

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
UNIFI SERVICE RELOCATION**

<b>1.</b>	<b>I want to relocate my Unifi service to a new address. What are the important things that I should know about?</b>	<ul style="list-style-type: none"> <li>▪ Here are the important things to note before you proceed with your service relocation request:               <ol style="list-style-type: none"> <li>1. Your service account that you wish to relocate must be in ACTIVE status.</li> <li>2. If you have current and outstanding amount in your bill, we advise you to make the payment first so we could proceed to process your relocation request.</li> <li>3. Your relocation will subject to Unifi service availability at your new address. If the location is not within Unifi coverage but available with Unifi Air, you will be offered with a Unifi Air package with speed that will closely match your existing package.</li> <li>4. Depending on the new location, there is a possibility that your telephone line number might change if we are not able to maintain the same number for you.</li> </ol> </li> </ul>
<b>2.</b>	<b>Where can I make Unifi service relocation request?</b>	<ul style="list-style-type: none"> <li>▪ You can submit your relocation request through any of our channels below:               <ul style="list-style-type: none"> <li>• <a href="#">TMpoint</a> outlets nationwide</li> <li>• Email at <a href="mailto:help@tm.com.my">help@tm.com.my</a></li> <li>• Social media facebook.com/weareunifi and twitter.com/helpmeunifi</li> <li>• Live Chat at <a href="https://maya.unifi.com.my/">https://maya.unifi.com.my/</a></li> <li>• Unifi Contact Center (100)</li> </ul> </li> </ul>
<b>3.</b>	<b>How long does a relocation process take?</b>	<ul style="list-style-type: none"> <li>▪ If your area is already within the Unifi service coverage, relocation process shall take around a duration of 7-14 business days based on installation slot availability.</li> </ul>
<b>4.</b>	<b>Are there any charges for relocation?</b>	<ul style="list-style-type: none"> <li>▪ There will be no charges for relocation but if your premises require non-standard installation or additional cabling, separate charges will be imposed by our contractors. For additional info, please click here <a href="https://unifi.com.my/installation">https://unifi.com.my/installation</a></li> </ul>

<p><b>5.</b></p>	<p><b>Am I allowed to submit the relocation request on behalf of the owner?</b></p>	<ul style="list-style-type: none"> <li>▪ For verification purpose, only the owner is allowed to apply for relocation.</li> <li>▪ However, there is an exception where you can apply on behalf of the owner who may have difficulties to do so with the following conditions:             <ol style="list-style-type: none"> <li>1. Owner is more than 60 years old</li> <li>2. Owner is under the People with Disabilities (OKU) category</li> <li>3. Owner is unable to visit TMpoint due to an illness</li> <li>4. Other conditions that are making it inconvenient for the owner to apply for relocation.</li> </ol> <p style="text-align: center;"><i>*It is necessary for you to bring or provide an authorisation letter detailing the specific condition of the owner if you are applying on behalf.</i></p> </li> </ul>
<p><b>6.</b></p>	<p><b>What if my new area is not within Unifi coverage?</b></p>	<ul style="list-style-type: none"> <li>▪ During your relocation application, if your new address is not within Unifi coverage, our Unifi Care Crews will assist to register your address in our demand list. We will update you when Unifi is available in your area.</li> <li>▪ Alternatively, for immediate solution, you will be offered with Unifi Air packages if your new address is within the Unifi Air coverage.</li> </ul>
<p><b>7.</b></p>	<p><b>Can I upgrade my package at the same time when I request for the relocation?</b></p>	<ul style="list-style-type: none"> <li>▪ The relocation process must be completed first before you could upgrade your plan so we could be sure that the service is available and can be supported at the new address. You may request to upgrade your plan after the relocation is completed.</li> </ul> <p style="text-align: center;"><i>Note: Package upgrade will come with a new service contract.</i></p>
<p><b>8.</b></p>	<p><b>Do I need to bring or prepare any document to request for relocation?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes. You can simply provide us any utility bill for your new address and let us know your service account number to be relocated.</li> </ul>
<p><b>9.</b></p>	<p><b>Can I choose my preferred date to do the installation for my relocation?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes. During the application process, you may choose your preferred installation date and time based on the slot availability. We recommend that you select the earliest slot available so you could continue to enjoy Unifi the soonest!</li> </ul>

10.	<b>Can I reschedule my installation date for the relocation?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you may change your relocation date via Unifi portal. Details will be given in an SMS that you will receive upon submission of your relocation order.</li> </ul>
11.	<b>Is there any penalty charge if I reschedule my service relocation installation at the last minute?</b>	<ul style="list-style-type: none"> <li>▪ You can reschedule your installation appointment latest by 4.00pm a day before your actual appointment date. If you reschedule your appointment after this time, you will be imposed with a penalty charge.</li> </ul>
12.	<b>Do I need to bring my existing equipment and prepare any additional equipment at the new place?</b>	<ul style="list-style-type: none"> <li>▪ Yes, bring all your existing equipment to the new place and our technician will handle the rest. It is also preferable for your premises to have all the power plugs and sockets ready.</li> </ul>
13.	<b>Can I request for a new modem/router device?</b>	<ul style="list-style-type: none"> <li>▪ The relocation will not provide you with new devices. However, if your modem/router is faulty, you can make a report to request for a replacement.</li> </ul>
14.	<b>Can I relocate my fixed line telephone only?</b>	<ul style="list-style-type: none"> <li>▪ Yes. However, if the new address cannot support for a fixed line only, and you are relocating to a Unifi area, you are required to subscribe to Unifi service that comes together with a fixed line.</li> </ul>
15.	<b>When should I apply for my relocation?</b>	<ul style="list-style-type: none"> <li>▪ To ensure a smooth relocation, you can reach out to us at any time that your premises is ready. If your premises is under renovation, please ensure that the wiring is completed.</li> </ul>
16.	<b>Will the technician come to my premises to do an installation?</b>	<ul style="list-style-type: none"> <li>▪ Yes, our installer will handle the installation of your service and equipment.</li> </ul>
17.	<b>If I apply for a relocation, will my contract be renewed?</b>	<ul style="list-style-type: none"> <li>▪ No. Your service contract will remain and not renewed.</li> </ul>
18.	<b>Can I do the installation myself for my relocation?</b>	<ul style="list-style-type: none"> <li>▪ We are sorry. The installation must be done by a TM Authorised installer only.</li> </ul>
19.	<b>When will my service end at the current address when I apply for relocation?</b>	<ul style="list-style-type: none"> <li>▪ Your service at the current address will only end when the relocation process at the new address has been completed.</li> </ul>
20.	<b>I want to relocate to business/residence address. What do I need to do?</b>	<ul style="list-style-type: none"> <li>▪ If you want to relocate your service from a residence address to a business address, you need to terminate your existing package and apply a business package.</li> </ul>

		<ul style="list-style-type: none"><li>▪ If you want to relocate your service from a business address to a residence address, you can maintain the business package.</li></ul>
<b>21.</b>	<b>Will there be any service downtime after I submit the relocation request?</b>	<ul style="list-style-type: none"><li>▪ Don't worry. There will be no service downtime or any interruption. You can enjoy the service until the last day you are at the current location. Your service will then resume as usual at the new address once the installation is completed.</li></ul>
<b>22.</b>	<b>My new location is not within Unifi coverage. Can I request for a waiver of early termination penalty?</b>	<ul style="list-style-type: none"><li>▪ If you are relocating to a non-Unifi area, you will be offered with the next best alternative available for your new location. Our Care Crews will assist you further on this.</li></ul>