

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
SME BIZ DEAL CAMPAIGN**

| NO. | QUESTION | ANSWER | | | | |
|--|---|--|------------|------------|--|---|
| 1. | What is SME Biz Deal Campaign? | <ul style="list-style-type: none"> SME Biz Deal Campaign is a package of fibre connectivity with solution bundling. You may subscribe to Unifi Business with one (1) or two (2) Solutions. Unifi Business speed: Starting from 30Mbps up to 800Mbps packages. Solutions: Cloud Storage or eCommerce Hub or Kaspersky Small Office Security (SOS) or Digital Marketing Solutions. | | | | |
| 2. | What is the campaign offering all about? | <ul style="list-style-type: none"> The campaign’s offerings are for the new and existing Unifi Business customers. Enjoy special discount when you sign up for broadband and solution within this campaign period. SME customers will enjoy the following benefits when subscribing to the campaign: <ol style="list-style-type: none"> Free one (1) Cari@Unifi Marketplace Free Masterclass SME Premium Lane at Unifi Contact Centre 100 for any enquiries Entitled for solution bundling with connectivity at discounted price for speed 100Mbps and above (<i>*perpetual for as long as you subscribed to this package</i>) Choose any one (1) Unifi Business plan from Category 1 AND minimum one (1) selection from Single solution OR one (1) selection from Multiple solutions from Category 2: <table border="1" data-bbox="571 1464 1501 2047"> <thead> <tr> <th data-bbox="571 1464 932 1503">Category 1</th> <th data-bbox="932 1464 1501 1503">Category 2</th> </tr> </thead> <tbody> <tr> <td data-bbox="571 1503 932 2047"> Unifi Business plan <ul style="list-style-type: none"> Unifi Biz 30 Mbps Unifi Biz 100 Mbps Unifi Biz 300 Mbps Unifi Biz 500 Mbps Unifi Biz 800 Mbps </td> <td data-bbox="932 1503 1501 2047"> Single solution: <ul style="list-style-type: none"> eCommerce Hub <ul style="list-style-type: none"> eCommerce Hub Starter eCommerce Hub Standard Cloud Storage <ul style="list-style-type: none"> Cloud Storage Basic Cloud Storage Standard Cloud Storage Advance Kaspersky Small Office Security (KSOS) <ul style="list-style-type: none"> Kaspersky Small Office Security Starter Kaspersky Small Office Security Standard </td> </tr> </tbody> </table> | Category 1 | Category 2 | Unifi Business plan <ul style="list-style-type: none"> Unifi Biz 30 Mbps Unifi Biz 100 Mbps Unifi Biz 300 Mbps Unifi Biz 500 Mbps Unifi Biz 800 Mbps | Single solution: <ul style="list-style-type: none"> eCommerce Hub <ul style="list-style-type: none"> eCommerce Hub Starter eCommerce Hub Standard Cloud Storage <ul style="list-style-type: none"> Cloud Storage Basic Cloud Storage Standard Cloud Storage Advance Kaspersky Small Office Security (KSOS) <ul style="list-style-type: none"> Kaspersky Small Office Security Starter Kaspersky Small Office Security Standard |
| Category 1 | Category 2 | | | | | |
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| | | | <p>Digital Marketing Solutions (DMS)</p> <ul style="list-style-type: none"> Digital Marketing Solutions Starter Digital Marketing Solutions Standard <p>Multiple solutions:</p> <ul style="list-style-type: none"> Cloud Storage Basic + Kaspersky Small Office Security Starter Cloud Storage Standard + Kaspersky Small Office Security Starter | | | | | | | | | | | | | | | | | | |
|---|---|---|---|--------------------|-------------|----------------------|----------|--|--|--|------------------------|---|---|--|-----------|---|----------------------------------|--------|---|----------------------------------|--------|
| 3. | How long is the campaign period? | The campaign period is from 1 st March 2023 until further notice. | | | | | | | | | | | | | | | | | | | |
| 4. | What is the free Masterclass? | <ul style="list-style-type: none"> Get exclusive invitation to a FREE Masterclass where you will be guided to get the most benefits from your subscribed solutions in a way that could bring your business to the next level! For more info, please refer to https://ubc.unifi.com.my/ | | | | | | | | | | | | | | | | | | | |
| 5. | What is the broadband price for SME customers? | <ul style="list-style-type: none"> The base price details for Unifi Business plans are illustrated as below: <table border="1"> <thead> <tr> <th>No.</th> <th>Speed</th> <th>Commercial Rate (RM)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>30Mbps</td> <td>99.00</td> </tr> <tr> <td>2</td> <td>100Mbps (without Mesh)</td> <td>139.00</td> </tr> <tr> <td>3</td> <td>300Mbps (Wi-Fi 6 Certified Mesh)</td> <td>249.00</td> </tr> <tr> <td>4</td> <td>500Mbps (Wi-Fi 6 Certified Mesh)</td> <td>299.00</td> </tr> <tr> <td>5</td> <td>800Mbps (Wi-Fi 6 Certified Mesh)</td> <td>349.00</td> </tr> </tbody> </table> | | No. | Speed | Commercial Rate (RM) | 1 | 30Mbps | 99.00 | 2 | 100Mbps (without Mesh) | 139.00 | 3 | 300Mbps (Wi-Fi 6 Certified Mesh) | 249.00 | 4 | 500Mbps (Wi-Fi 6 Certified Mesh) | 299.00 | 5 | 800Mbps (Wi-Fi 6 Certified Mesh) | 349.00 |
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| 5 | 800Mbps (Wi-Fi 6 Certified Mesh) | 349.00 | | | | | | | | | | | | | | | | | | | |
| 6. | What are the solution add-ons available? | <ul style="list-style-type: none"> Add-on solutions are illustrated as below: <table border="1"> <thead> <tr> <th>Business Solutions</th> <th>Description</th> <th>Price per Month</th> <th>Contract</th> </tr> </thead> <tbody> <tr> <td>Cari@Unifi Marketplace</td> <td>Website for business owners to list their business online.</td> <td>Free <i>(included in the bundled package)</i></td> <td>NA</td> </tr> <tr> <td>Kaspersky Small Office Security</td> <td>PC protection with special capabilities to keep your business safe.</td> <td>Starter RM30/month Standard RM125/month</td> <td>12 months</td> </tr> </tbody> </table> | | Business Solutions | Description | Price per Month | Contract | Cari@Unifi Marketplace | Website for business owners to list their business online. | Free <i>(included in the bundled package)</i> | NA | Kaspersky Small Office Security | PC protection with special capabilities to keep your business safe. | Starter RM30/month Standard RM125/month | 12 months | | | | | | |
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|--|--|------------------------------------|---|---|-----------|
| | | <u>eCommerce Hub</u> | A one stop centre for business customers to centralise and easily manage various online marketplaces. | Starter RM49/month Standard RM129/month | 12 months |
| | | <u>Cloud Storage</u> | Unifi Cloud Storage offers full control of online storage. | Basic RM9/month Standard RM31.50/month Advanced RM52/month | 12 months |
| | | <u>Digital Marketing Solutions</u> | Advertising solutions that will help to grow SME's business. | Starter RM50/month Standard RM100/month | 12 months |

7. **What are the package offerings under this campaign?**

- The package offerings under this campaign are illustrated as below:

| Solution | Unifi Biz 30M RM99 | Unifi Biz 100M RM139 | Unifi Biz 300M RM249 | Unifi Biz 500M RM299 | Unifi Biz 800M RM349 |
|-------------------------------------|--------------------|----------------------|----------------------|----------------------|----------------------|
| Ecomm Starter | 148.00 | 183.00 | 288.00 | 338.00 | 388.00 |
| Ecomm Standard | 228.00 | 263.00 | 368.00 | 418.00 | 463.00 |
| Cloud Basic | 108.00 | 145.00 | 255.00 | 305.00 | 355.00 |
| Cloud Standard | 130.50 | 165.50 | 270.50 | 320.50 | 365.50 |
| Cloud Advance | 151.00 | 186.00 | 291.00 | 341.00 | 386.00 |
| KSOS Starter | 129.00 | 164.00 | 269.00 | 319.00 | 364.00 |
| KSOS Standard | 224.00 | 259.00 | 364.00 | 414.00 | 459.00 |
| DMS Starter | 149.00 | 184.00 | 289.00 | 339.00 | 384.00 |
| DMS Standard | 199.00 | 234.00 | 339.00 | 389.00 | 434.00 |
| Cloud Basic+ KSOS Starter | 138.00 | 173.00 | 278.00 | 328.00 | 373.00 |
| Cloud Standard+ KSOS Starter | 160.50 | 195.50 | 300.50 | 350.50 | 395.50 |

| | | |
|-----|--|--|
| 8. | How long is the contract period for the solution bundle? | <ul style="list-style-type: none"> The contract period for the subscription of this solution bundle is 24 months. |
| 9. | Will I be notified on the subscription of the solution? | <ul style="list-style-type: none"> Yes, for subscription to solution (Cari@Unifi Marketplace, Cloud Storage, eCommerce Hub & Kaspersky Small Office Security) you will be notified via two (2) emails: <ol style="list-style-type: none"> Welcome email: <ol style="list-style-type: none"> Check your Inbox/Junk mail folder from the registered email address Look out for the Welcome email for Unifi subscription and Digital Solution from sender, ubc@email.unifi.com Digital Solution onboarding email: <ol style="list-style-type: none"> Cari@Unifi Marketplace: email to self-activate from ubc@email.unifi.com Unifi Cloud Storage: email to self-login from noreply@cloudstorage.unifi.com.my Unifi eCommerce Hub: email to self-login from noreply@ecommercehub.unifi.com.my Kaspersky Small Office Security: email to self-login from noreply@kasperskymy.com For Digital Marketing Solutions, you will be notified via the following: <ol style="list-style-type: none"> An email notification which will be sent from tmcare@tm.com.my You will also receive a personal email from your campaign manager. |
| 10. | What other privileges will I enjoy? | <ul style="list-style-type: none"> You will enjoy other privileges related to the Complete Business Solutions tailored to meet your business needs: <ul style="list-style-type: none"> Marketing and Omnichannel Solutions Financial Solutions Premium Support Productivity Booster You may refer to our website for more details: https://ubc.unifi.com.my/ |
| 11. | Is there an advance payment required to subscribe to the campaign's packages? | <ul style="list-style-type: none"> Advance payment of RM100 will be applicable for new TM business customers. |
| 12. | Can I change to a different package within the contract period? | <ul style="list-style-type: none"> Yes, you are allowed to change package. However, you will no longer enjoy the special discount for bundled package upon the change of |

| | | <p>plan.</p> <ul style="list-style-type: none"> Your contract will also be renewed to 24 months upon the change of plan. | | | | | | | | | | | | | | | | | | | | | | | | | |
|-----|--|---|--|--|-------------|--|--|---|--------------------------------|-------------|------------------------------|--------------------------------|---|--------------------------------|-------------|------------------------------|--------------------------------|---|--|-------------|------------------------------|--------------------------------|---|--|-------------|------------------------------|--------------------------------|
| 13. | Is relocation allowed while I am still within the contract period? | <ul style="list-style-type: none"> Yes, you will be able to relocate the service while you are still in the contract period depending on infra readiness and port availability. | | | | | | | | | | | | | | | | | | | | | | | | | |
| 14. | Is transfer of ownership allowed while I am still in the contract period? | <ul style="list-style-type: none"> Yes, transfer of ownership is allowed during the contract period of 24 months. | | | | | | | | | | | | | | | | | | | | | | | | | |
| 15. | How will I be billed? | <ul style="list-style-type: none"> You will receive two (2) separate bills from TM according to the package subscription as below: <table border="1" data-bbox="582 728 1500 1272"> <thead> <tr> <th>No</th> <th>Package Subscription</th> <th>Description</th> <th>Bill No. 1: Connectivity Bill (Billing cycle as allocated)</th> <th>Bill No. 2: Solution Bill (Billing cycle on every 22nd of the month)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Unifi Business + Cloud Storage</td> <td>With Bundle</td> <td>In Unifi Bill: With discount</td> <td>In solution bill: No discount*</td> </tr> <tr> <td>2</td> <td>Unifi Business + eCommerce Hub</td> <td>With Bundle</td> <td>In Unifi Bill: With discount</td> <td>In solution bill: No discount*</td> </tr> <tr> <td>3</td> <td>Unifi Business + Kaspersky Small Office Security</td> <td>With Bundle</td> <td>In Unifi Bill: With discount</td> <td>In solution bill: No discount*</td> </tr> <tr> <td>4</td> <td>Unifi Business + Digital Marketing Solutions</td> <td>With Bundle</td> <td>In Unifi Bill: With discount</td> <td>In solution bill: No discount*</td> </tr> </tbody> </table> <p><i>*The package's monthly discount is applied at your Unifi Business broadband plan</i></p> | No | Package Subscription | Description | Bill No. 1: Connectivity Bill (Billing cycle as allocated) | Bill No. 2: Solution Bill (Billing cycle on every 22 nd of the month) | 1 | Unifi Business + Cloud Storage | With Bundle | In Unifi Bill: With discount | In solution bill: No discount* | 2 | Unifi Business + eCommerce Hub | With Bundle | In Unifi Bill: With discount | In solution bill: No discount* | 3 | Unifi Business + Kaspersky Small Office Security | With Bundle | In Unifi Bill: With discount | In solution bill: No discount* | 4 | Unifi Business + Digital Marketing Solutions | With Bundle | In Unifi Bill: With discount | In solution bill: No discount* |
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| 4 | Unifi Business + Digital Marketing Solutions | With Bundle | In Unifi Bill: With discount | In solution bill: No discount* | | | | | | | | | | | | | | | | | | | | | | | |
| 16. | What do I need to know if I want to terminate the package? | <p>We hope that you can remain with us and do not terminate as you will lose the discount entitlement:</p> <ul style="list-style-type: none"> Any termination of solution (eCommerce Hub / Cloud Storage / Kaspersky Small Office Security / Digital Marketing Solutions) within the contract period will impact the discount entitlement on your broadband plan. Early termination charges based on the existing campaign package fee for the remaining months (calculated at the price before discount) will be imposed for termination within the contract period. Upon terminating the solutions, your subscription plan will be changed, and your broadband contract will be renewed to 24 months. The termination penalty will be based on the subscribed bundle as below: | | | | | | | | | | | | | | | | | | | | | | | | | |

| No. | Category | Contract Term | Early Termination Fee (RM) |
|-----|--|--|-----------------------------------|
| 1 | Unifi Business + eCommerce Hub | Unifi Business 24 months Solution 12 months | Package fee X remaining months |
| 2 | Unifi Business + Cloud Storage | | |
| 3 | Unifi Business + Kaspersky Small Office Security | | |
| 4 | Unifi Business + Digital Marketing Solutions | | |
| 17. | Where can I subscribe to this campaign's offering? | <ul style="list-style-type: none"> You can subscribe to the campaign's offerings from the following touchpoints: <ul style="list-style-type: none"> Unifi portal at https://www.unifi.com.my/business Live Chat in MyUnifi app or at maya.unifi.com.my TMpoint outlets TM Authorised Dealers or TM Resellers TM Biz Rovers sales representatives Account Executives Call Unifi Contact Centre at 100 (choose option 4) | |
| 18. | Who can I contact for enquiries and further assistance? | <ul style="list-style-type: none"> Should there be any enquiries, you can reach out to us via: <ol style="list-style-type: none"> Our digital channels: <ul style="list-style-type: none"> MyUnifi app (available for Android and iOS) Unifi portal at https://www.unifi.com.my/business Email - help@tm.com.my Facebook - https://www.facebook.com/weareunifi/ Twitter - https://twitter.com/helpmeunifi SME Premium Lane: <ul style="list-style-type: none"> Cut the queue! You can reach our SME Unifi Care Crews faster when you call Unifi Contact Centre at 100 using your fixed line number registered with Unifi Business. Our Care Crews are available daily from 8.00am until 10.00pm. | |
| 19. | What are the Terms and Conditions (T&C) related to this campaign? | <p>The T&C for services below shall apply:</p> <ul style="list-style-type: none"> SME Biz Deal Campaign Unifi Business Mesh Wi-Fi Unifi eCommerce Hub Unifi Cloud Storage Kaspersky Small Office Security Digital Marketing Solutions | |

<End of FAQ>