

**Frequently Asked Questions (FAQ)**  
for  
**The Discontinuation of Home Gadget Protection Plan (HGPP)**

No.	Question	Answer												
1.	<b>What is the Discontinuation of Home Gadget Protection Plan (HGPP) all about?</b>	Home Gadget Protection Plan (HGPP), a value added service (VAS) by TM will be discontinued effective 31 <sup>st</sup> October 2022.												
2.	<b>When is the last date for me to make any claims?</b>	The last date for any claims to be made is by 31 <sup>st</sup> October 2022.												
3.	<b>When is the last charging for HGPP?</b>	The final charge for HGPP will be reflected in your October 2022 bill. You will no longer be charged for HGPP starting November 2022.												
4.	<b>Which HGPP packages are impacted by this service discontinuation?</b>	<p>This service discontinuation will affect Residential customers with the following HGPP Add-On packages:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Plan</th> <th style="text-align: center;">Device Coverage Value (RM)</th> <th style="text-align: center;">RRP with TAX (RM)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">HGP5000</td> <td style="text-align: center;">5,000.00 (3 Device)</td> <td style="text-align: center;">15.00</td> </tr> <tr> <td style="text-align: center;">HGP10000</td> <td style="text-align: center;">10,000.00 (5 Device)</td> <td style="text-align: center;">25.00</td> </tr> <tr> <td style="text-align: center;">HGP20000</td> <td style="text-align: center;">20,000.00 (8 Device)</td> <td style="text-align: center;">40.00</td> </tr> </tbody> </table>	Plan	Device Coverage Value (RM)	RRP with TAX (RM)	HGP5000	5,000.00 (3 Device)	15.00	HGP10000	10,000.00 (5 Device)	25.00	HGP20000	20,000.00 (8 Device)	40.00
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5.	<b>Will HGPP discontinuation affect my broadband service?</b>	Don't worry, your broadband connectivity will not be affected by this HGPP discontinuation.												
6.	<b>What is the alternative value added service that TM can offer to me?</b>	At the moment, an alternative solution is not available. However, please look forward to any solutions that we will announce in the future.												
7.	<b>How will TM inform the customers about this service discontinuation?</b>	<p>We will communicate to the customers through:</p> <ul style="list-style-type: none"> <li>a) Email notification sent to customer's registered email address</li> <li>b) SMS notification sent to customer's registered mobile phone number</li> <li>c) An announcement at unifi.com.my portal</li> </ul>												