FREQUENTLY ASKED QUESTIONS (FAQ)

EASYFIX

NO.	QUESTION	ANSWER
1.	**What is EasyFix?**	EasyFix is a self-serve tool that empowers you as a customer to self-diagnose and troubleshoot Internet connection, telephony and Unifi TV performances on your own. EasyFix can be accessed easily on MyUnifi app under 'Support' or at easyfix.Unifi.com.my. If unresolved, EasyFix will assist in creating a trouble ticket automatically for you or connect you to our Live Chat agent.
2.	**What if my self-troubleshooting is unsuccessful?**	Not to worry, if your problem remains unresolved after your self-troubleshooting activity, a report will be generated immediately or you will have access to our Live Chat.
3.	**How do I access EasyFix?**	You may access EasyFix via MyUnifi app, Unifi Portal, or direct link at (https://easyfix.unifi.com.my) through your desktop, laptop or mobile phone.
4.	**If my home internet is down, how do I access EasyFix?**	If your home internet is down, you can access EasyFix using your mobile data through your mobile phone.
5.	**Can I use EasyFix to troubleshoot other Unifi Home users?**	Yes, you can. You can access EasyFix and refer to the Tips & Tricks to guide other users. You can also click on Smart Diagnosis, and on the next page, you can click on "For basic troubleshooting without login, click here", for guidance on manual troubleshooting.

6.	I can't view the content or click anything on thepage. Why is this happening?	If you are using an older version of your browser, you may have issues viewing the content in EasyFix. EasyFix is best viewed through Microsoft Edge 101 orhigher, Mozilla Firefox® 16.x or higher, Safari 5.1 or higher, Chrome 23 or higher, or equivalent browser software.

PROACTIVE SERVICE ALERTS

NO.	QUESTION	ANSWER
1.	Can you tell me more about this Proactive Service Alerts to Unifi customers?	Proactive Service Alerts will remotely detect your Unifi connectivity or physical service failure on TM's network and notify you by SMS, WhatsApp and MyUnifi in-app push notification to seek your confirmation for restoration.
2.	When will I get Proactive Service Alerts? Is there anything I need to do after receiving this alert?	If a network fault is detected on TM side, we will send a proactive notification by SMS, WhatsApp and/or MyUnifi in-app push notification if; • Your account status is active; i.e not suspended • There are no open trouble tickets / reports • The downtime does not affect multiple customers in the same area. You will receive the following message from us: *"Hi. We detected a problem with yourunifi@unifi internet connection. Please click here to restore now i.unifi.my/fixMyUnifi"*

		Once you receive the message, you must do the following in order for us to proceed with the restoration:
		1. Click on the link provided. 2. Verify your NRIC/Passport no./Business registration no. 3. Confirm the account info displayed is correct. 4. If everything is correct, please click "Proceed to restore my Unifi service" and we will proceed with the restoration. TM Care Crew will contact you before visiting your premise. 5. If any of the information is incorrect or you do not agree to proceed with the restoration, please click "I disagree with the restoration" and tell us why. If you received a WhatsApp notification: 1. "Maya", your Unifi digital friend will notify you that you have an issue with your Unifi connection. 2. Provide the last 6 digits of your NRIC/Passport no./Business Registration No. 3. Confirm the account info displayed is correct. 4. If everything is correct, reply "Y" so that we can begin the restoration process. The report will be generated automatically and the report number will be shared. 5. If you do not agree to proceed for restoration, reply "N" and tell us why.

		Additional features for WhatsApp Channel:

		1. If you did not share feedback during the 1st notification, you will still receive notifications that you can reply to at these intervals:
		     i. 10 minutes
		     ii. 4th hour
		     iii. 8th hour
		
		 2. The first[t] notification expires after 8 hours and if you wish to reply, you will be directed to our Live Chat at https://maya.unifi.com.my

3.	**Will all Unifi customers receive this Proactive Service Alerts?**	Yes, all Unifi customers will be notified if we detected an issue with their service. However, you will NOT get a notification, if: • Your account has been suspended • You have reported your service failure • The downtime does not affect multiple customers in the area.
4.	**What SMS/WhatsApp number will send me the notification?**	The SMS notification will be sent to you from 66555 while WhatsApp notification will be sent from +60 3 2240 1125 (Unifi Care).
5.	**My service is disrupted due to fibre cable cut. Can I report this info through Proactive Service Alerts?**	Yes, you can. Additional info can be added after acknowledging the page via the SMS link or through your feedback via WhatsApp. You can also add info on the issues via our Live Chat mentioning your report number.
6.	**Will I receive any notification during restoration?**	You will receive two (2) notifications via SMS/WhatsApp and one (1) notification via MyUnifi app during this activity:

		1. For you to confirm that you are having issues with your service (SMS & MyUnifi app notification).
		2. For you to give feedback on the restoration activity (SMS/WhatsApp).
7.	**Are there any charges I must pay after I have confirmed the fault?**	No, there are no charges. However, please take note that if the issue is caused by the customer's own equipment or premise, the existing On-Site Support Charges will be imposed.
8.	**I did not install MyUnifi app in my phone, can I still get the Proactive Service Alerts notifications?**	Yes. You will continue to get notifications via SMS or WhatsApp. However, we would highly recommend you to download the MyUnifi app as you can easily track the progress in real-time. In fact, MyUnifi app provides additional features for managing your Unifi account such as viewing account details, bill usage, bill payment options, reward redemptions and many more. You can download the MyUnifi app from the App Store, Google Play, Huawei AppGallery or simply visit https://unifi.com.my/myunifi
9.	**What should I do if my internet connection is resolved?**	Once your issue is resolved, you will receive an SMS/WhatsApp asking for your feedback on the activity. We would appreciate if you can submit the feedback rating for our future improvements.

SERVICE TRACKER

NO.	QUESTION	ANSWER
1.	**What is Unifi Service Tracker?**	Service Tracker is a tool that allows you to view service and technical requests real-time progress, including TM Care Crew details via MyUnifi app. You can access the service tracker under "My Activity" in your "Accounts" menu.
2.	**I did not install MyUnifi app in my phone, can I still get the notification?**	Yes. You will continue to get notifications via SMS but it is recommended for you to use the MyUnifi app. You can download the MyUnifi app from the App Store, Google Play, Huawei AppGallery or simply by visit https://unifi.com.my/myunifi MyUnifi app provides additional features for managing your Unifi account such as displaying account details, bill usage, payment options, reward redemptions and many more.
3.	**What should I do when I receive an SMS or MyUnifi app notification?**	Once you receive the notification, you can view and track your activities including restoration progress via MyUnifi app and Unifi portal. To view the status of your report via MyUnifi app: 1. Tap on "Account" at the bottom of MyUnifi app home page 2. Tap on "My Activity" tab 3. Tap "Technical Report" to view status updates 4. The activity details information will appear 5. Tap on "Track Status" to view the real-time progress.

		To view the status of your report via Unifi portal:
		1. Go to https://unifi.com.my and click "Login/Register"
		2. Register for login using your registered email with DigitalME.
		3. Scroll down until the bottom, and click on "My Activity"
		4. On "My Activity" page, you may view your report status by:
		a. Keying in your reference number or;
		b. Searching via date range or;
		c. Searching for reference number based on ticket type (Click "All Request, All Services")
		5. Click "Track Ticket" to view status details. .
4.	How long will my report be visible in the app after I log the report?	Your ticket creation (report) will be visible in the app within 15 minutes after you log your report.
5.	What should I do if there is an error in MyUnifi app?	If this happens, you are advised to refresh the application. If the issue persists, you may need to reinstall the app.
6.	Where can I check the technician details?	To check on your TM Care Crew (technicians) details, please use the steps below:
		1. From MyUnifi app homepage
		2. Go to "Account"
		3. Go to "My Activity" tab
		4. Tap "Unifi Home Tech Request"
		5. The technician's name will be displayed.

NO.	QUESTION	ANSWER
7.	**How can I contact the technician assigned to my ticket?**	We're sorry, the Care Crew's (technician) contact number feature is currently unavailable. You can contact our Live Chat team at https://maya.unifi.com.my for any enquiries.
8.	**How do I know if the technician is on the way or has already arrived at my house?**	To locate the Care Crew (technician), you can refer to the steps in (Question 3). The status update will appear as "On The Way/On Site" under "My Report Status".
9.	**What if my problem remain unresolved or recurring after the technician's visit?**	We hope that this does not happen. If it does, you can reach us via MyUnifi app under the "Support" page. You can also reach us via any of your preferred channel listed at https://unifi.com.my/support/contact-us
10.	**How long will the ticket (report) be visible in the "Activity" screen?**	Your ticket (report) history will be visible for the next 90 days upon the ticket creation.
11.	**Can I check the status of a non-owner account?**	Unfortunately, you can only check and track the status of your account.

24-HOURS SERVICE RESTORATION

NO.	QUESTION	ANSWER
1.	**What is this initiative all about?**	The 24 hours Service Restoration Guarantee is our promise to restore your connectivity within 24 hours from the time an official complaint or trouble ticket is made. If we are unable to resolve within the stipulated time, a bill rebate of RM50 will be compensated to you. You will receive an SMS and MyUnifi in-app notification if eligible, with redemption steps.

2.	**When can I start redeem my bill rebate?**	If you are eligible, the rebate will be given if we fail to restore your service within 24-hours, starting from 30 November 2021.

3.	**How can I be eligible to receive this bill rebate?**	You will be eligible to receive the rebate if:
		
		 1. You are a Unifi Home and/or Unifi Biz subscriber with a speed of 100 Mbps and above.
		 2. The breakdown/downtime is not solely on other services related to Unifi by itself, such as telephone, Unifi Lite, Unifi Mobile, Unifi Air, Unifi TV, and Value Added Services (VAS).
		 3. A formal report is made via any of the following channels:
		    i. Live Chat at maya.unifi.com.my
		    ii. Private message at facebook.com/weareUnifi
		    iii. Tweet @helpmeUnifi
		    iv. Any TMpoint nationwide
		    v. Email at help@tm.com.my
		 4. Your report is made during breakdown/downtime when you are unable to use the Unifi service.
		 5. Your report is due to service disruption and total loss of internet connection.
		 6. The service restoration period took more than 24 hours from the time your formal report was recorded in TM's system.
		 7. Your Unifi breakdown/downtime is due to:
		    a. Service maintenance work by TM.
		    b. 3rd party, for example works performed by other telecommunication or utility companies that caused Unifi service disruptions.

		c. Damages to TM infrastructure caused by animals leading to the Unifi service disruption, not including Force Majeure.
4.	**When will the 24-hour restoration date and time start?**	The start date and time for the 24-hour restoration period are the date and time agreed upon by you and TM. Upon lodging an official report to us, you must provide a suitable date and time for our Care Crews to visit your premises for restoration. You will then receive an SMS notification. The SMS will contain Trouble Ticket number and appointment date and time as agreed during your interaction with us. The SMS will be sent to the mobile number given to us when the complaint is lodged. The 24 hour restoration date and time will be reset to a new appointment date and time if it is rescheduled to another date and time agreed upon by you and TM.
5.	**What compensation will I receive?**	If your connection is not restored within 24 hours and you are eligible for the rebate, you will receive a bill rebate of RM50.
6.	**How do I know if I am eligible to receive a bill rebate?**	Once you have been identified as an eligible recipient, the RM50 bill rebate information will be sent to you via SMS and notification in your MyUnifi app, along with the redemption steps.
7.	**A bill rebate notice of RM50 has been displayed on MyUnifi app. How do I make the redemption?**	You can redeem your RM50 bill rebate in the MyUnifi app with the following steps: ▪ Tap on "Account" in the MyUnifi app. ▪ Tap on the "24 hours Restoration Guarantee" banner ▪ Tap "Claim" on the page where you see a notice of "Available Rebate Just For You!" A reference number will be displayed upon completion of the claim process.
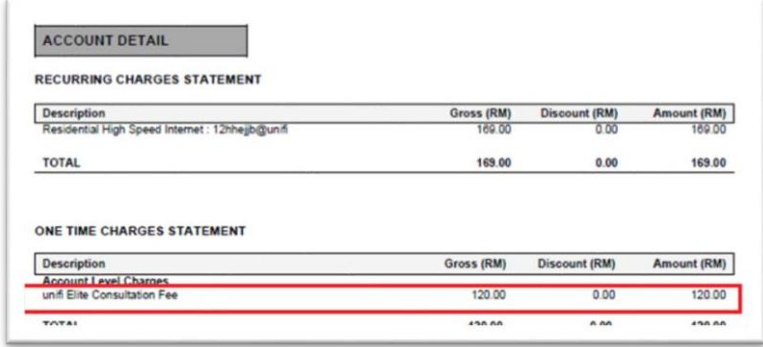
8.	**How long will the RM50 rebate be visible in the MyUnifi app? Is there a time limit for it?**	The RM50 rebate will be displayed in your MyUnifi app for 30 days. The redemption expiry date will be displayed along with this RM50 rebate. If the rebate is not redeemed before the redemption period ends, it will expire and no longer displayed in the MyUnifi app.
9.	**What should I do if the rebate has expired?**	We're sorry, rebates that have expired are considered void and will not be reissued.
10.	**Can I make the redemption through other channels and not via MyUnifi app?**	You can only redeem the bill rebate within the given period via MyUnifi app. Download the MyUnifi app from the App Store, Google Play and Huawei AppGallery or visit https://unifi.com.my/myunifi
11.	**I have redeemed the rebate bill of RM50 as the Unifi service restoration took more than 24 hours.** **Can I file a complaint to claim compensation for being unable to use the service during the downtime?**	We're sorry, there will be no additional compensation on top of the RM50 rebate for your inability to use the service.
12.	**Am I eligible to receive a bill rebate if I subscribe to a package with less than 100Mbps?**	Apologies, but only Unifi broadband packages with speeds of **100Mbps and above** are eligible for this bill rebate redemption.
13.	**What if I subscribed to Unifi package with a speed less than 100 Mbps or other TM services, how do I complain and get compensated?**	If you are subscribed to a package with speeds below 100Mbps, you can reach us at any of our official channels to make a report. The easiest way is to go to "Support" tab in the MyUnifi app and you will have an option to contact us through your preferred channel.

14.	There is no redemption information in the MyUnifi app. What is the best way for me to find out if it was successful or not?	In case the redemption information is not available in the MyUnifi app, please contact us via Live Chat at https://maya.unifi.com.my if you would like to re-confirm it.
15.	Is it possible to convert my bill rebate to cash?	It is not possible to exchange the rebate for cash, cheque, or a bank transfer.
16.	Can the rebate be transferred to other accounts?	No, the rebate cannot be transferred to other accounts.
17.	What if I don't have MyUnifi app?	We would encourage you to download the app. Download the MyUnifi app from the App Store, Google Play and Huawei AppGallery or visit https://unifi.com.my/myunifi Additionally, MyUnifi app also offers other services to manage your Unifi account such as account details, bill usage, payment options, reward redemptions and many more.
18.	Can I claim rebates on more than one account?	If you have more than one account, and each one qualifies for a bill rebate, you can claim the rebate on each affected account as redemptions will be differentiated by your account number.

UNIFI ELITE

NO.	QUESTION	ANSWER
1.	What is Unifi Elite?	Unifi Elite is part of TM's Care Crew team, a group of Internet experts who provide Wi-Fi assessment and consultation to improve your connectivity experience.

2.	**What can Unifi Elite Team offer?**	The Unifi Elite team offers professional assessment and consultation to improve the wireless/Wi-Fi coverage at your home or office. The services offered are: - 1. An expert assessment of your home/premise network coverage using enterprise grade Wi-Fi analyzer tools. 2. Recommended Wi-Fi point placement against dead zone coverage based on your home/premise signal interferences and structural barriers for optimum coverage and additional devicesto support. 3. A customized Wi-Fi report that includes your home/premise Wi-Fi signal strength and optimum Wi-Fi point/s placement.
3.	**Is Unifi Elite service chargeable?**	Yes, there will be a one-time consultancy charge of RM120 (excluding SST) for the Unifi Elite service. This fee, however, does not include the purchase of equipment, installation of the equipment or any other applicable charges. These charges will be reflected in your Unifi bill.
4.	**How do I request for the Unifi Elite service?**	There are several ways for requesting Unifi Elite. • Login to Unifi.com.my and look for the "Support" tab at the top of your screen. Click on the tab and you will see an option to request for Unifi Elite. • You can also request for Unifi Elite via Live Chat at maya.Unifi.com.my, TM 100 Contact Centre or any TMpoint.
5.	**Will I receive any information or confirmation slip once my Consultation is completed?**	Yes, once the consultation activity completed, you will receive an email from TM acknowledging the service provided and any equipment purchased, if any.

6.	**When will the Unifi Elite Consultation Charge be reflected? How does the bill look like?**	You will see the charges for Unifi Elite consultation fee in your upcoming Unifi bill after the team's visit to your home/office. The following is an example of your bill for the charges:
7.	**Is the Unifi Elite team available in every location?**	Currently, the Unifi Elite team is available in the following major areas/towns around the country:
8.	**Can Unifi Elite come to my home on the weekend?**	We're sorry, but the Unifi Elite team will only visit your home / office during working hours on working days.
9.	**If I buy equipment from the Unifi Elite team, how will the payment be made?**	If you wish to purchase equipment from the Unifi Elite team during the visit to your home/office, you can pay with a debit/credit card or it can be charged to your Unifi bill.

10.	**If I buy equipment from the Unifi Elite team, will it be covered under the warranty?**	Yes, the device's warranty will be covered by the manufacturer.
11.	**I already have equipment; can I still request Unifi Elite for Wi-Fi assessment and configuration?**	Yes, you can. Our Unifi Elite team will be happy to provide professional assessment and consultation to improve the wireless/Wi-Fi coverage at your home/office using existing equipment.