

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
FREE 30 DAYS SPEED UPGRADE (EXISTING CUSTOMERS)**

NO	QUESTION	ANSWER												
GENERAL INFO ON FREE 30 DAYS SPEED UPGRADE														
1	What is FREE 30 Days Speed Upgrade Campaign all about?	<ul style="list-style-type: none"> unifi is offering a FREE 30 days speed upgrade to its existing customers who are currently subscribing to packages of 500Mbps and below. These eligible customers will enjoy speed that is one (1) level higher than their current package for a 30-days trial period with no additional charges. 												
2	Can you tell me more about this campaign?	<ul style="list-style-type: none"> The FREE speed upgrade offerings are as follows: <table border="1" style="margin: 10px auto;"> <thead> <tr> <th style="background-color: #cccccc;">Current Speed</th> <th style="background-color: #cccccc;">Upgraded speed without additional charges for 30 days</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">< = 30Mbps</td> <td style="text-align: center;">100Mbps</td> </tr> <tr> <td style="text-align: center;">50Mbps</td> <td style="text-align: center;">100Mbps</td> </tr> <tr> <td style="text-align: center;">100Mbps</td> <td style="text-align: center;">300Mbps</td> </tr> <tr> <td style="text-align: center;">300Mbps</td> <td style="text-align: center;">500Mbps</td> </tr> <tr> <td style="text-align: center;">500Mbps</td> <td style="text-align: center;">800Mbps</td> </tr> </tbody> </table> If customers are interested to continue enjoying the new upgraded speed after the 30 days FREE trial period, they will need to opt in via a link that they will receive through SMS or email. This notification will be sent to customers within the 30 days trial period. Customers who opt for an upgrade will be on the new plan's pricing structure upon successful change of the plan. Customers who do not opt in to upgrade will be reverted to the original speed after the 30 days trial period has ended. 	Current Speed	Upgraded speed without additional charges for 30 days	< = 30Mbps	100Mbps	50Mbps	100Mbps	100Mbps	300Mbps	300Mbps	500Mbps	500Mbps	800Mbps
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3	Who is eligible for this campaign?	<ul style="list-style-type: none"> This campaign is exclusively offered to eligible existing unifi customers. Eligibility will be based on: <ul style="list-style-type: none"> Being a good paymaster Subscription tenure of more than five (5) years with TM. Service capability at the area 												
4	How long is the campaign period?	<ul style="list-style-type: none"> This promotion runs from 15th October 2021 until 31st December 2021. 												
5	When will the speed upgrade take effect?	<ul style="list-style-type: none"> Successful applicants will be upgraded in batches starting 15th October 2021. 												

6	<p>Currently, unifi access at my condominium is capped at 30Mbps. Can I still request for an upgrade under this campaign?</p>	<ul style="list-style-type: none"> Stay tuned. When your area is ready for our upgrading exercise, you will get notifications on new campaigns and offerings from TM. Thank you for your support.
7	<p>How do I know I'm already enjoying the temporary FREE Speed Upgrade?</p>	<ul style="list-style-type: none"> You will receive an SMS from the short code 66555 informing you of your successful speed upgrade. The SMS is as below: <i>RM0 unifi: Thank you for being with us! You're now enjoying a FREE BROADBAND SPEED UPGRADE for 30 days. Check out your new speed i.unifi.my/speedtest. T&C apply</i>
8	<p>Upon receiving the SMS notification of my 30 days FREE trial speed upgrade, do I need to restart my modem in order to enjoy the new speed?</p>	<ul style="list-style-type: none"> We have made it easier for you. You do not need to restart your modem to enjoy the new upgraded speed.
9	<p>How to check eligibility for this campaign?</p>	<ul style="list-style-type: none"> Selected customers will be informed via SMS. You may also check your eligibility via: <ul style="list-style-type: none"> http://unifi.com.my/freespeedupgrade TMpoint
10	<p>Can I request to expedite the temporary Free Speed Upgrade?</p>	<ul style="list-style-type: none"> We understand your excitement. We will be implementing this speed upgrade to eligible customers in batches. When it is your turn, you will receive a notification via SMS once your speed has been upgraded.

DURING 30 DAYS SPEED UPGRADE FREE TRIAL

11	<p>I really enjoy the upgraded speed experience. Can I request for the speed upgrade within the 30 days trial through other Sales channels?</p>	<ul style="list-style-type: none"> Absolutely, you can upgrade within the 30 days trial period. However, kindly note that once you have agreed to be at the upgraded speed or higher, you will be charged based on your new subscribed speed and plan. Example: Customer is currently at 30Mbps and gets a free upgrade to 100Mbps. Within the 30 days trial period, customer upgrades his/her preferred speed and plan to 500Mbps. Upon change of plan, the customer no longer enjoys the free speed upgrade at 100Mbps.
12	<p>Will there be any additional charges for this temporary Free speed upgrade campaign?</p>	<ul style="list-style-type: none"> There will be no additional charges, you will enjoy the temporary speed upgrade at no additional cost. Your current unifi monthly charges, including add-on services, will stay the same during this period.

13	Will there be any installation activities at the customer's premise for the temporary Free Speed Upgrade exercise?	<ul style="list-style-type: none"> ▪ Customers will be auto upgraded with NO installation activity required at customer's premise.
14	Will there be any new perks during the trial period e.g. Mesh Wi-Fi, unifi Plus Box (uPB) or other device for FREE?	<ul style="list-style-type: none"> ▪ We're sorry. You will not get any additional new devices during the trial period. We will upgrade your speed seamlessly.
15	Before the speed upgrade is offered to customers, does TM verify if the users' areas and premises support the upgrade?	<ul style="list-style-type: none"> ▪ Yes, we have checked the technical capabilities of the customer's area and premise before offering the speed upgrade to the eligible customers.
16	How can I validate my current speed?	<ul style="list-style-type: none"> ▪ If you are eligible for the speed upgrade, you may run a speed test via: <ul style="list-style-type: none"> ○ i.unifi.my/NewUpgrade within the 30-day trial period or ○ i.unifi.my/speedtest
17	If I am satisfied with the new speed, how do I upgrade from my current package?	<ul style="list-style-type: none"> ▪ You can register via i.unifi.my/NewUpgrade within the 30-day trial period.
18	Can I transfer my unifi account to another owner during the 30 days free trial campaign period?	<ul style="list-style-type: none"> ▪ Yes, you are allowed to transfer the ownership during this campaign period. ▪ The upgrading activity is done based on the service number, therefore, the new owner will be able to enjoy the speed upgrade.
AFTER 30 DAYS SPEED UPGRADE FREE TRIAL		
19	What will happen to my speed after the 30 Days temporary speed upgrade?	<ul style="list-style-type: none"> ▪ If you do not opt in (do not agree to upgrade), your speed will revert automatically to your original speed and your package plan remains as is. ▪ If you agree to upgrade and has applied to opt-in, your new speed will remain and your plan will change to a new package plan and price in the next bill.
20	When will my new plan be activated after I opt for this offering and enrol to the new speed?	<ul style="list-style-type: none"> ▪ Your new plan will be activated between 7 to 14 working days after the 30-day trial ends.
21	Will I receive any notification on the new package plan?	<ul style="list-style-type: none"> ▪ Yes, you will be notified via an SMS with the short code 66555 and an email from unifi.promotions@tm.com.my on the new package plan and price upon successful activation.

22	Is there any contract if I agree to opt-in to a new speed after 30 days free trial period? Is my subscription subjected to a new contract if I choose to upgrade?	<ul style="list-style-type: none"> Yes, any change of unifi Home plans comes with a 24-month contract. 																														
23	If I am already on a package that includes Free Mesh Wi-Fi or Free unifi Plus Box (uPB) or both, will I receive a new device when I subscribe to this new package?	<ul style="list-style-type: none"> Unfortunately, you will not receive a new unifi Plus Box (uPB) upon subscribing to the new speed upgrade package. However if you already have a Mesh Wi-Fi and you upgrade your speed to 300Mbps and above, you will receive Wi-Fi 6 certified Mesh with Wi-Fi 6 certified router. 																														
24	I prefer to subscribe to a speed faster than the one offered to me under the Free Speed Upgrade Trial. Is that possible?	<ul style="list-style-type: none"> Absolutely, you can upgrade to a higher speed than the Free Upgrade Trial Speed offered. Once you receive an SMS or email to the special website on this offer, you can choose to subscribe to the New Speed package or higher speed. When the 30 Days trial period ends, you will be upgraded and charged based on the new subscribed speed and and plan accordingly. 																														
25	What package will be offered to me if I agree to upgrade permanently?	<ul style="list-style-type: none"> You will be offered with the same speed offered during the trial period or any higher speed with a new price. The Campaign Offerings' illustration are as follows: - <ul style="list-style-type: none"> i. Broadband with unifi TV Ultimate Pack <table border="1" data-bbox="663 1227 1541 1581"> <thead> <tr> <th>unifi Home Broadband Plan</th> <th>Free Wi-Fi 6 Certified Mesh and router **or unifi Plus Box (uPB)</th> <th>Free unifi TV Ultimate Pack via Play TV App</th> </tr> </thead> <tbody> <tr> <td>100 Mbps</td> <td>- *</td> <td>✓</td> </tr> <tr> <td>300 Mbps</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>500 Mbps</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>800 Mbps</td> <td>✓</td> <td>✓</td> </tr> </tbody> </table> ii. Broadband only <table border="1" data-bbox="659 1682 1541 1984"> <thead> <tr> <th>unifi Home Broadband Plan</th> <th>Free Wi-Fi 6 Certified Mesh and router**</th> <th>Free unifi TV Ultimate Pack via Play TV app</th> </tr> </thead> <tbody> <tr> <td>100 Mbps</td> <td>- *</td> <td>Not Applicable</td> </tr> <tr> <td>300 Mbps</td> <td>✓</td> <td></td> </tr> <tr> <td>500 Mbps</td> <td>✓</td> <td></td> </tr> <tr> <td>800 Mbps</td> <td>✓</td> <td></td> </tr> </tbody> </table> 	unifi Home Broadband Plan	Free Wi-Fi 6 Certified Mesh and router **or unifi Plus Box (uPB)	Free unifi TV Ultimate Pack via Play TV App	100 Mbps	- *	✓	300 Mbps	✓	✓	500 Mbps	✓	✓	800 Mbps	✓	✓	unifi Home Broadband Plan	Free Wi-Fi 6 Certified Mesh and router**	Free unifi TV Ultimate Pack via Play TV app	100 Mbps	- *	Not Applicable	300 Mbps	✓		500 Mbps	✓		800 Mbps	✓	
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		<p>*Add on Mesh Deco M4 or unifi Plus Box with a discounted price of RM10 per month for 24 months.</p> <p>** Free Wi-Fi 6 Certified Mesh and router for 300 Mbps and above applicable from 1st December 2021 onwards with 24 months contract.</p>
26	After the upgrade, what will happen to my other add-on services i.e. voice plan?	<ul style="list-style-type: none"> Don't worry, other services remain unchanged. There will be no changes to the contract for the add-on services.
27	Is there any additional costs if new equipment is required?	<ul style="list-style-type: none"> There will be no additional cost for any changes of equipment. The upgrading will be seamless thus customers' current equipment should be able to support the upgrade. However, there may be cases where TM will need to send unifi installers to replace customer's current equipment. All standard installation and equipment (if required) will be provided for FREE as part of the upgrade. Non-standard installation will be charged as per current practice as stated in the unifi website.
28	What is my credit limit after changing to the new plan/speed?	<ul style="list-style-type: none"> Your credit limit will be based on the new speed offering. You may check via your self-care account.

DEVICE, CHARGES AND DELIVERY

29	I have upgraded my speed to a new plan with a unifi Plus Box or Mesh. When can I get the device?	<ul style="list-style-type: none"> After successful upgrade to the new speed, the delivery of device will be arranged as follows: <table border="1" data-bbox="655 1305 1517 1655"> <thead> <tr> <th>Speed</th> <th>Delivery arrangement</th> </tr> </thead> <tbody> <tr> <td>100Mbps 300Mbps, 500Mbps & 800Mbps</td> <td> <ul style="list-style-type: none"> unifi Plus Box delivery within 7 working days upon order submission. Mesh Deco M4 for 100 Mbps delivery within 3-7 working days upon order completion. Wi-Fi 6 Certified Mesh and router will be delivered and installed based on selected installation date upon successful upgrade. </td> </tr> </tbody> </table>	Speed	Delivery arrangement	100Mbps 300Mbps, 500Mbps & 800Mbps	<ul style="list-style-type: none"> unifi Plus Box delivery within 7 working days upon order submission. Mesh Deco M4 for 100 Mbps delivery within 3-7 working days upon order completion. Wi-Fi 6 Certified Mesh and router will be delivered and installed based on selected installation date upon successful upgrade.
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30	For the unifi Plus Box or Mesh that will be delivered, can I request to change my address to any other than my billing address?	<ul style="list-style-type: none"> Due to security reasons, we will only deliver to the same billing address. 				

31	Will there be any additional fees for the delivery service or installation?	<ul style="list-style-type: none"> There is no additional charges for the delivery of the device or installation by TM Installer.
32	How do I check the Mesh Wi-Fi delivery status for Mesh Deco M4?	<ul style="list-style-type: none"> You will receive an order confirmation email from Lapasar (welcome@lapasar.com) with your order and delivery details Your Mesh Wi-Fi order will be delivered via J&T Express within 3-7 working days after order processing from any of the channels is completed. You will be able to check your Mesh Wi-Fi delivery status via J&T Express website, https://www.jtexpress.my/track.php using your tracking number provided in your order confirmation email. <p>Important Note: Due to the Movement Control Order (MCO) restrictions in certain areas, the delivery of Mesh Wi-Fi may experience some delay. We appreciate your kind patience and understanding.</p>
33	When will I receive the unifi Plus box?	<ul style="list-style-type: none"> You will receive your unifi Plus Box within 7 working days with the following sequence: <ol style="list-style-type: none"> You will receive an SMS anytime within 24 hours upon your order submission. The SMS will provide: <ol style="list-style-type: none"> Delivery tracking number with appointed courier partner. Link to the appointed courier partner portal (for self-tracking on delivery) Installation video link Login ID (to setup unifi Plus Box account) <i>*Note: Password will not be provided due to confidentiality. Users will need to use their existing unifi TV password. Users who have forgotten their passwords can request for password reset as below:</i> <ol style="list-style-type: none"> Self-reset password. Click here for step by step guide Contact 100 or Live chat for further assistance to reset. The SMS is as below: RM0 unifi: You will receive your unifi Plus Box in 7 days from ABX Express xxxxxxxxxxxxxxxx. Installation guide bit.ly/3cFJ7EJ & login ID xxx@iptv
BILLING / RELOCATION AND OTHERS		
34	Will my bill be pro-rated for the month when the upgraded speed takes effect?	<ul style="list-style-type: none"> Yes, if the customer agrees to the upgrade, their bill will be pro-rated. In the subsequent months, customers will only be charged based on their new subscription fees.

35	I will be relocating to a new address. Will the plan be carried over?	<ul style="list-style-type: none"> ▪ The plan will be transferred to your new address. However, it is subject to the infrastructure or technology availability at your new address. There is a possibility that you may no longer get to enjoy the same plan and will be required to downgrade within the same family package. <p><i>*For example, the current plan speed is at 300Mbps and when customer relocates to a high rise building which does not support higher speed (100Mbps & above), the new plan will be changed to 30Mbps.</i></p>
TERMINATION		
36	Can I terminate my plan after I have successfully subscribed to the new speed plan?	<ul style="list-style-type: none"> ▪ You are bound by a 24 months contract after being successfully upgraded to a plan with a new speed. Termination rules will follow the general terms & condition of unifi subscription.