

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
MESH WI-FI DECO M9 PLUS AND MESH WI-FI DECO M4**

MESH WI-FI PURCHASE FOR EXISTING UNIFI CUSTOMERS

NO	QUESTION	ANSWER
1.	I am a unifi customer and would like to purchase Mesh Wi-Fi. How can I purchase Mesh Wi-Fi for my existing unifi account?	<ul style="list-style-type: none"> ▪ Easy, you purchase Mesh Wi-Fi for your existing unifi account via the following channels: <ol style="list-style-type: none"> i. Online: https://unifi.com.my/unifi-experience ii. TMpoint outlets nationwide iii. TM Sales Centre (TMSC) - call 100 and press 4 iv. myunifi app <p>and you can choose between:</p> <ol style="list-style-type: none"> i. Mesh Wi-Fi Deco M9 Plus at RM35/month for 24 months; OR ii. Mesh Wi-Fi Deco M4 at RM15/month for 24 months ▪ You can choose to add-on Mesh Wi-Fi Deco M9 Plus with an additional RM35/month for 24 months or Mesh Wi-Fi Deco M4 with an additional RM15/month for 24 months to your existing unifi account. ▪ The additional charges of Mesh Wi-Fi will be included in your existing unifi bill.
2.	What are the steps to purchase Mesh Wi-Fi via online?	<ul style="list-style-type: none"> ▪ Just follow the simple steps below: <ol style="list-style-type: none"> i. Go to https://unifi.com.my/unifi-experience and click "I'm interested". ii. Register or login to Digitalme. iii. Select your unifi Service ID. iv. Please insert the details for your Mesh Wi-Fi order. v. Please tick the box to acknowledge that you are agreeable to the Terms and Conditions (T&C), and then click "Submit". vi. Once your order is successfully submitted, you will receive an email on your order details. vii. Your order will be delivered by our appointed courier partner. viii. You can perform self-installation by referring to the manual provided. <p><i>Important Note:</i> TM Sales Representative may contact you should there be any further information required to complete the purchase.</p>



MESH WI-FI PURCHASE FOR EXISTING UNIFI CUSTOMERS

NO	QUESTION	ANSWER
3.	What are the steps for purchasing Mesh Wi-Fi through myunifi app?	<ul style="list-style-type: none"> ▪ Just follow the simple steps below: <ol style="list-style-type: none"> i. Open your myunifi app and login to the app. ii. Click on the Mesh Wi-Fi banner. iii. Click “GET IT NOW”. iv. Select your unifi Service ID. v. Choose your preferred Mesh Wi-Fi device model. vi. Please insert the details for your Mesh Wi-Fi order. vii. Please tick the box to acknowledge that you are agreeable to the Terms and Conditions (T&C), and then click “Submit”. viii. Once your order is successfully submitted, you will receive an email on your order details. ix. Order will be delivered by our appointed courier partner. x. You can perform self-installation by referring to the manual provided.
4.	How will I know that my Mesh Wi-Fi order is successful?	<ul style="list-style-type: none"> ▪ You will receive an order confirmation email from Lapasar (welcome@lapasar.com) with your order and delivery details.
5.	How long does it take for my Mesh Wi-Fi order to be delivered? And where can I check my order Status?	<ul style="list-style-type: none"> ▪ Your Mesh Wi-Fi order will be delivered via J&T Express within 3-7 working days after the completion of order processing from the channels above. ▪ 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. ▪ <i>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.</i>
6.	Do I have any other courier service options to choose from?	<ul style="list-style-type: none"> ▪ Currently, all Mesh Wi-Fi orders will be delivered by our courier partner, J&T Express only.
7.	Why am I unable to get any status or ‘Not Found’ appears in J&T Express when I search for my Tracking Number that I received?	<ul style="list-style-type: none"> ▪ If it is already beyond seven (7) working days after receiving the order confirmation email from Lapasar, please provide your details to our TM Frontliners and we will update you soonest.

MESH WI-FI PURCHASE FOR EXISTING UNIFI CUSTOMERS

NO	QUESTION	ANSWER
8.	I'm a non-unifi customer, can I purchase this Mesh Wi-Fi via unifi portal?	<ul style="list-style-type: none"> ▪ Please note that this Mesh Wi-Fi is available for existing unifi customers only.
9.	Can I cancel my Mesh Wi-Fi order?	<ul style="list-style-type: none"> ▪ Please note that order cancellation is not allowed once you have provided your consent and agreed on the order. ▪ However, if you still insist to proceed with the cancellation, kindly note that you will be charged with the remaining months of your 24-months Mesh Wi-Fi subscription.
10.	If I made an add on purchase of Mesh Wi-Fi over the counter at TMpoint, can I get the Mesh Wi-Fi on the spot or it will still be couriered to my delivery address?	<ul style="list-style-type: none"> ▪ If you made your Mesh Wi-Fi order over-the-counter at TMpoint, your Mesh Wi-Fi will still be delivered via the courier service.
11.	Do I have to return the Mesh Wi-Fi if I terminate my unifi account within Mesh Wi-Fi contract still under provisioning?	<ul style="list-style-type: none"> ▪ In the event of cancellation or early termination of Mesh Wi-Fi as Device add-on with twenty-four (24) months commitment [before completion of the twenty-four (24) months Subscription Period], the Customer is subject to pay early termination fee as penalty based on the balance of the remaining months. ▪ Penalty charges will be imposed for the remaining months of Mesh Wi-Fi as Device add-on if Customer terminate unifi service within 24 months of Mesh Wi-Fi period. ▪ The above penalty shall be reflected in TM's bill.
12.	Where can I refer for more information on Mesh Wi-Fi?	<ul style="list-style-type: none"> ▪ For more information on Mesh Wi-Fi and other products by TP Link visit TP-Link official website at https://www.tp-link.com/my/

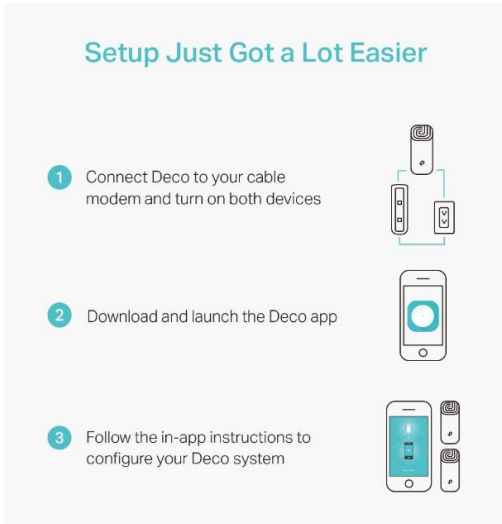
MESH WI-FI PURCHASE FOR EXISTING UNIFI CUSTOMERS

NO	QUESTION	ANSWER
FAQ ON MESH WI-FI		
13.	What is Mesh Wi-Fi?	<ul style="list-style-type: none"> TP-Link Deco M9 Plus and TP-Link Deco M4 Mesh Wi-Fi is an evolution of Wi-Fi extender. It uses mesh technology to provide wider Wi-Fi coverage to the premise by connecting two (2) or more devices that act as a beacon that will engulf your entire house. For detail information on TP-Link Mesh Wi-Fi, you may refer to the below links: https://www.tp-link.com/my/home-networking/deco/deco-m9-plus/v1%20(2-pack)/ https://www.tp-link.com/my/home-networking/deco/deco-m4/v1%20(2-pack)/
14.	What is the model of the Mesh Wi-Fi?	<ul style="list-style-type: none"> There are two (2) types of Mesh Wi-Fi model offered by TM. <ol style="list-style-type: none"> TP-Link Deco M9 Plus: AC2200 TP-Link Deco M4: AC1200 <p><u>TP-Link Deco M9 Plus: AC2200</u></p>  <p><u>TP-Link Deco M4: AC1200</u></p>  Refer link for details: https://www.tp-link.com/my/home-networking/deco/deco-m9-plus/v1%20(2-pack)/ https://www.tp-link.com/my/home-networking/deco/deco-m4/v1%20(2-pack)/

MESH WI-FI PURCHASE FOR EXISTING UNIFI CUSTOMERS

NO	QUESTION	ANSWER
15.	What are the features of the Mesh Wi-Fi?	<ul style="list-style-type: none"> ▪ Mesh Wi-Fi product features are as below: <ul style="list-style-type: none"> <u>TP-Link Deco M9 Plus:</u> <ul style="list-style-type: none"> • Expand Wi-Fi coverage up to 4,500sqft • Faster and reliable connection for up to 100 devices • 3 years anti-virus license • Parental control: Block inappropriate content and restrict time spent online • Quality of Service (QoS): Assign priority to different online activities • Built-in Smart Hub: Bringing all smart devices together in one easy-to-use app • In-app speed test to easily check connectivity <u>TP-Link Deco M4:</u> <ul style="list-style-type: none"> • Expand Wi-Fi coverage up to 3,800sqft • Fast and stable connections for multiple devices • Parental Control: Block inappropriate content and restrict time spent online
16.	Do I have to connect my devices to unifi Home/Business in order to use the Mesh Wi-Fi?	<ul style="list-style-type: none"> ▪ Once the Mesh Wi-Fi is connected to your unifi Home / Business, you will be able to use the device anywhere as long as there is an internet connection.
17.	What are the minimum requirements for using the Mesh Wi-Fi?	<ul style="list-style-type: none"> ▪ Customers will require an Internet connection, a unifi Home/Business router and power supply to use the Mesh Wi-Fi via unifi network.
18.	Which unifi modem/RG/router is the Mesh Wi-Fi compatible with?	<ul style="list-style-type: none"> ▪ The TP-Link Deco M9 Plus and M4 Mesh Wi-Fi are compatible with all unifi devices.
19.	If I use a third party router, will the Mesh Wi-Fi work?	<ul style="list-style-type: none"> ▪ Yes, it will work. ▪ For more details, you may refer to the below link: <ul style="list-style-type: none"> https://www.tp-link.com/my/home-networking/deco/deco-m9-plus/v1%20(2-pack)/ https://www.tp-link.com/my/home-networking/deco/deco-m4/v1%20(2-pack)/

MESH WI-FI PURCHASE FOR EXISTING UNIFI CUSTOMERS

NO	QUESTION	ANSWER
20.	<p>Do I need to plug in the Mesh Wi-Fi to a power outlet?</p>	<ul style="list-style-type: none"> Yes, you will need to plug in the TP-Link Deco M9 Plus and M4 Mesh Wi-Fi unit to a power outlet. Below is a simple step by step instruction: 
21.	<p>How should I set up the Mesh Wi-Fi?</p>	<ul style="list-style-type: none"> The TP-Link Deco M9 Plus and M4 Mesh Wi-Fi Mesh Wi-Fi comes in a pair per box. The Mesh Wi-Fi nodes can be paired easily using TP-Link DECO app. Simply download the DECO app from Play Store/App Store for FREE and follow the instructions in the app. Click HERE for detailed guidelines for TP-Link Deco M9 Plus and click HERE for TP-Link Deco M4.
22.	<p>What is the warranty period for the Mesh Wi-Fi?</p>	<ul style="list-style-type: none"> The device comes with three (3) years warranty from the manufacturer, TP-Link.
23.	<p>Who should I contact for any enquiries on the Mesh Wi-Fi configuration or further assistance?</p>	<ul style="list-style-type: none"> For TP-Link After-Sales Support for the Mesh Wi-Fi, you may contact the manufacturer directly via the following channels: <p><u>TP Link Contact Technical Support:</u></p> <ol style="list-style-type: none"> Toll Free: 1800 22 8887 / 03-2141 4358 (Mon - Sun, 10am - 7pm) Warranty & RMA support: +603 2141 4358 (Mon - Sun, 10am - 7pm) E-mail: support.my@tp-link.com (Mon - Sun, 10am - 7pm) Sales E-mail: request.malaysia@tp-link.com Website: www.tp-link.com.my

MESH WI-FI PURCHASE FOR EXISTING UNIFI CUSTOMERS

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> ▪ Should you need Mesh Wi-Fi installation assistance, you may contact TM via Livechat/100 or TMpoint to access unifi Elite's service. unifi Elite offers Wi-Fi consultation and solution (beyond TM connectivity issues), at your home. There will be one-off charges of RM120 per visit, which will be reflected in your next bill for this service.

MESH WI-FI TERMS & CONDITIONS

Thank you for choosing unifi.

These Terms and Conditions is incorporated and forms part of Mesh Wi-Fi ("Device") terms of use, thus binding on you. Kindly read the agreement carefully before subscribing the Device. By subscribing the Device, you acknowledge and agree that you have read, understood and agree to be bound by the terms herein ("Agreement"). All of the terms and conditions stated below will be applicable to all the unifi service(s) subscribed by you in regards to the Mesh Wi-Fi.

1. GENERAL

- 1.1 Mesh Wi-Fi is a Device offered by Telekom Malaysia Berhad ("TM") that enables unifi service subscribers to improve Wi-Fi signal and coverage.
- 1.2 By subscribing the Device either in a unifi bundle / Device add-on with twenty-four (24) months commitment, Customer will receive a Mesh Wi-Fi device (warranty applicable) subject to the terms and conditions contained herein.
- 1.3 This Device is only offered to new or existing unifi Customer.
- 1.4 TP-Link Malaysia ("TP-Link") is the official TM's partner in providing Mesh Wi-Fi device, together with TM's appointed Marketplace platform, and also TP-Link appointed delivery partner.
- 1.5 By subscribing the Device either in a unifi bundle / Device add-on with twenty-four (24) months commitment period, Customer hereby agrees on the order processing days and delivery process.
- 1.6 Also, customer hereby agrees to receive an auto-generated email from TM's appointed Marketplace platform with tracking number details and manually track the delivery in the TP-Link appointed delivery partner Tracking Portal.
- 1.7 All other existing terms and conditions for unifi Home Fibre Broadband, unifi Business Fibre Broadband, & conditions and General Campaign terms and conditions shall continue to apply.

2. THE DEVICE

- 2.1 There are two (2) types of Mesh Wi-Fi offered by TM, which are TP-Link Deco M9 Plus and TP-Link Deco M4.
- 2.2 By subscribing Mesh Wi-Fi, Customer hereby agrees that Mesh Wi-Fi is provided by TP-Link and will be delivered via TP-Link appointed delivery partner.

3. MESH WI-FI AS ADD-ON OR BUNDLE

- 3.1 Customer can subscribe to Mesh Wi-Fi as add-on through TM's registration channels namely, TM Point, Online registration, TM Contact Centre nationwide and myunifi app.
- 3.2 Customer will have an option to add, up to a maximum of five (5) Mesh Wi-Fi in one unifi service account, subject to existing customer's subscription to other devices.
- 3.3 Customer understands that Mesh Wi-Fi can only be subscribed for unifi package with unlimited quota.
- 3.4 The minimum subscription period for the Mesh Wi-Fi add-on is twenty-four (24) months effective from the date of activation of the device ("Subscription Period").
- 3.5 Customer understands the order processing and delivery will take twelve (12) working days and will contact TM if any issues regarding processing only.

4. INSTALLATION & AFTER SALES SERVICE

- 4.1 Customer is advised to perform self-installation with Mesh Wi-Fi by downloading TP-Link Deco apps for configuration and manuals.
- 4.2 Any after sales support with regards to Mesh Wi-Fi, customer requires to contact TP-Link directly via:

TP Link Contact Technical Support:

Toll Free: 1800 22 8887 / 03-2141 4358 (Mon - Sun, 10am - 7pm)
Warranty & RMA support: 03-2141 4358 (Mon - Sun, 10am - 7pm)
E-mail: support.my@tp-link.com (Mon - Sun, 10am - 7pm)
Sales E-mail: request.malaysia@tp-link.com
Website: www.tp-link.com.my

- 4.3 If any request on the first time on-site Mesh Wi-Fi installation by unifi Elite team, customer will be charged RM120 and this charge will be reflected in unifi's monthly bill.

5. WARRANTY

- 5.1 Mesh Wi-Fi comes with three (3) years manufacturing warranty guarantee from TP-Link Malaysia.

6. CHARGES, PAYMENT & BILLING

- 6.1 The monthly subscription fee of the Mesh Wi-Fi TP-Link Deco M9 Plus add-on is RM35, with a total of RM840 for twenty-four (24) months.
- 6.2 The monthly subscription fee of Mesh Wi-Fi TP-Link Deco M4 is RM15 with a total of RM360 for twenty-four (24) months.
- 6.3 The monthly subscription fee for both Mesh Wi-Fi TP-Link Deco M9 Plus and TP Link Deco M4 will be reflected in unifi's monthly bill.
- 6.4 Both Mesh Wi-Fi TP Link Deco M9 Plus and Mesh Wi-Fi TP Link Deco M4 are only available for twenty-four (24) months period of monthly subscription and are not available for one-time purchase. This is applicable for the subscription of the Device either in unifi Bundle or Device add-ons.

7. RELOCATION OF SERVICE ADDRESS

- 7.1 For any relocation of unifi service, Mesh Wi-Fi as unifi bundle or Device add-on subscription will continue despite the change to new address. Any relocation

and installation of Mesh Wi-Fi due to relocation of unifi service is strictly the responsibility of Customer.

- 7.2 Mesh Wi-Fi is not transferable to the new owner. In the event of relocation and reinstallation, the original Customer is responsible to pay for the remaining months charges until the end of obligation period.

8. CANCELLATION AND TERMINATION OF SERVICE

- 8.1 Cancellation or termination of Mesh Wi-Fi either as unifi bundle / Device add-on with twenty-four (24) months commitment via unifi portal is not allowed once you have given your consent to subscribe to the same and TM will not be responsible for any lost or damage to the device while on transit, delivery or installation.
- 8.2 In the event of cancellation or early termination of Mesh Wi-Fi as Device add-on with twenty-four (24) months commitment [before completion of the twenty-four (24) months Subscription Period], the Customer is subject to pay early termination fee as penalty based on the balance of the remaining months.
- 8.3 Penalty charges will be imposed for the remaining months of Mesh Wi-Fi as Device add-on if Customer terminate unifi service within 24 months of Mesh Wi-Fi period.
- 8.4 The above penalty shall be reflected in TM's bill.

Customer agree to have read, understand & agreed to be bound by the T&C of this Mesh Wi-Fi & [TM Privacy Notice](#).

[The remaining of this page is intentionally left blank]