIM card is faulty. How do I get a replacement?	<p>SIM card replacements are free of charge. You may:</p> <ol style="list-style-type: none"> Visit the nearest Unifi Store / TMpoint for an immediate replacement. Call 100 to have a new SIM sent via courier to your address, within East Malaysia: 1-2 Business days and West Malaysia: 1-5 Business days days.
9.	Will my phone number change?	No. You will retain your existing phone number.

10.	If I have both Home/Business lines (DEL) and Home/Business lines (using WHP equipment) lines, will my deposit be carried over to the new account?	No. The deposit will be maintained in your old account.
11.	If I only have a Home/Business line (using WHP equipment), what happens to my deposit?	The deposit will be used to offset any outstanding balance on your old account. Any remaining credit or debt will then be automatically adjusted and transferred to the new account.
12.	How do I log in to the Unifi UniVerse app as first-time user?	You need to download the Unifi UniVerse app from your app store. Then, follow these simple steps to get started:

STEP 1

Log in to the Unifi UniVerse app with your **Unifi Digital ID (email address)**.

STEP 2

Tap **"My Profile"** on the homepage.

STEP 3

Enter your details and tap **"Link my Account"**. Select your ID Type and enter your ID Number.

STEP 4

Tap **"Get OTP"**. The OTP will be sent to your registered contact number.

STEP 5

Tap **"Link Account"** to complete the setup and start using the Unifi UniVerse app!

13. Who should I contact if I need further assistance or have any questions?

- You can chat with Maya via the Unifi UniVerse app or <https://maya.unifi.com.my>