# FREQUENTLY ASKED QUESTIONS (FAQ)

## EASYFIX

| NO. | QUESTION | ANSWER |
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| 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 to create 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 issue is still not resolved after your self-troubleshooting activity, a report will be automatically created 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. | **With EasyFix, can I use it 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 in the next page, you can click on "For basic troubleshooting without login, click here", for guidance on manual troubleshooting. |

| NO. | QUESTION | ANSWER |
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| 6. | **I can't view the content and 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 or higher, Mozilla Firefox® 16.x or higher, Safari 5.1 or higher, Chrome 23 or higher, or an equivalent browser software. |

## PROACTIVE SERVICE ALERTS

| NO. | QUESTION | ANSWER |
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| 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 through SMS, WhatsApp and myunifi in-app push notification to seek your confirmation for restoration. |
| 2. | **When will I get Proactive Service Alerts? Do I need to take any action after receiving this alert?** | If a network fault is detected on TM side, we will proactively send a notification via SMS, WhatsApp and/or myunifi in-app push notification if; <br><br> • Your account status is active; i.e not suspended <br> • There are no open trouble tickets / reports <br> • The downtime is not affecting multiple customers in the same area. <br><br> You will receive the following message from us: <br><br> *"Hi. We detected a problem with yourunifi@unifi internet connection. Please click here to restore now i.unifi.my/fixmyunifi"* |

| | | You will need to do the following once you receive the notification for us to proceed with the restoration: |
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You will need to do the following once you receive the notification for us to proceed with the restoration:

1. Click on the link provided.
2. Verify with your NRIC/Passport no./Business registration no.
3. Confirm the account info displayed is accurate.
4. If accurate, please click on "Proceed to restore my unifi service" for us to proceed with restoration. TM Care Crew will contact you before visiting your premise.
5. If inaccurate or you do not agree to proceed for restoration, please click on "I disagree with the restoration" and share with us the reasons.

If you received notification via WhatsApp:

1. "Maya", your unifi digital friend will inform that you have issue with unifi connection.
2. Respond with the last 6 digits of your NRIC/Passport no./Business Registration No.
3. Confirm the account info displayed is accurate.
4. If accurate, reply "Y" for us to proceed with restoration. Report will be auto-created & report number will be shared.
5. If you do not agree to proceed for restoration, reply "N" and share with us the reasons.

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 at these intervals:

    i.    10 minutes

    ii.    $4^{th}$ hour

    iii.    $8^{th}$ hour

2. After the $8^{th}$ hour, the $1^{st}$ notification is expired and if you wish to reply, you will be directed to our Live Chat https://livechat.tm.com.my

3. For unifi subscribers with **100Mbps & above**, if no feedback received from you **after 2 hours**, a report will be auto-created for further action by our Care Crew team.

| 3. | **Will all unifi customers get this Proactive Service Alerts?** | Yes, all unifi customers will get the notification if we have detected an issue with their service. However, you will NOT get a notification, if:<br>• Your account is suspended<br>• You have already made a report on your service failure<br>• The downtime is affecting multiple customers in the area. |
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| 4. | **What number will I get the notification from via SMS/WhatsApp?** | 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 in the SMS link or through your feedback via WhatsApp. You can also add info on the issues via our Live Chat, and 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: <br><br> 1. For you to verify that you are having issues with your service (SMS & myunifi app notification). <br> 2. For you to give feedback on the restoration activity (SMS/WhatsApp). |
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| 7. | **Are there any charges to me after I have confirmed the fault?** | No, there are no charges. However, please take note that if the issue is due to customer's own equipment or premise, existing On-Site Support Charges will be imposed. <br><br> For information on On-Site Support, click [here](here) |
| 8. | **I did not install myunifi app in my phone, can I still get the Proactive Service Alerts notifications?** | Yes. You will still get notification via SMS or WhatsApp. However, we would highly recommend for you to download myunifi app as you can easily track the progress in real-time here. In fact, myunifi app also offers other services to manage your unifi account such as viewing account details, bill usage, bill payment options, reward redemptions and many more. <br><br> You can download the myunifi app from App Store, Google Play, Huawei AppGallery or simply visit https://unifi.com.my/personal/myunifi#download |
| 9. | **What should I do, if my internet connection is resolved?** | Once your issue is resolved, you will receive an SMS/WhatsApp 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 |
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| 1. | **What is unifi Service Tracker?** | Service Tracker is a tool for you to view service & technical requests real-time progress including TM Care Crew details via myunifi app. You can access service tracker under "My Activity" from your "Accounts". |
| 2. | **I did not install myunifi app in my phone, can I still get the notification?** | Yes. You can still get notification via SMS but it is recommended for you to use the myunifi app. You can download the myunifi app from App Store, Google Play, Huawei AppGallery or simply by visiting https://unifi.com.my/personal/myunifi#download. <br><br> myunifi app also offers other services to manage 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 the notification via SMS or myunifi app?** | Once you receive the notification, you can view and track your activities including restoration progress via myunifi app and unifi portal. <br><br> To view the status of your report through myunifi app: <br> 1. Tap on "Account" at the bottom of myunifi app home page <br> 2. Tap on "My Activity" tab <br> 3. Tap "Technical Report" to view status updates <br> 4. The activity details information will appear <br> 5. Tap on "Track Status" to view the real-time progress. |

| | | To view the status of your report through unifi portal: |
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| | | 1. Go to https://unifi.com.my and click "Login/Register" |
| | | 2. Register of login using 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 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 problem persists, perhaps you would need to reinstall the app. |
| 6. | **Where can I check technician details?** | To check on your TM Care Crew (technicians) detail, please use the steps below:<br><br>From myunifi app homepage<br>1. Go to "Account"<br>2. Go to "My Activity" tab<br>3. Tap "unifi Home Tech Request"<br>4. Technician name will be displayed. |

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| 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 maya.unifi.com.my for any enquiries. |
| 8. | **How do I know if the technician is on the way or already arrived at my house?** | To know the whereabouts of the Care Crew (technician), you can refer to the steps in (Question 3). The status update will appear as "On The Way/On Site" in "My Report Status". |
| 9. | **What happens if my problem is still not resolved or repetitive after the technician's visit?** | We hope that this will not happen. If it does, you can reach us through myunifi app under the "Support" page. You can also reach us through 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 view the status update for non-owner account?** | Sorry, you are only able to view and track the status for your account only. |

## 24-HOURS SERVICE RESTORATION

| NO. | QUESTION | ANSWER |
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| 1. | **What is this initiative all about?** | 24 hours Service Restoration Guarantee is our promise to restore your connectivity downtime 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. |

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| 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:<br><br>1. You are a unifi Home and/or unifi Biz subscriber with a speed of 100Mbps and above.<br>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).<br>3. A formal report is made via any of the following channels:<br> i. Live Chat at maya.unifi.com.my<br> ii. Private message at facebook.com/weareunifi<br> iii. Tweet @helpmeunifi<br> iv. Any TMpoint nationwide<br> v. Email at help@tm.com.my<br>4. Your report is made during breakdown/downtime when you are unable to use the unifi service.<br>5. Your report is due to service disruption and total loss of internet connection.<br>6. The service restoration period took more than 24 hours from the time your formal report is recorded in TM's system.<br>7. Your unifi breakdown/downtime is due to:<br>i. Service maintenance works by TM.<br>ii. 3rd party, for example works performed by other telecommunication or utility companies which caused unifi service disruption. |

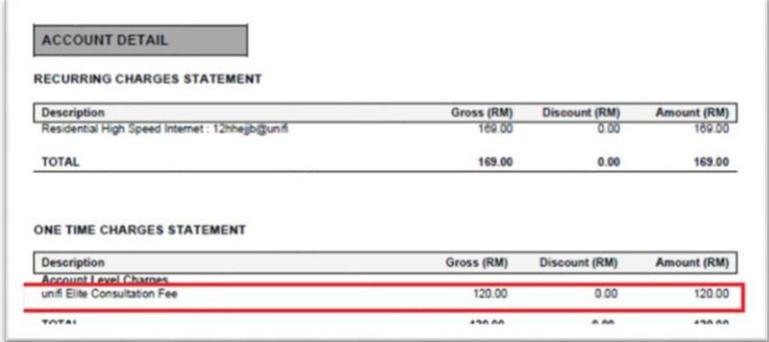| NO. | QUESTION | ANSWER |
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| | | iii. Damages to TM infrastructure caused by animals leading to the unifi service disruption, not including Force Majeure. |
| 4. | **When will the 24 hours start?** | The 24-hour period starts from the official complaint submission to TM (with Trouble Ticket report number). You will receive the report number via SMS. If you need to reschedule the appointment date and/or time for us to attend to your unifi problem, the 24-hours period will start with the new date and time. |
| 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 alongside the redemption steps. |
| 7. | **A bill rebate notice of RM50 has been displayed on myunifi app. How can I make the redemption?** | You can redeem your RM50 bill rebate in the myunifi app with the following steps:<br>▪ Tap on "Account" at the myunifi app.<br>▪ Tap on the "24 hours Restoration Guarantee" banner<br>▪ Tap "Claim" on the page where you see a notice of "Available Rebate Just For You!"<br>A reference number will be displayed upon completion of the claim process. |
| 8. | **How long will the RM50 rebate be displayed in the myunifi app? Does it have a validity period?** | The RM50 rebate will be displayed for 30 days in your myunifi app. The redemption expiry date will be displayed along with this RM50 rebate. If the rebate is not redeemed before the redemption period ends, the rebate will expire and it will no longer be displayed in |

| NO. | QUESTION | ANSWER |
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| | | the myunifi app. |
| 9. | **What can 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. You can download the myunifi app from the App Store, Google Play and Huawei AppGallery or visit https://unifi.com.my/personal/myunifi |
| 11. | **I have redeemed the rebate bill of RM50 as the unifi service restoration took more than 24 hours.** **Can I make a complaint to claim compensation for not being able to use the service during the downtime period?** | We're sorry, there are no additional compensation on top of the RM50 rebate for you not being able to use your service. |
| 12. | **Will I be eligible to receive a bill rebate if I subscribe to a package less than 100Mbps?** | Sorry, this bill rebate redemption is only applicable for unifi broadband packages with speeds of **100Mbps and above.** |
| 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 subscribing to a package lower than 100Mbps, you can reach us at any of our official channels to make a report. The easiest way is to click on "Support" 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. How can I know whether it has been successful or** | If the information is not in the myunifi app and you would want to re-confirm on the redemption information, you can contact us via Live Chat at maya.unifi.com.my |

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| | **failed?** | |
| 15. | **Can I change my bill rebate to cash?** | You are not allowed to exchange the rebate with cash, cheque, nor 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. You can download the myunifi app from the App Store, Google Play and Huawei AppGallery or visit https://unifi.com.my/personal/myunifi<br><br>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. | **How many accounts can I claim for bill rebates?** | If you have more than one account, and each account is eligible to receive 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 |
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| 1. | **What is unifi Elite?** | unifi Elite is part of TM's Care Crew team consisting of a team of Internet experts, that provides you with Wi-Fi assessment and consultation to improve your connectivity experience. |
| 2. | **What can unifi Elite Team offer?** | unifi Elite team offers professional assessment and consultation to improve the wireless/Wi-Fi coverage at your home or office. The services include: - |

| | | |
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| | | 1. An assessment of your home/premise network coverage from the experts with the use of enterprise grade Wi-Fi analyzer tools. |
| | | 2. Recommended placement of Wi-Fi point against dead zone coverage placement based on your home/premise signal interferences and structural impediments for optimum coverage and additional devices to support. |
| | | 3. A customized Wi-Fi report entailing 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 any purchase of equipment, installation of the equipment and other prevailing charges should you require it. These charges will be reflected in your unifi bill. |
| 4. | **How do I request for the unifi Elite service?** | There are several ways to request for unifi Elite. <br> • You can login to unifi.com.my, and you will see a "Support" tab on the top part of your screen. Click on the tab and there will be an option to request for unifi Elite. <br> • You can also request for unifi Elite through 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 as an acknowledgement on the service provided and equipment purchased if there are any. |

| 6. | When will the unifi Elite Consultation Charge be reflected? How is the view in the bill? | You will see the charges for unifi Elite consultation fee in your upcoming unifi bill after the team's visit to your home/office. Below is the sample view in your bill for the charges:<br><br>**ACCOUNT DETAIL**<br>RECURRING CHARGES STATEMENT<br><br>| Description | Gross (RM) | Discount (RM) | Amount (RM) |<br>| --- | --- | --- | --- |<br>| Residential High Speed Internet : 12hhejb@unifi | 169.00 | 0.00 | 169.00 |<br>| **TOTAL** | 169.00 | 0.00 | 169.00 |<br><br>ONE TIME CHARGES STATEMENT<br><br>| Description | Gross (RM) | Discount (RM) | Amount (RM) |<br>| --- | --- | --- | --- |<br>| Account Level Charges | | | |<br>| unifi Elite Consultation Fee | 120.00 | 0.00 | 120.00 |<br>| TOTAL | | | | |
| --- | --- | --- |
| 7. | Is the unifi Elite team available everywhere? | Currently, the unifi Elite team is available at selected major areas / towns nationwide as per below:<br><br>| STATE | ZONE / PTT | AREA |<br>| --- | --- | --- |<br>| KUALA LUMPUR | ALL | ALL |<br>| PETALING JAYA | ALL | ALL |<br>| SELANGOR | ALL | ALL |<br>| MSC | ALL | ALL |<br>| NEGERI SEMBILAN | ALL | ALL |<br>| MELAKA | ALL | ALL |<br>| PULAU PINANG | ALL | ALL |<br>| KEDAH/PERLIS | ALL | ALL |<br>| JOHOR | ALL | ALL |<br>| PERAK | PERAK SELATAN | Ipoh, Batu Gajah, Tasek |<br>| PAHANG | PAHANG TIMUR, PAHANG BARAT | Kuantan, Teruntum, Pekan, Temerloh, Maran, Raub |<br>| TERENGGANU | KUALA TERENGGANU | Kuala Terengganu, Marang, Kuala Nerus |<br>| KELANTAN | KOTA BHARU, PASIR MAS | Kota Bharu, Pengkalan Chepa, Pasir Mas, Wakaf Baharu, Tumpat, Tanah Merah |<br>| SABAH | KOTA KINABALU | Kota Kinabalu, Sadong Jaya, Pantai Barat Pedalaman, Labuan |<br>| SARAWAK | KUCHING | Kuching, Stampin, Petra Jaya | |
| 8. | Can unifi Elite attend to my home during weekend? | We're sorry, the unifi Elite team will make visits to your home / ofice during working hours on working days only. |
| 9. | If I buy an equipment from the unifi Elite team, how will the payment be made? | If you wish to purchase an equipment from the unifi Elite team during the visit to your home/office, you can make payment via debit/credit card or it can also be charged to your unifi bill. |

| 10. | **If I buy an equipment from the unifi Elite team, will it be covered under the warranty?** | Yes, the warranty will be covered by the manufacturer of the device. |
| --- | --- | --- |
| 11. | **I already have an equipment; can I still request for unifi Elite on 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 the equipment that you already have. |