

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
SME DIGITALISATION GRANT**

<b>1.0 SME DIGITALISATION INITIATIVE</b>		
<b>NO</b>	<b>QUESTION</b>	<b>ANSWER</b>
<b>1.1</b>	<b>What is SME Digitalisation Initiative?</b>	<ul style="list-style-type: none"> <li>• SME Digitalisation Initiative is a new grant initiative provided by the Ministry of Finance Malaysia to assist Small and Medium Enterprises (“SME”) to adopt digitalisation in their business operations.</li> <li>• As announced in Budget 2020, the Government of Malaysia (“GOM”) will provide a 50% matching grant of up to RM5,000.00 per SME over a period of five (5) years for the subscription of digital services that will enhance their productivity and competitiveness.</li> <li>• Following the Government's announcement on People and Economic Strategic Empowerment Programme (PEMERKASA) in March 2021, under Initiative #9, Cooperative (“Koperasi”) sector has also been encouraged to apply for the grant to receive the similar benefits awarded to SMEs.</li> </ul>
<b>1.2</b>	<b>What are the service pillars available under this SME Digitalisation Initiative?</b>	<ul style="list-style-type: none"> <li>• Under this SME Digitalisation Grant initiative, applicants are entitled to subscribe to seven (7) services available as follows:               <ol style="list-style-type: none"> <li>1. Electronic Point of Sale System (e-POS)</li> <li>2. Human Resource Payroll System/Customer Relationship Management (CRM)</li> <li>3. Digital Marketing/Sales</li> <li>4. Procurement</li> <li>5. Enterprise Resource Planning (ERP) /Accounting and Taxation</li> <li>6. Remote Working</li> <li>7. E-Commerce</li> </ol> </li> <li>• For this SME Digitalisation Grant initiative, TM is offering <b>Digital Marketing/Sales via Digital Marketing Solutions (DMS) and cari@unifi Premium Listing, and Remote Working via Microsoft 365 Business Standard. These offerings are bundled with Connectivity subscription.</b></li> </ul>
<b>1.3</b>	<b>Who is eligible to apply for this SME Digitalisation Initiative?</b>	<ul style="list-style-type: none"> <li>• This matching grant is limited to one (1) application per applicant only. However, applicants are allowed to apply up to three (3) services.</li> <li>• Applicants must fulfil all of the following criteria:               <ol style="list-style-type: none"> <li>i. The applicant is an SME, Cooperative (“Koperasi”), or local SME business authority licensed with professional bodies certificate (without SSM registration); any business registered under relevant business registration authorities in Malaysia;</li> <li>ii. The SME is at least 60% owned by Malaysian;                   <ol style="list-style-type: none"> <li>i. The SME/Coop has been in operation for at least six (6) months; and</li> <li>ii. The SME/Coop has a minimum average annual sales turnover of RM50,000.</li> </ol> </li> </ol> </li> </ul>

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2.1	What is SME Digitalisation Grant?	<ul style="list-style-type: none"> <li>It is a collaboration between Telekom Malaysia Berhad (“TM”) and the Government of Malaysia (“GOM”) in accelerating the digital adoption among Micro Small and Medium Enterprises (“MSME”).</li> <li>MSMEs are entitled for a matching grant of up to <b>RM5,000</b> for the purchase of digital system or bundle subscription of connectivity with solution.</li> <li>For this SME Digitalisation Grant initiative, TM is offering recurring digital subscriptions grant concept with the following entitlement:</li> </ul> <table border="1"> <thead> <tr> <th></th> <th>Element</th> <th>Monthly Charges to Customer (% from the monthly subscription)</th> <th>Discount under the Grant (% from the monthly subscription)</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Bundle to customer</td> <td>a) Connectivity</td> <td>70%</td> <td>30%</td> </tr> <tr> <td>b) Solutions</td> <td>50%</td> <td>50%</td> </tr> </tbody> </table>			Element	Monthly Charges to Customer (% from the monthly subscription)	Discount under the Grant (% from the monthly subscription)	Bundle to customer	a) Connectivity	70%	30%	b) Solutions	50%	50%
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2.2	What is SME Digitalisation Grant Campaign?	<ul style="list-style-type: none"> <li>The SME Digitalisation Grant Campaign by TM is a campaign targeted to new and existing TM business customers who subscribe to unifi Biz or Business Broadband (also referred as ‘Connectivity’ in this FAQ) <b>under the four (4) campaigns described in this FAQ.</b></li> <li>Selected customers will be entitled to claim the grant provided by the Government under PENJANA programme.</li> </ul>												
2.3	What are the SME Digitalisation Grant Campaign offerings?	<ul style="list-style-type: none"> <li>The SME Digitalisation Grant Campaign is riding on <b>the following four (4) existing campaigns:</b> <ol style="list-style-type: none"> <li>Sign Up &amp; Drive Away (“SUDA”)</li> <li>Migration of Business Broadband to unifi Biz (“MTU”)</li> <li>Upgrade &amp; Drive Away (“UDA”)</li> <li>Micro Pack</li> </ol> </li> <li>In each of the campaign, customers can choose either a subscription of: <ol style="list-style-type: none"> <li>Connectivity + Solution 1 [Microsoft 365 Business Standard]; or</li> <li>Connectivity + Solution 2 [Digital Marketing Solutions (“DMS”)]; or</li> <li>Connectivity + Solution 3 [cari@unifi Premium Listing]</li> </ol> </li> </ul>												
2.4	When is the grant application period?	<ul style="list-style-type: none"> <li>The grant application period is from 5<sup>th</sup> Aug 2021 until 31<sup>st</sup> December 2021.</li> </ul>												
2.5	How long is the duration of the grant and contract period?	<ul style="list-style-type: none"> <li>The grant period is for <b>12 months.</b></li> <li>The solution (Microsoft 365/DMS/cari@unifi Premium Listing) contract period is <b>12 months.</b></li> <li>The Connectivity (unifi Biz/Business Broadband) contract period is <b>24 months.</b></li> <li>Therefore, applicant can enjoy up to 50% of the grant value for the first 12 months of the subscription. On the 13<sup>th</sup> month onwards, applicant will adhere</li> </ul>												

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		to the full amount of the monthly commercial package rate as agreed in the sign up agreement.																											
2.6	Can I change to different package within the grant contract period?	<ul style="list-style-type: none"> <li>No, you are not allowed to change to a different package within the 12 months contract period.</li> </ul>																											
2.7	What are the categories of customers who are eligible to apply for this SME Digitalisation Grant?	<ul style="list-style-type: none"> <li>This grant is applicable to:               <ol style="list-style-type: none"> <li>new customers (new installation), or</li> <li>selected existing Business Broadband customers who would like to migrate to unifi, or</li> <li>selected existing unifi Biz customers who fulfilled the grant criteria set in Question 1.3 and 2.8</li> </ol> </li> <li>The customer is allowed to apply <b>ONLY ONE (1) CAMPAIGN OFFERING</b> with the following rule:               <table border="1" data-bbox="453 907 1433 1350"> <thead> <tr> <th>No</th> <th>Category of customers</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Owns single unifi Biz or Business Broadband account</td> <td> <ul style="list-style-type: none"> <li>At customer level</li> <li>Only one(1) campaign offering package is allowed</li> </ul> </td> </tr> <tr> <td>2</td> <td>Owns multiple unifi Biz or Business Broadband accounts</td> <td> <ul style="list-style-type: none"> <li>At customer level</li> <li>Only one (1) campaign offering package is allowed for each subscription line</li> <li><b>The remaining subscription lines to be treated as standard commercial package</b></li> </ul> </td> </tr> </tbody> </table> </li> <li>The category of services entitled for the grant is as follow:               <table border="1" data-bbox="453 1420 1433 1778"> <thead> <tr> <th>No</th> <th>Service Category</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Connectivity/Internet Bundle offering with solutions</td> <td>Entitled for grant</td> </tr> <tr> <td>2</td> <td>Voice usage</td> <td>Not entitled for grant</td> </tr> <tr> <td>3</td> <td>Upfront payment/Pro-rate</td> <td>Not entitled for grant</td> </tr> <tr> <td>4</td> <td>Service tax</td> <td>Not entitled for grant</td> </tr> <tr> <td>5</td> <td>Other Add On</td> <td>Not entitled for grant</td> </tr> </tbody> </table> </li> </ul>	No	Category of customers	Description	1	Owns single unifi Biz or Business Broadband account	<ul style="list-style-type: none"> <li>At customer level</li> <li>Only one(1) campaign offering package is allowed</li> </ul>	2	Owns multiple unifi Biz or Business Broadband accounts	<ul style="list-style-type: none"> <li>At customer level</li> <li>Only one (1) campaign offering package is allowed for each subscription line</li> <li><b>The remaining subscription lines to be treated as standard commercial package</b></li> </ul>	No	Service Category	Description	1	Connectivity/Internet Bundle offering with solutions	Entitled for grant	2	Voice usage	Not entitled for grant	3	Upfront payment/Pro-rate	Not entitled for grant	4	Service tax	Not entitled for grant	5	Other Add On	Not entitled for grant
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2.9	How is the approval process of the grant application?	<ul style="list-style-type: none"> <li>• The status of grant application will be validated by Bank Simpanan Nasional (BSN) and there are two (2) categories of the status as follow: <table border="1"> <thead> <tr> <th>No</th> <th>Application status</th> <th>Description</th> <th>Disclaimer</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Approved</td> <td>The grant application is approved and applicant will enjoy up to 50% of the grant value</td> <td> <ul style="list-style-type: none"> <li>• The applicant will be notified via EDM, SMS or call by TM on the grant status</li> <li>• The applicant will enjoy the recurring charges with the grant value for the first 12 months of the subscription</li> <li>• On the 13<sup>th</sup> month onwards, applicant will adhere to the full amount of the monthly commercial package rate as agreed in the sign up agreement</li> </ul> </td> </tr> <tr> <td>2</td> <td>Rejected</td> <td>The grant application is rejected due to either the requirement(s) are not met or the grant value of RM5,000 has been fully utilised</td> <td> <ul style="list-style-type: none"> <li>• The applicant will be notified via EDM, SMS or call by TM on the grant status</li> <li>• The applicant will be converted to the commercial package rate as agreed in the latest sign up agreement and the new Terms and Conditions (T&amp;C) shall apply</li> </ul> </td> </tr> </tbody> </table> </li> <li>• The applicant will be registered with the Campaign packages within 60 days after the installation has completed and after BSN has notified the status of the grant, the following rules apply: <ul style="list-style-type: none"> <li>i. Approved status: customer will continue to enjoy the subscription price with up to 50% of the grant value for <b>the first 12 months of the subscription</b></li> </ul> </li> </ul>		No	Application status	Description	Disclaimer	1	Approved	The grant application is approved and applicant will enjoy up to 50% of the grant value	<ul style="list-style-type: none"> <li>• The applicant will be notified via EDM, SMS or call by TM on the grant status</li> <li>• The applicant will enjoy the recurring charges with the grant value for the first 12 months of the subscription</li> <li>• On the 13<sup>th</sup> month onwards, applicant will adhere to the full amount of the monthly commercial package rate as agreed in the sign up agreement</li> </ul>	2	Rejected	The grant application is rejected due to either the requirement(s) are not met or the grant value of RM5,000 has been fully utilised	<ul style="list-style-type: none"> <li>• The applicant will be notified via EDM, SMS or call by TM on the grant status</li> <li>• The applicant will be converted to the commercial package rate as agreed in the latest sign up agreement and the new Terms and Conditions (T&amp;C) shall apply</li> </ul>
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		<ul style="list-style-type: none"> <li>ii. Rejected status: customer's subscription will be treated as commercial package</li> </ul>
2.10	Where can I apply for this grant?	<ul style="list-style-type: none"> <li>• You can apply for this grant from the following touchpoints:               <ul style="list-style-type: none"> <li>○ TMpoint outlet/TM Authorised Dealer</li> <li>○ TM Authorised Resellers</li> <li>○ TM Biz Rovers sales representative</li> <li>○ SME Consultant</li> <li>○ TM Direct Sales (District level sales representative)</li> <li>○ I Love TM: Gig programme for TM Staff</li> <li>○ TMUC</li> <li>○ Call 100</li> <li>○ Live chat in myunifi app</li> <li>○ TM Sales Retention Centre (TMSRC)</li> <li>○ unifi portal at <a href="https://www.unifi.com.my/business">https://www.unifi.com.my/business</a></li> </ul> </li> </ul>
2.11	Which channels shall I reach should there be any inquiries?	<ul style="list-style-type: none"> <li>• You may contact TM's digital channels such as:               <ul style="list-style-type: none"> <li>○ myunifi app (available for Android and iOS)</li> <li>○ unifi portal at <a href="https://www.unifi.com.my/business">https://www.unifi.com.my/business</a></li> <li>○ unifi online community forum at <a href="https://community.unifi.com.my">community.unifi.com.my</a></li> <li>○ Email - <a href="mailto:help@tm.com.my">help@tm.com.my</a></li> <li>○ Facebook - <a href="https://www.facebook.com/weareunifi/">https://www.facebook.com/weareunifi/</a></li> <li>○ Twitter - <a href="https://twitter.com/helpmeunifi">https://twitter.com/helpmeunifi</a></li> </ul> </li> <li>• You may also contact the following touchpoints:               <ul style="list-style-type: none"> <li>○ Any TMpoint outlet/TM Authorised Dealer</li> <li>○ TM Authorised Resellers</li> <li>○ TM Biz Rovers sales representative</li> <li>○ SME Consultant</li> <li>○ TM Direct Sales (District level sales representative)</li> <li>○ I Love TM: Gig programme for TM Staff</li> <li>○ TM unifi centre</li> <li>○ Call 100</li> <li>○ Live chat in myunifi app</li> <li>○ TMSRC</li> </ul> </li> </ul>
2.12	Is relocation allowed during the grant period?	<ul style="list-style-type: none"> <li>• Yes, relocation activity is allowed during the grant contract period depending on infra readiness and slot availability.</li> </ul>
2.13	Is transfer of ownership allowed during the grant period?	<ul style="list-style-type: none"> <li>• Sorry, transfer of ownership is not allowed during the grant period of 12 months.</li> </ul>
2.14	What is the termination rules?	<ul style="list-style-type: none"> <li>• The termination penalty will be based on the subscribed bundle as below:               <ul style="list-style-type: none"> <li>▪ <b>Solution contract:</b> Applicant will be charged with a penalty of the remaining months of the contract, if he/she terminates within the 12 months.</li> </ul> </li> </ul>

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		<ul style="list-style-type: none"> <li>▪ <b>Connectivity contract:</b> Applicant will be charged with a penalty of the remaining months of the contract, if he/she terminates within the 24 months.</li> </ul>
2.15	What is the grant treatment during Temporary Out of Service (“TOS”)?	<ul style="list-style-type: none"> <li>• In the event customer’s service is suspended within the grant period subscription, the customer will not be entitled to enjoy the grant value during the impacted month. The grant value is non claimable.</li> </ul>
2.16	Does an applicant stand a chance to win any prizes under this campaign?	<ul style="list-style-type: none"> <li>• Eligibility to win prizes is subject to the type of campaigns customers choose to subscribe to. Refer below:                             <ul style="list-style-type: none"> <li>○ Sign Up &amp; Drive Away: stand to win monthly prizes</li> <li>○ Migration of Business Broadband to unifi Biz: stand to win monthly prizes</li> <li>○ Upgrade &amp; Drive Away: stand to win weekly &amp; quarterly prizes</li> <li>○ Micro Pack: no prizes offered</li> </ul> </li> <li>• Customers selected as the final winners will receive an email and will be required to:                             <ul style="list-style-type: none"> <li>○ Answer three (3) questions about unifi Business Club (uBC) or/and</li> <li>○ Answer three (3) questions about this campaign</li> <li>○ Submit a creative slogan:                                     <p style="margin-left: 20px;"><i>“unifi Biz membantu perniagaan saya ...” OR “unifi Biz enhances my business ...”</i></p> <p style="margin-left: 20px;"><i>Note: Collectively referred to as the (“Campaign Entry”).</i></p> </li> </ul> </li> <li>• The final winners will be notified via email and SMS. TM will notify/contact the selected winners for any updates regarding the prizes/event.</li> <li>• Business customers are only entitled to win one (1) prize throughout the campaign period.</li> <li>• The list of winners for a particular month will be made available on uBC portal at <a href="https://ubc.unifi.com.my/home">https://ubc.unifi.com.my/home</a></li> </ul>

### 3.0 OVERVIEW OF CAMPAIGN PACKAGE

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3.1	What is the campaign package summary?	<ul style="list-style-type: none"> <li>The tables below are individually referred to as “Campaign Package”:</li> </ul> <table border="1" data-bbox="526 499 1428 1529"> <thead> <tr> <th data-bbox="526 499 735 701">Campaign 1: Sign Up &amp; Drive Away (“SUDA”)</th> <th data-bbox="767 499 976 701">Campaign 2: Upgrade &amp; Drive Away (“UDA”)</th> <th data-bbox="997 499 1206 701">Campaign 3: Migration of Business Broadband to unifi Biz (“MTU”)</th> <th data-bbox="1230 499 1428 701">Campaign 4: Micro Pack</th> </tr> </thead> <tbody> <tr> <td data-bbox="526 701 735 734"><b>unifi Biz</b></td> <td data-bbox="767 701 976 734"><b>unifi Biz</b></td> <td data-bbox="997 701 1206 734"><b>unifi Biz</b></td> <td data-bbox="1230 701 1428 734"><b>unifi Biz</b></td> </tr> <tr> <td data-bbox="526 734 735 768">100 Mbps</td> <td data-bbox="767 734 976 768">100 Mbps</td> <td data-bbox="997 734 1206 768">30 Mbps</td> <td data-bbox="1230 734 1428 768">30 Mbps</td> 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3.2	What does the Microsoft 365 Standard Package offer?	<ul style="list-style-type: none"> <li>Under Solution 1 Microsoft 365 Business Standard (RM42), customers will be entitled to one (1) license which is meant for one (1) user.</li> <li>Microsoft 365 Business Standard covers the following: <ul style="list-style-type: none"> <li>i. Office Applications: <ul style="list-style-type: none"> <li>Microsoft Word</li> <li>Microsoft Excel</li> <li>Microsoft PowerPoint</li> <li>Microsoft Outlook</li> <li>Microsoft Access (PC only)</li> <li>Microsoft Publisher (PC only)</li> </ul> </li> <li>ii. Email &amp; storage: <ul style="list-style-type: none"> <li>Microsoft Exchange</li> <li>Microsoft OneDrive</li> </ul> </li> </ul> </li> </ul>																																																																				

### 3.0 OVERVIEW OF CAMPAIGN PACKAGE

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> <li>iii. Collaboration:               <ul style="list-style-type: none"> <li>▪ Microsoft Teams</li> <li>▪ Microsoft SharePoint</li> </ul> </li> </ul>
3.3	<p><b>What does the Digital Marketing Solution offers?</b></p>	<ul style="list-style-type: none"> <li>• Digital Marketing Solution offers the following:               <ul style="list-style-type: none"> <li>i. Personal business website with payment gateway</li> <li>ii. Free Yellow Pages and cari@unifi Basic Listing</li> <li>iii. Free Facebook Ads 15-day campaign</li> <li>iv. Free Domain name</li> <li>v. Basic performance report</li> </ul> </li> </ul>
3.4	<p><b>What does the cari@unifi Premium Listing offers?</b></p>	<ul style="list-style-type: none"> <li>• cari@unifi Premium Listing offers the following:               <ul style="list-style-type: none"> <li>i. Opportunity to be featured in EDM to 2 million unifi base</li> <li>ii. Opportunity to be featured in social media postings</li> <li>iii. Opportunity to be featured in cari@unifi monthly articles</li> </ul> </li> </ul>
3.5	<p><b>Will there be any enablement training programme covered under this Campaign?</b></p>	<ul style="list-style-type: none"> <li>• You will be given options to join the following enablement training programmes:               <ul style="list-style-type: none"> <li>i. Basic Digital Marketing Programme (Free version)</li> <li>ii. Advanced Digital Marketing Programme (Paid version)</li> </ul> </li> <li>• The modules that will be covered in the Free versions are:               <ul style="list-style-type: none"> <li>i. <i>Business basics on Instagram / Asas berniaga di Instagram</i></li> <li>ii. <i>Create logo for business / Reka logo untuk perniagaan</i></li> <li>iii. <i>Business listing on Google / Senaraikan perniagaan anda di Google</i></li> <li>iv. <i>Run a business with Whatsapp Business Berniaga dengan WhatsApp Business</i></li> </ul> </li> <li>• Customer may refer to the website link for more details: <a href="https://www.normlab.my/tmsdgbiz">https://www.normlab.my/tmsdgbiz</a></li> </ul>
3.6	<p><b>What other privileges will I enjoy?</b></p>	<ul style="list-style-type: none"> <li>• You will enjoy other privileges related to Complete Business Solutions in order to meet their needs under uBC as follows:               <ul style="list-style-type: none"> <li>i. Marketing and Omnichannel Solutions</li> <li>ii. Financial Solutions</li> <li>iii. Premium Support</li> <li>iv. Productivity Booster</li> </ul> </li> <li>• Customer may refer to the website link for more details: <a href="https://ubc.unifi.com.my/">https://ubc.unifi.com.my/</a></li> </ul>



#### 4.0 CAMPAIGN 1: SIGN UP & DRIVE AWAY

NO	QUESTION	ANSWER																																	
4.1	What is Sign Up & Drive Away?	<ul style="list-style-type: none"> <li>Sign Up &amp; Drive Away is a campaign where customers can subscribe to unifi Biz 100Mbps plan and above or Business Broadband 4Mbps plan and above while stand a chance to win attractive monthly prizes and grand prize worth up to RM 1.4 million.</li> </ul>																																	
4.2	Who is eligible to apply under this campaign?	<ul style="list-style-type: none"> <li>Open to all <b>new</b> unifi Biz or Business Broadband subscribers from business segment customers only (S10 - S40 only)</li> <li>This is subject to the service and coverage availability.</li> <li>Kindly refer to the Campaign's Terms and Conditions (T&amp;C) for more details.</li> </ul>																																	
4.3	What is the price detail for Connectivity with Solution 1 (Microsoft 365 Business Standard) under this campaign?	<ul style="list-style-type: none"> <li>The offerings available under Sign Up &amp; Drive Away Campaign for Connectivity with Solution 1 (Microsoft 365 Business Standard) are as below:</li> </ul> <table border="1"> <thead> <tr> <th colspan="4">Internet Connectivity + Solution 1: Microsoft 365 Business Standard</th> </tr> <tr> <th>Speed</th> <th>Commercial Package Rate (RM)</th> <th>Grant Package Rate (RM)</th> <th>Rebate (RM)</th> </tr> </thead> <tbody> <tr> <td rowspan="3">100 Mbps</td> <td>181.00 (Without Mesh)</td> <td>119.00</td> <td>62.00</td> </tr> <tr> <td>196.00 (With Mesh M4)</td> <td>129.00</td> <td>67.00</td> </tr> <tr> <td>211.00 (With Mesh M9)</td> <td>140.00</td> <td>71.00</td> </tr> <tr> <td rowspan="2">300 Mbps</td> <td>291.00 (With Mesh M4)</td> <td>196.00</td> <td>95.00</td> </tr> <tr> <td>311.00 (With Mesh M9)</td> <td>210.00</td> <td>101.00</td> </tr> <tr> <td>500 Mbps</td> <td>341.00 (With Mesh M9)</td> <td>231.00</td> <td>110.00</td> </tr> <tr> <td>800 Mbps</td> <td>391.00 (With Mesh M9)</td> <td>266.00</td> <td>125.00</td> </tr> </tbody> </table>	Internet Connectivity + Solution 1: Microsoft 365 Business Standard				Speed	Commercial Package Rate (RM)	Grant Package Rate (RM)	Rebate (RM)	100 Mbps	181.00 (Without Mesh)	119.00	62.00	196.00 (With Mesh M4)	129.00	67.00	211.00 (With Mesh M9)	140.00	71.00	300 Mbps	291.00 (With Mesh M4)	196.00	95.00	311.00 (With Mesh M9)	210.00	101.00	500 Mbps	341.00 (With Mesh M9)	231.00	110.00	800 Mbps	391.00 (With Mesh M9)	266.00	125.00
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4.4	What is the price detail for Connectivity with Solution 2 (Digital Marketing Solutions) under this campaign?	<ul style="list-style-type: none"> <li>The campaign offerings available under the Sign Up &amp; Drive Away Campaign for Connectivity with Solution 2 (Digital Marketing Solutions) are as below:</li> </ul> <table border="1"> <thead> <tr> <th colspan="4">Internet Connectivity + Solution 2: Digital Marketing Solutions</th> </tr> <tr> <th>Speed</th> <th>Commercial Package Rate (RM)</th> <th>Grant Package Rate (RM)</th> <th>Rebate (RM)</th> </tr> </thead> <tbody> <tr> <td rowspan="3">100 Mbps</td> <td>188.90 (Without Mesh)</td> <td>123.90</td> <td>65.00</td> </tr> <tr> <td>203.90 (With Mesh M4)</td> <td>133.90</td> <td>70.00</td> </tr> <tr> <td>218.90 (With Mesh M9)</td> <td>144.90</td> <td>74.00</td> </tr> <tr> <td rowspan="2">300 Mbps</td> <td>298.90 (With Mesh M4)</td> <td>200.90</td> <td>98.00</td> </tr> <tr> <td>318.90 (With Mesh M9)</td> <td>214.90</td> <td>104.00</td> </tr> <tr> <td>500 Mbps</td> <td>348.90 (With Mesh M9)</td> <td>235.90</td> <td>113.00</td> </tr> <tr> <td>800 Mbps</td> <td>398.90 (With Mesh M9)</td> <td>270.90</td> <td>128.00</td> </tr> </tbody> </table>	Internet Connectivity + Solution 2: Digital Marketing Solutions				Speed	Commercial Package Rate (RM)	Grant Package Rate (RM)	Rebate (RM)	100 Mbps	188.90 (Without Mesh)	123.90	65.00	203.90 (With Mesh M4)	133.90	70.00	218.90 (With Mesh M9)	144.90	74.00	300 Mbps	298.90 (With Mesh M4)	200.90	98.00	318.90 (With Mesh M9)	214.90	104.00	500 Mbps	348.90 (With Mesh M9)	235.90	113.00	800 Mbps	398.90 (With Mesh M9)	270.90	128.00
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4.5	What is the price detail	<ul style="list-style-type: none"> <li>The campaign offerings available under the Sign Up &amp; Drive Away Campaign for Connectivity with Solution 3 (cari@unifi Premium Listing) are as below:</li> </ul>																																	

#### 4.0 CAMPAIGN 1: SIGN UP & DRIVE AWAY

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	for Connectivity with Solution 3 (cari@unifi Premium Listing) under this campaign?	<table border="1"> <thead> <tr> <th colspan="4">Internet Connectivity + Solution 3: cari@unifi Premium Listing</th> </tr> <tr> <th>Speed</th> <th>Commercial Package Rate (RM)</th> <th>Grant Package Rate (RM)</th> <th>Rebate (RM)</th> </tr> </thead> <tbody> <tr> <td rowspan="3">100 Mbps</td> <td>149.00 (Without Mesh)</td> <td>98.00</td> <td>46.00</td> </tr> <tr> <td>164.00 (With Mesh M4)</td> <td>108.00</td> <td>51.00</td> </tr> <tr> <td>179.00 (With Mesh M9)</td> <td>119.00</td> <td>55.00</td> </tr> <tr> <td rowspan="2">300 Mbps</td> <td>259.00 (With Mesh M4)</td> <td>175.00</td> <td>79.00</td> </tr> <tr> <td>279.00 (With Mesh M9)</td> <td>189.00</td> <td>85.00</td> </tr> <tr> <td>500 Mbps</td> <td>309.00 (With Mesh M9)</td> <td>210.00</td> <td>94.00</td> </tr> <tr> <td>800 Mbps</td> <td>359.00 (With Mesh M9)</td> <td>245.00</td> <td>109.00</td> </tr> </tbody> </table>	Internet Connectivity + Solution 3: cari@unifi Premium Listing				Speed	Commercial Package Rate (RM)	Grant Package Rate (RM)	Rebate (RM)	100 Mbps	149.00 (Without Mesh)	98.00	46.00	164.00 (With Mesh M4)	108.00	51.00	179.00 (With Mesh M9)	119.00	55.00	300 Mbps	259.00 (With Mesh M4)	175.00	79.00	279.00 (With Mesh M9)	189.00	85.00	500 Mbps	309.00 (With Mesh M9)	210.00	94.00	800 Mbps	359.00 (With Mesh M9)	245.00	109.00
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4.6	Will the customer be notified for the activation of Microsoft 365 Standard Package?	<ul style="list-style-type: none"> <li>Yes, customers will be notified via email from unifi Business Club (“uBC”) (<a href="mailto:ubc@email.unifi.com.my">ubc@email.unifi.com.my</a>) with the action they are required to perform for the activation of Microsoft 365 Business Standard Package.</li> </ul>																																	
4.7	Will the customer be notified for the activation of Digital Marketing Solutions?	<ul style="list-style-type: none"> <li>Yes, customers will be notified via email from unifi Business Club (“uBC”) (<a href="mailto:ubc@email.unifi.com.my">ubc@email.unifi.com.my</a>) with the action they are required to perform for the activation of Digital Marketing Solutions.</li> </ul>																																	
4.8	Will the customer be notified for the activation of cari@unifi Premium Listing?	<ul style="list-style-type: none"> <li>Yes, customers will be notified via email from unifi Business Club (“uBC”) (<a href="mailto:ubc@email.unifi.com.my">ubc@email.unifi.com.my</a>) with the action they are required to perform for the activation of cari@unifi Premium Listing.</li> </ul>																																	
4.9	Does the customer	<ul style="list-style-type: none"> <li>For new customers (new installation), the customer are required to pay an advance payment of RM200 for these packages.</li> </ul>																																	

4.0 CAMPAIGN 1: SIGN UP & DRIVE AWAY		
NO	QUESTION	ANSWER
	need to pay any advance payment during application of the packages?	
4.10	What are other terms and conditions (T&C) related to the Campaign that customers need to be aware of?	<ul style="list-style-type: none"> <li>• The T&amp;C for Sign Up &amp; Drive Away Campaign shall apply.</li> <li>• The T&amp;C for Mesh Wi-Fi shall apply.</li> <li>• The T&amp;C for Microsoft 365 Business Standard shall apply.</li> <li>• The T&amp;C for Digital Marketing Solutions shall apply.</li> <li>• The T&amp;C for cari@unifi Premium Listing shall apply.</li> </ul>

**5.0 CAMPAIGN 2: UPGRADE & DRIVE AWAY**

NO	QUESTION	ANSWER																																	
5.1	<b>What is Upgrade &amp; Drive Away Campaign?</b>	<ul style="list-style-type: none"> <li>• A campaign for existing unifi Biz subscribers to upgrade their unifi Biz plan speed, add-On Mesh Wi-Fi package and/or add-On Microsoft 365 Business package.</li> <li>• Customers will get a guaranteed giveaway (for upgrade speed only) and stand a chance to win a weekly or quarterly prize worth more than RM1 million.</li> </ul>																																	
5.2	<b>Who is eligible to apply under this campaign?</b>	<ul style="list-style-type: none"> <li>• Open to <b>selected existing</b> unifi Biz subscribers from business segment customers only (S10 – S40 only)</li> <li>• This is subject to the service and coverage availability.</li> <li>• Kindly refer to the Campaign’s T&amp;C for more details.</li> <li>• For existing customers who apply for SME Digitalisation Grant, the upgrade or downgrade of speed is allowed prior to the commencement of the grant period. Any movement after the grant has started is strictly not allowed.</li> </ul>																																	
5.3	<b>How does a customer get selected and notified to be entitled for this grant?</b>	<ul style="list-style-type: none"> <li>• This Campaign offering is only extended to selected existing unifi Biz customer based on the grant criteria set in Question 1.3 and 2.8 and customer will be notified via email or SMS by TM.</li> <li>• Customer is required to opt in to sign up to the package offered.</li> </ul>																																	
5.4	<b>What is the price detail for Connectivity with Solution 1 (Microsoft 365 Business Standard) under this Campaign?</b>	<ul style="list-style-type: none"> <li>• The offerings available under this Upgrade &amp; Drive Away Campaign for Connectivity with Solution 1 (Microsoft 365 Business Standard) are as below:</li> </ul> <table border="1" data-bbox="408 1402 1481 1839"> <thead> <tr> <th colspan="4" data-bbox="408 1402 1481 1442"><b>Internet Connectivity + Solution 1: Microsoft 365 Business Standard</b></th> </tr> <tr> <th data-bbox="408 1442 587 1563"><b>Speed</b></th> <th data-bbox="587 1442 970 1563"><b>Commercial Package Rate (RM)</b></th> <th data-bbox="970 1442 1350 1563"><b>Grant Package Rate (RM)</b></th> <th data-bbox="1350 1442 1481 1563"><b>Rebate (RM)</b></th> </tr> </thead> <tbody> <tr> <td data-bbox="408 1563 587 1684" rowspan="3">100 Mbps</td> <td data-bbox="587 1563 970 1603">181.00 (Without Mesh)</td> <td data-bbox="970 1563 1350 1603">119.00</td> <td data-bbox="1350 1563 1481 1603">62.00</td> </tr> <tr> <td data-bbox="587 1603 970 1644">196.00 (With Mesh M4)</td> <td data-bbox="970 1603 1350 1644">129.00</td> <td data-bbox="1350 1603 1481 1644">67.00</td> </tr> <tr> <td data-bbox="587 1644 970 1684">211.00 (With Mesh M9)</td> <td data-bbox="970 1644 1350 1684">140.00</td> <td data-bbox="1350 1644 1481 1684">71.00</td> </tr> <tr> <td data-bbox="408 1684 587 1760" rowspan="2">300 Mbps</td> <td data-bbox="587 1684 970 1724">291.00 (With Mesh M4)</td> <td data-bbox="970 1684 1350 1724">196.00</td> <td data-bbox="1350 1684 1481 1724">95.00</td> </tr> <tr> <td data-bbox="587 1724 970 1760">311.00 (With Mesh M9)</td> <td data-bbox="970 1724 1350 1760">210.00</td> <td data-bbox="1350 1724 1481 1760">101.00</td> </tr> <tr> <td data-bbox="408 1760 587 1800">500 Mbps</td> <td data-bbox="587 1760 970 1800">341.00 (With Mesh M9)</td> <td data-bbox="970 1760 1350 1800">231.00</td> <td data-bbox="1350 1760 1481 1800">110.00</td> </tr> <tr> <td data-bbox="408 1800 587 1839">800 Mbps</td> <td data-bbox="587 1800 970 1839">391.00 (With Mesh M9)</td> <td data-bbox="970 1800 1350 1839">266.00</td> <td data-bbox="1350 1800 1481 1839">125.00</td> </tr> </tbody> </table>	<b>Internet Connectivity + Solution 1: Microsoft 365 Business Standard</b>				<b>Speed</b>	<b>Commercial Package Rate (RM)</b>	<b>Grant Package Rate (RM)</b>	<b>Rebate (RM)</b>	100 Mbps	181.00 (Without Mesh)	119.00	62.00	196.00 (With Mesh M4)	129.00	67.00	211.00 (With Mesh M9)	140.00	71.00	300 Mbps	291.00 (With Mesh M4)	196.00	95.00	311.00 (With Mesh M9)	210.00	101.00	500 Mbps	341.00 (With Mesh M9)	231.00	110.00	800 Mbps	391.00 (With Mesh M9)	266.00	125.00
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## 5.0 CAMPAIGN 2: UPGRADE &amp; DRIVE AWAY

NO	QUESTION	ANSWER																																	
5.5	What is the price detail for Connectivity with Solution 2 (Digital Marketing Solutions) under this campaign?	<ul style="list-style-type: none"> <li>The offerings available under this Upgrade &amp; Drive Away Campaign for Connectivity with Solution 2 (Digital Marketing Solutions) are as below:</li> </ul> <table border="1"> <thead> <tr> <th colspan="4">Internet Connectivity + Solution 2: Digital Marketing Solutions</th> </tr> <tr> <th>Speed</th> <th>Commercial Package Rate (RM)</th> <th>Grant Package Rate (RM)</th> <th>Rebate (RM)</th> </tr> </thead> <tbody> <tr> <td rowspan="3">100 Mbps</td> <td>188.90 (Without Mesh)</td> <td>123.90</td> <td>65.00</td> </tr> <tr> <td>203.90 (With Mesh M4)</td> <td>133.90</td> <td>70.00</td> </tr> <tr> <td>218.90 (With Mesh M9)</td> <td>144.90</td> <td>74.00</td> </tr> <tr> <td rowspan="2">300 Mbps</td> <td>298.90 (With Mesh M4)</td> <td>200.90</td> <td>98.00</td> </tr> <tr> <td>318.90 (With Mesh M9)</td> <td>214.90</td> <td>104.00</td> </tr> <tr> <td>500 Mbps</td> <td>348.90 (With Mesh M9)</td> <td>235.90</td> <td>113.00</td> </tr> <tr> <td>800 Mbps</td> <td>398.90 (With Mesh M9)</td> <td>270.90</td> <td>128.00</td> </tr> </tbody> </table>	Internet Connectivity + Solution 2: Digital Marketing Solutions				Speed	Commercial Package Rate (RM)	Grant Package Rate (RM)	Rebate (RM)	100 Mbps	188.90 (Without Mesh)	123.90	65.00	203.90 (With Mesh M4)	133.90	70.00	218.90 (With Mesh M9)	144.90	74.00	300 Mbps	298.90 (With Mesh M4)	200.90	98.00	318.90 (With Mesh M9)	214.90	104.00	500 Mbps	348.90 (With Mesh M9)	235.90	113.00	800 Mbps	398.90 (With Mesh M9)	270.90	128.00
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5.6	What is the price detail for Connectivity with Solution 3 (cari@unifi Premium Listing) under this campaign?	<ul style="list-style-type: none"> <li>The offerings available under this Upgrade &amp; Drive Away Campaign for Connectivity with Solution 3 (cari@unifi Premium Listing) are as below:</li> </ul> <table border="1"> <thead> <tr> <th colspan="4">Internet Connectivity + Solution 3: cari@unifi Premium Listing</th> </tr> <tr> <th>Speed</th> <th>Commercial Package Rate (RM)</th> <th>Grant Package Rate (RM)</th> <th>Rebate (RM)</th> </tr> </thead> <tbody> <tr> <td rowspan="3">100 Mbps</td> <td>149.00 (Without Mesh)</td> <td>98.00</td> <td>46.00</td> </tr> <tr> <td>164.00 (With Mesh M4)</td> <td>108.00</td> <td>51.00</td> </tr> <tr> <td>179.00 (With Mesh M9)</td> <td>119.00</td> <td>55.00</td> </tr> <tr> <td rowspan="2">300 Mbps</td> <td>259.00 (With Mesh M4)</td> <td>175.00</td> <td>79.00</td> </tr> <tr> <td>279.00 (With Mesh M9)</td> <td>189.00</td> <td>85.00</td> </tr> <tr> <td>500 Mbps</td> <td>309.00 (With Mesh M9)</td> <td>210.00</td> <td>94.00</td> </tr> <tr> <td>800 Mbps</td> <td>359.00 (With Mesh M9)</td> <td>245.00</td> <td>109.00</td> </tr> </tbody> </table>	Internet Connectivity + Solution 3: cari@unifi Premium Listing				Speed	Commercial Package Rate (RM)	Grant Package Rate (RM)	Rebate (RM)	100 Mbps	149.00 (Without Mesh)	98.00	46.00	164.00 (With Mesh M4)	108.00	51.00	179.00 (With Mesh M9)	119.00	55.00	300 Mbps	259.00 (With Mesh M4)	175.00	79.00	279.00 (With Mesh M9)	189.00	85.00	500 Mbps	309.00 (With Mesh M9)	210.00	94.00	800 Mbps	359.00 (With Mesh M9)	245.00	109.00
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5.7	Will the customer be notified for the activation of Microsoft 365 Standard Package?	<ul style="list-style-type: none"> <li>Yes, customers will be notified via email from unifi Business Club (“uBC”) (<a href="mailto:ubc@email.unifi.com.my">ubc@email.unifi.com.my</a>) with the action they are required to perform to provide the domain name for the activation of Microsoft 365 Business Standard Package on the link provided.</li> </ul>																																	

5.0 CAMPAIGN 2: UPGRADE & DRIVE AWAY		
NO	QUESTION	ANSWER
5.8	Will the customer be notified for the activation of Digital Marketing Solution?	<ul style="list-style-type: none"> <li>Yes, customers will be notified via email from unifi Business Club (“uBC”) (<a href="mailto:ubc@email.unifi.com.my">ubc@email.unifi.com.my</a>) with the action that they are required to perform for the activation of Digital Marketing Solution.</li> </ul>
5.9	Will the customer be notified for the activation of cari@unifi Premium Listing?	<ul style="list-style-type: none"> <li>Yes, customers will be notified via email from unifi Business Club (“uBC”) (<a href="mailto:ubc@email.unifi.com.my">ubc@email.unifi.com.my</a>) with the action that they are required to perform for the activation of cari@unifi Premium Listing.</li> </ul>
5.10	What are other terms and conditions (T&C) related to this Campaign that customers need to be aware of?	<ul style="list-style-type: none"> <li>The T&amp;C for Upgrade &amp; Drive Away Campaign shall apply.</li> <li>The T&amp;C for Mesh Wi-Fi shall apply.</li> <li>The T&amp;C for Microsoft 365 Business Standard Package shall apply.</li> <li>The T&amp;C for Digital Marketing Solutions shall apply.</li> <li>The T&amp;C for cari@unifi Premium Listing shall apply.</li> </ul>

## 6.0 CAMPAIGN 3: MIGRATION BUSINESS BROADBAND TO UNIFI BIZ

NO	QUESTION	ANSWER																												
6.1	<b>What is Migration Business Broadband to unifi Biz Campaign?</b>	<ul style="list-style-type: none"> <li>Migration Business Broadband to unifi Biz Campaign is a campaign to accelerate the migration of existing Business Broadband customers under Broadband Fiberisation (BBF) Project whereby the customer is entitled to one (1) reserved unifi port within one (1) month.</li> <li>The customer will stand a chance to win an attractive weekly prizes and grand prize worth RM4,000.</li> </ul>																												
6.2	<b>Who is eligible to apply under this Campaign?</b>	<ul style="list-style-type: none"> <li>This Campaign is open to <b>selected existing</b> Business Broadband customers under BBF Project from business segment only (S10 - S40 only)</li> <li>This is subject to the service and coverage availability.</li> <li>Kindly refer to the Campaign's T&amp;C for more details.</li> </ul>																												
6.3	<b>How does a customer get selected and notified to be entitled for this grant?</b>	<ul style="list-style-type: none"> <li>This Campaign offering is only extended to selected existing Business Broadband customer under BBF Project whereby the customer is entitled for one (1) reserved unifi port within one (1) month.</li> <li>Next, the customer will be selected based on the grant criteria set in Question 1.3 and 2.8 and customer will be notified via email from uBC (<a href="mailto:ubc@email.unifi.com.my">ubc@email.unifi.com.my</a>) or SMS by TM.</li> </ul>																												
6.4	<b>What is the price detail for Connectivity with Solution 1 Microsoft 365 Business Standard under this Campaign?</b>	<ul style="list-style-type: none"> <li>The offerings available under this campaign for Connectivity with Solution 1 (Microsoft 365 Business Standard) are as below: <table border="1" data-bbox="408 1397 1481 1771"> <thead> <tr> <th colspan="4">Internet Connectivity + Solution 1: Microsoft 365 Business Standard</th> </tr> <tr> <th>Speed</th> <th>Commercial Package Rate (RM)</th> <th>Grant Package Rate (RM)</th> <th>Rebate (RM)</th> </tr> </thead> <tbody> <tr> <td>30 Mbps</td> <td>141.00</td> <td>91.00</td> <td>50.00</td> </tr> <tr> <td>100 Mbps</td> <td>181.00 (Without Mesh)</td> <td>119.00</td> <td>62.00</td> </tr> <tr> <td>300 Mbps</td> <td>291.00 (With Mesh M4)</td> <td>196.00</td> <td>95.00</td> </tr> <tr> <td>500 Mbps</td> <td>341.00 (With Mesh M4)</td> <td>231.00</td> <td>110.00</td> </tr> <tr> <td>800 Mbps</td> <td>391.00 (With Mesh M4)</td> <td>266.00</td> <td>125.00</td> </tr> </tbody> </table> </li> </ul>	Internet Connectivity + Solution 1: Microsoft 365 Business Standard				Speed	Commercial Package Rate (RM)	Grant Package Rate (RM)	Rebate (RM)	30 Mbps	141.00	91.00	50.00	100 Mbps	181.00 (Without Mesh)	119.00	62.00	300 Mbps	291.00 (With Mesh M4)	196.00	95.00	500 Mbps	341.00 (With Mesh M4)	231.00	110.00	800 Mbps	391.00 (With Mesh M4)	266.00	125.00
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6.5	<b>What is the price detail for Connectivity</b>	<ul style="list-style-type: none"> <li>The offerings available under this Campaign for Connectivity with Solution 2 (Digital Marketing Solutions) are as below: <table border="1" data-bbox="408 1980 1481 2018"> <thead> <tr> <th>Internet Connectivity + Solution 2: Digital Marketing Solutions</th> </tr> </thead> <tbody> </tbody> </table> </li> </ul>	Internet Connectivity + Solution 2: Digital Marketing Solutions																											
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## 6.0 CAMPAIGN 3: MIGRATION BUSINESS BROADBAND TO UNIFI BIZ

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6.6	What is the price detail for Connectivity with Solution 3 cari@unifi Premium Listing under this campaign?	<ul style="list-style-type: none"> <li>The offerings available under this Campaign for Connectivity with Solution 3 (cari@unifi Premium Listing) are as below:</li> </ul> <table border="1"> <thead> <tr> <th colspan="4">Internet Connectivity + Solution 3: cari@unifi Premium Listing</th> </tr> <tr> <th>Speed</th> <th>Commercial Package Rate (RM)</th> <th>Grant Package Rate (RM)</th> <th>Rebate (RM)</th> </tr> </thead> <tbody> <tr> <td>30 Mbps</td> <td>109.00</td> <td>70.00</td> <td>34.00</td> </tr> <tr> <td>100 Mbps</td> <td>149.00 (Without Mesh)</td> <td>98.00</td> <td>46.00</td> </tr> <tr> <td>300 Mbps</td> <td>259.00 (With Mesh M4)</td> <td>175.00</td> <td>79.00</td> </tr> <tr> <td>500 Mbps</td> <td>309.00 (With Mesh M4)</td> <td>210.00</td> <td>94.00</td> </tr> <tr> <td>800 Mbps</td> <td>359.00 (With Mesh M4)</td> <td>245.00</td> <td>109.00</td> </tr> </tbody> </table>	Internet Connectivity + Solution 3: cari@unifi Premium Listing				Speed	Commercial Package Rate (RM)	Grant Package Rate (RM)	Rebate (RM)	30 Mbps	109.00	70.00	34.00	100 Mbps	149.00 (Without Mesh)	98.00	46.00	300 Mbps	259.00 (With Mesh M4)	175.00	79.00	500 Mbps	309.00 (With Mesh M4)	210.00	94.00	800 Mbps	359.00 (With Mesh M4)	245.00	109.00
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6.7	Will the customer be notified for the activation of Microsoft 365 Standard?	<ul style="list-style-type: none"> <li>Yes, customers will be notified via email from unifi Business Club (“uBC”) (<a href="mailto:ubc@email.unifi.com.my">ubc@email.unifi.com.my</a>) for Microsoft 365 Business Standard activation.</li> </ul>																												
6.8	Will the customer be notified for the activation of Digital Marketing Solutions?	<ul style="list-style-type: none"> <li>Yes, customers will be notified via email from unifi Business Club (“uBC”) (<a href="mailto:ubc@email.unifi.com.my">ubc@email.unifi.com.my</a>) with the action that they are required to perform for the activation of Digital Marketing Solutions.</li> </ul>																												



6.0 CAMPAIGN 3: MIGRATION BUSINESS BROADBAND TO UNIFI BIZ		
NO	QUESTION	ANSWER
6.9	Will the customer be notified for the activation of cari@unifi Premium Listing?	<ul style="list-style-type: none"> <li>Yes, customers will be notified via email from unifi Business Club (“uBC”) (<a href="mailto:ubc@email.unifi.com.my">ubc@email.unifi.com.my</a>) with the action that they are required to perform for the activation of cari@unifi Premium Listing.</li> </ul>
6.10	Will the customer be entitled for the One-Month Waiver under this Campaign with the Grant?	<ul style="list-style-type: none"> <li>Customers will not be entitled for the one (1)-month waiver under this campaign that comes with the SME Digitalisation Grant.</li> </ul>
6.11	What are other terms and conditions related to this Campaign?	<ul style="list-style-type: none"> <li>The T&amp;C for Migration of Business Broadband to unifi Biz Campaign shall apply.</li> <li>The T&amp;C for Mesh Wi-Fi shall apply.</li> <li>The T&amp;C for Microsoft 365 Business Standard Package shall apply.</li> <li>The T&amp;C for Digital Marketing Solutions shall apply.</li> <li>The T&amp;C for cari@unifi Premium Listing shall apply.</li> </ul>

## 7.0 CAMPAIGN 4: MICRO PACK

NO	QUESTION	ANSWER												
7.1	<b>What is Micro Pack?</b>	<ul style="list-style-type: none"> <li>• Micro Pack is a unifi Biz 30Mbps plan targeting to micro business segment as follows: <ul style="list-style-type: none"> <li>○ Operates from home or small offices</li> <li>○ Consumer-like behaviour</li> <li>○ Needs stable internet connection</li> <li>○ Price sensitive and big on cost saving</li> <li>○ Requires assistance to grow, go-to-market etc.</li> </ul> </li> </ul>												
7.2	<b>Who is eligible to apply for Micro Pack?</b>	<ul style="list-style-type: none"> <li>• Micro Pack is open to all <b>new</b> unifi Biz subscriptions from business segment customers only (S10 - S40 only)</li> <li>• This is subject to the service and coverage availability.</li> <li>• Kindly refer to the Campaign's T&amp;C for more details.</li> </ul>												
7.3	<b>What is the price detail for Connectivity with Solution 1 (Microsoft 365 Business Standard) under Micro Pack?</b>	<ul style="list-style-type: none"> <li>• The offerings available under Base Campaign Micro Pack for Connectivity with Solution 1 Microsoft 365 Business Standard are as below: <table border="1" data-bbox="408 1055 1485 1254"> <thead> <tr> <th colspan="4">Internet Connectivity + Solution 1: Microsoft 365 Business Standard</th> </tr> <tr> <th>Speed</th> <th>Commercial Package Rate (RM)</th> <th>Grant Package Rate (RM)</th> <th>Rebate (RM)</th> </tr> </thead> <tbody> <tr> <td>30 Mbps</td> <td>141.00</td> <td>91.00</td> <td>50.00</td> </tr> </tbody> </table> </li> </ul>	Internet Connectivity + Solution 1: Microsoft 365 Business Standard				Speed	Commercial Package Rate (RM)	Grant Package Rate (RM)	Rebate (RM)	30 Mbps	141.00	91.00	50.00
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7.4	<b>What is the price detail for Connectivity with Solution 2 (Digital Marketing Solutions) under Micro Pack?</b>	<ul style="list-style-type: none"> <li>• The offerings available under Micro Pack for Connectivity with Solution 2 (Digital Marketing Solutions) are as below: <table border="1" data-bbox="408 1532 1485 1731"> <thead> <tr> <th colspan="4">Internet Connectivity + Solution 2: Digital Marketing Solutions</th> </tr> <tr> <th>Speed</th> <th>Commercial Package Rate (RM)</th> <th>Grant Package Rate (RM)</th> <th>Rebate (RM)</th> </tr> </thead> <tbody> <tr> <td>30 Mbps</td> <td>148.90</td> <td>95.90</td> <td>53.00</td> </tr> </tbody> </table> </li> </ul>	Internet Connectivity + Solution 2: Digital Marketing Solutions				Speed	Commercial Package Rate (RM)	Grant Package Rate (RM)	Rebate (RM)	30 Mbps	148.90	95.90	53.00
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30 Mbps	148.90	95.90	53.00											
7.5	<b>What is the price detail for Connectivity</b>	<ul style="list-style-type: none"> <li>• The offerings available under Micro Pack for Connectivity with Solution 3 (cari@unifi Premium Listing) are as below: <table border="1" data-bbox="408 1975 1485 2013"> <thead> <tr> <th>Internet Connectivity + Solution 3: cari@unifi Premium Listing</th> </tr> </thead> <tbody> </tbody> </table> </li> </ul>	Internet Connectivity + Solution 3: cari@unifi Premium Listing											
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### 7.0 CAMPAIGN 4: MICRO PACK

NO	QUESTION	ANSWER			
	with Solution 3 (cari@unifi Premium Listing) under Micro Pack?	Speed	Commercial Package Rate (RM)	Grant Package Rate (RM)	Rebate (RM)
		30 Mbps	109.00	70.00	34.00
7.6	Will the customer be notified for the activation of Microsoft 365 Standard Package?	<ul style="list-style-type: none"> <li>Yes, customers will be notified via email from uBC (<a href="mailto:ubc@email.unifi.com.my">ubc@email.unifi.com.my</a>) for Microsoft 365 Business Standard activation.</li> </ul>			
7.7	Will the customer be notified for the activation of Digital Marketing Solutions?	<ul style="list-style-type: none"> <li>Yes, customers will be notified via email from uBC (<a href="mailto:ubc@email.unifi.com.my">ubc@email.unifi.com.my</a>) with the action that they are required to perform for the activation of Digital Marketing Solutions.</li> </ul>			
7.8	Will the customer be notified for the activation of cari@unifi Premium Listing?	<ul style="list-style-type: none"> <li>Yes, customers will be notified via email from uBC (<a href="mailto:ubc@email.unifi.com.my">ubc@email.unifi.com.my</a>) with the action that they are required to perform for the activation of cari@unifi Premium Listing.</li> </ul>			

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NO	QUESTION	ANSWER
7.9	<b>Does the customer need to pay advance payment during application of the packages?</b>	<ul style="list-style-type: none"><li>• For new customers (new installation), you are required to pay an advance payment of RM200.</li></ul>
7.10	<b>What are other terms and conditions related to Micro Pack?</b>	<ul style="list-style-type: none"><li>• The T&amp;C for Micro Pack Campaign shall apply.</li><li>• The T&amp;C for Mesh Wi-Fi shall apply.</li><li>• The T&amp;C for Microsoft 365 Business Standard shall apply.</li><li>• The T&amp;C for Digital Marketing Solutions shall apply.</li><li>• The T&amp;C for cari@unifi Premium Listing shall apply.</li></ul>