

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
EXTRAORDINARY CAMPAIGN (EXISTING CUSTOMER)**

NO	QUESTION	ANSWER																																									
GENERAL INFO & CAMPAIGN OFFERING																																											
1	What is this Extraordinary Campaign all about?	<ul style="list-style-type: none"> ▪ Extraordinary Campaign by unifi is the newly revamped speed upgrade bundle plan for existing unifi customers which offers faster internet speed at the same monthly fee for 6 months! ▪ As existing unifi customers, you will also be entitled to one-month waiver and Disney+ Hotstar or Lionsgate Play promo offering. 																																									
2	Can you tell me more about this campaign?	<ul style="list-style-type: none"> ▪ The offerings are as follow: <ul style="list-style-type: none"> a) Broadband Only Plan b) Broadband Only Plan with Mesh Wi-Fi c) Broadband with Entertainment Plan <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th colspan="2" style="text-align: center;">Offering/Entitlement</th> <th style="text-align: center;">Complimentary Device</th> <th style="text-align: center;">One Month Waiver</th> <th style="text-align: center;">FREE 6-month Speed Upgrade</th> <th style="text-align: center;">Streaming App (OTT)</th> </tr> </thead> <tbody> <tr> <td rowspan="2" style="text-align: center; vertical-align: middle;">Broadband Only Plan</td> <td style="text-align: center;">30Mbps</td> <td rowspan="2" style="text-align: center;">x</td> <td rowspan="2" style="text-align: center;">✓</td> <td rowspan="2" style="text-align: center;">✓</td> <td style="text-align: center;">Lionsgate Play (6 months)</td> </tr> <tr> <td style="text-align: center;">100Mbps</td> <td style="text-align: center;">Disney+ Hotstar (6 months)</td> </tr> <tr> <td rowspan="3" style="text-align: center; vertical-align: middle;">Broadband Only Plan with Mesh Wi-Fi</td> <td style="text-align: center;">300Mbps</td> <td rowspan="3" style="text-align: center;">Wi-Fi 6 Certified MESH</td> <td rowspan="3" style="text-align: center;">✓</td> <td rowspan="2" style="text-align: center;">✓</td> <td style="text-align: center;">Disney+ Hotstar (6 months)</td> </tr> <tr> <td style="text-align: center;">500Mbps</td> <td rowspan="2" style="text-align: center;">x</td> <td style="text-align: center;">Disney+ Hotstar (12 months)</td> </tr> <tr> <td style="text-align: center;">800Mbps</td> <td></td> <td></td> </tr> <tr> <td rowspan="4" style="text-align: center; vertical-align: middle;">Broadband with Entertainment Plan*</td> <td style="text-align: center;">100Mbps</td> <td rowspan="4" style="text-align: center;">unifi Plus Box</td> <td rowspan="4" style="text-align: center;">✓</td> <td rowspan="2" style="text-align: center;">✓</td> <td style="text-align: center;">Disney+ Hotstar (6 months) for unifi TV Varnam/Aneka/Ruby Plus Pack</td> </tr> <tr> <td style="text-align: center;">300Mbps</td> <td rowspan="2" style="text-align: center;">x</td> <td style="text-align: center;">Disney+ Hotstar (12 months) for unifi TV Varnam/Aneka/Ruby Plus Pack</td> </tr> <tr> <td style="text-align: center;">500Mbps</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">800Mbps</td> <td></td> <td></td> </tr> </tbody> </table> <p style="font-size: small; margin-top: 10px;">*If you opt for an upgrade for your unifi Home broadband with an Entertainment Plan and unifi Plus Box, you can choose either unifi TV Ultimate Pack or unifi TV Varnam Plus/Aneka Plus/Ruby Plus Pack.</p> <ul style="list-style-type: none"> ▪ Subscribe to unifi TV Ultimate Pack to enjoy 70+ premium channels, inclusive of Disney+ Hotstar and other streaming app offering(s), which are based on ongoing commercial offering, as available. 	Offering/Entitlement		Complimentary Device	One Month Waiver	FREE 6-month Speed Upgrade	Streaming App (OTT)	Broadband Only Plan	30Mbps	x	✓	✓	Lionsgate Play (6 months)	100Mbps	Disney+ Hotstar (6 months)	Broadband Only Plan with Mesh Wi-Fi	300Mbps	Wi-Fi 6 Certified MESH	✓	✓	Disney+ Hotstar (6 months)	500Mbps	x	Disney+ Hotstar (12 months)	800Mbps			Broadband with Entertainment Plan*	100Mbps	unifi Plus Box	✓	✓	Disney+ Hotstar (6 months) for unifi TV Varnam/Aneka/Ruby Plus Pack	300Mbps	x	Disney+ Hotstar (12 months) for unifi TV Varnam/Aneka/Ruby Plus Pack	500Mbps			800Mbps		
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3	Who is eligible for this campaign?	<ul style="list-style-type: none"> ▪ This campaign is open to all existing unifi customers. ▪ Kindly note that the FREE speed upgrade and one-month waiver are applicable to one (1) unifi ID only.
4	How long is the campaign period?	<ul style="list-style-type: none"> ▪ This promotion runs from 22nd August 2022 until 31st December 2022.
5	When can I start enjoying the FREE speed upgrade and one month waiver?	<ul style="list-style-type: none"> ▪ You can enjoy the new upgraded speed and one month waiver upon successful change of your plan.
6	Will my unifi service contract be refreshed if I choose to upgrade?	<ul style="list-style-type: none"> ▪ Yes, your existing contract will be renewed for another 24 months upon successful change of plan. ▪ After the 6 months FREE speed upgrade period, your contract will remain the same regardless of any speed that you choose.
7	What do I need to do to enjoy this campaign offering?	<ul style="list-style-type: none"> ▪ You can change your plan via our digital channel: <ul style="list-style-type: none"> ○ unifi portal and myunifi app (Self Care) ▪ Or walk-in to the nearest TMpoint outlets nationwide: <ul style="list-style-type: none"> ○ TMpoint
8	What should I do if I want to maintain my upgraded speed after the 6 months period?	<ul style="list-style-type: none"> ▪ You will receive a notification via SMS prior to the end of the 6 months speed upgrade period. ▪ If you're happy with the service and wish to continue with the upgraded speed after the free trial period has ended, you may choose to maintain the speed and the account will be automatically charged with the new monthly fee for the following months.
9	Currently, unifi access at my condominium is capped at 30Mbps. Can I still request for an upgrade under this campaign?	<ul style="list-style-type: none"> ▪ When your area is ready for speed upgrading, you will receive notification on our new campaigns and offerings. Please be on the lookout for future updates.
10	How do I know if I'm already enjoying the FREE new upgraded speed?	<ul style="list-style-type: none"> ▪ You may check your latest plan by logging in to unifi portal or myunifi app. ▪ You can also run a speed test here.

ENTERTAINMENT / ADD-ON & CHANGE OF PLAN

11 Can I add Ultimate Pack promo as add-on if my plan without any entertainment?

- If you are subscribing to Broadband Only Plan of 30Mbps or 100Mbps, you can surely add on the Ultimate Pack which has offerings as follows:

Add-on: unifi TV Ultimate Pack Promo:

Pack	Bundled Device	Bundled Channels	Bundled Streaming Apps
Ultimate Pack at RM49.90/month	unifi Plus Box	70+ premium channels	unifi PlayTV Disney+ Hotstar beIN SPORTS CONNECT SPOTV NOW BBC Player Lionsgate Play
Ultimate Pack at RM59.90/month	unifi Plus Box	70+ premium channels	unifi PlayTV Disney+ Hotstar beIN SPORTS CONNECT SPOTV NOW BBC Player Lionsgate Play Viu iQIYI

Note: Both Ultimate Pack offerings under this campaign come with 30 days free trial. You will only be charged with the pack price of RM49.90 or RM59.90 from second (2nd) month onwards. If you do not wish to continue after the free trial, please let us know by visiting any of the nearest TMpoint by bringing together the unifi Plus Box before the end of the trial period.

- For more info, please refer to the FAQ on [unifi TV Ultimate Pack Promo](#).

12 When can I enjoy the Disney+ Hotstar and Lionsgate Play promo?

- You will start enjoying the Disney+ Hotstar and Lionsgate Play via respective apps **upon successful change of your plan.**

13 How can I activate Disney+ Hotstar and Lionsgate Play?

- Disney+ Hotstar app:
 - Once you have successfully agreed to the campaign's Terms & Conditions and redeemed the campaign offering, you will receive a confirmation SMS from 66555; and
 - an email from noreply.unifiTV@tm.com.my within 7 working days which contains your Disney+ Hotstar app login credential.
- Lionsgate Play app:
 - Click on the link below to activate: [Lionsgate Play](#)

**Disney+ Hotstar promo offering is available from 1st September 2022 onwards and Lionsgate Play promo offering is available from 20th September 2022 onwards during this campaign period.*

14	Can I change my streaming app (OTT entitlement (Disney+ Hotstar or Lionsgate Play) to other streaming app offering?	<ul style="list-style-type: none"> The streaming app is already a part of the bundled offering. Hence, it is not possible for you to make the change.
15	Can I watch unifi TV using my ID xxx@iptv if I opt for unifi Home Broadband with unifi Plus Box plan?	<ul style="list-style-type: none"> Absolutely, you will also be able to watch unifi TV content from PlayTV@unifi app at no additional charges. Simply download the app and go through a one-time registration to start watching!
16	After the upgrade, what will happen to my other add-on services e.g. voice plan?	<ul style="list-style-type: none"> Don't worry, your add on services remain unchanged. There will be no changes to the contract for the add-on services. However, please take note that the total charges reflected in your monthly bill will be based on the charges of the upgraded plan and the existing add-on services.
17	What will happen to my existing entertainment bundle offering if I subscribe to Broadband Only Plan with Mesh Wi-Fi only?	<ul style="list-style-type: none"> Kindly note that you will no longer be able to enjoy the existing entertainment if you choose to change the plan without entertainment offering.
18	Can I request to change my plan during the 6 months of FREE speed upgrade?	<ul style="list-style-type: none"> To fully enjoy the benefits of this FREE speed upgrade, change of plan is not allowable during the 6 months of speed upgrade except for the change to the plan with the new Ultimate Pack promo.
19	Can I request to upgrade my plan to other speed after the 6 months FREE speed upgrade period?	<ul style="list-style-type: none"> Absolutely, you may request to upgrade to other speed that suits your needs.

DEVICE, CHARGES AND DELIVERY

20	Is there a need for change of device at my premise?	<ul style="list-style-type: none"> If you have selected the package with Wi-Fi 6 Certified Mesh, TM Installer will come to your house to install it for you.
21	Is there any additional cost if new equipment is required?	<ul style="list-style-type: none"> The upgrading will be seamless thus your existing equipment should be able to support the upgrade. However, there may be cases where we will need to send our installers to replace your equipment. Rest assured, there will be no additional cost for this change of equipment. All standard installations and equipment (if required) will be provided for FREE as part of the upgrade. <p>Non-standard installation will be charged as per current practice as stated in the unifi website.</p>

22	If I'm already on the existing package that comes with Free Mesh Wi-Fi or unifi Plus Box or both, will I receive a new device when I subscribe to this new package?	<ul style="list-style-type: none"> ▪ Any device arrangement will be based on the new bundle entitlement.
23	Will there be any additional fees for the delivery service?	<ul style="list-style-type: none"> ▪ There is no additional charge for the delivery of the device.
24	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 and will be notified as follows: <ul style="list-style-type: none"> a) You will receive an SMS anytime within 24 hours after your order submission. b) The SMS will provide: <ul style="list-style-type: none"> i. Delivery tracking number from the appointed courier partner. ii. Link to the appointed courier partner portal (for self-tracking of the delivery) iii. Link to the installation video iv. Login ID (to setup unifi Plus Box account) <ul style="list-style-type: none"> <i>*Note: Password will not be provided in this SMS due to confidentiality. You will need to use your existing unifi TV password. If you have forgotten your password, you can request for a password reset as below:</i> <ul style="list-style-type: none"> a) Launch your unifi TV app and click "Forgot password" or b) Contact Live Chat for further assistance to reset the password. c) A sample of the SMS is as below: RMO unifi: You will receive your unifi Plus Box in 7 working days. Self-track via SKYNET bit.ly/3B0fZYeEEXPXXXXXXX. Installation guide i.unifi.my/Plusbox & login ID xxxxxx@iptv

BILLING / RELOCATION AND TRANSFER OF OWNERSHIP

25	Will my bill be pro-rated for the month when the upgraded speed takes effect?	<ul style="list-style-type: none"> ▪ Yes, if you agree to the upgrade, your bill will be pro-rated. In the subsequent months, you will only be charged based on the new subscription fees.
26	I will be relocating to a new address. Will the plan be carried over?	<ul style="list-style-type: none"> ▪ Yes, 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 be able to enjoy the same plan and will be required to downgrade within the same package family. <p><i>*For example, the current plan speed is at 300Mbps and when you relocate to a high rise building which does not support higher speed (100Mbps & above), the new plan will be changed to 30Mbps.</i></p>

27	Can I transfer my unifi account to another owner?	<ul style="list-style-type: none">▪ Transferring account ownership is only applicable after the 6 months speed upgrade period is over.▪ However, kindly note that all OTT entitlements are not transferable to the new owner.
TERMINATION		
28	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 the new plan. Termination rules will follow the general Terms & Conditions of unifi subscription.