

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
unifi Lite with unifi Mobile campaign**

NO	QUESTION	ANSWER														
unifi Lite with unifi Mobile Campaign																
1.	What is unifi Lite with unifi Mobile campaign?	<ul style="list-style-type: none"> ▪ Under the campaign, unifi is offering a special convergence plan to both new and existing unifi customers with unlimited internet connectivity and additional savings. The plan comes with the following package in a bundle: <ul style="list-style-type: none"> ➢ unifi Lite – unlimited-broadband at the speed of up to 8Mbps. ➢ unifi Mobile 99 – truly unlimited data, call and SMS with FREE 10GB LTE hotspot* ➢ unifi TV – free access to unifi PlayTV app with Free-to-Air channels ▪ New customers will also enjoy 30-days free trial for their unifi Lite subscription. ▪ Exclusive Offer: <ul style="list-style-type: none"> ▪ New customers who subscribe to the plan via unifi website or myunifi app will receive complimentary Touch ‘n Go eWallet Reload PIN worth RM50 <p>* Notes: unifi Mobile 99 offers additional 10GB LTE hotspot (total 20GB LTE hotspot) until 31st March 2021.</p>														
2.	Can you tell me more about the campaign?	<ul style="list-style-type: none"> ▪ You will enjoy the following package in this bundle: <ul style="list-style-type: none"> a) unifi Lite <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Plan</th> <th>unifi Lite</th> </tr> </thead> <tbody> <tr> <td>Promo Price</td> <td>RM69/month (RRP RM89) Saving of RM20 for 24 months</td> </tr> <tr> <td>Internet Speed</td> <td>Download speed of up to 8Mbps Upload speed of up to 512kbps</td> </tr> <tr> <td>Quota</td> <td>Unlimited</td> </tr> <tr> <td>Voice</td> <td>Free calls to TM Fixed Lines Nationwide. Flat Rate 10sen/min to mobile and other fixed lines nationwide</td> </tr> <tr> <td>Equipment</td> <td>Free Modem</td> </tr> <tr> <td>Contract</td> <td>24 months</td> </tr> </tbody> </table> <ul style="list-style-type: none"> b) unifi TV – To enjoy the free access to unifi TV, please download unifi playTV app. 	Plan	unifi Lite	Promo Price	RM69/month (RRP RM89) Saving of RM20 for 24 months	Internet Speed	Download speed of up to 8Mbps Upload speed of up to 512kbps	Quota	Unlimited	Voice	Free calls to TM Fixed Lines Nationwide. Flat Rate 10sen/min to mobile and other fixed lines nationwide	Equipment	Free Modem	Contract	24 months
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3.	Can I just subscribe to unifi Lite only?	<ul style="list-style-type: none"> Yes. You may subscribe to unifi Lite plan at RM89/month. You will not enjoy any monthly bundle discounts. 												
4.	Who is eligible for this campaign?	<ul style="list-style-type: none"> This campaign is applicable for: <ul style="list-style-type: none"> New customers Existing unifi Lite customers who are currently paying RM89 monthly (terms and conditions apply) 												
5.	How much do I need to pay monthly for this bundle plan?	<ul style="list-style-type: none"> For the bundle, you will only need to pay a monthly charge of RM128 for a period of 24 months. The charges are exclusive of all applicable taxes. The promo price is valid for 24 months as long as your unifi Lite and unifi Mobile 99 are active. 												
6.	What happens after the unifi Lite contract period ends?	<ul style="list-style-type: none"> The unifi Lite price will be reverted to RM89/month while the unifi Mobile 99 will continue to remain at the discounted price of RM59/month. You will enjoy our unifi Mobile 99 at RM59 per month as long as your unifi Lite account remains active. However, we will continuously engage with you to give the best offer to our loyal customers. 												
7.	What will happen to my unifi Mobile 99 line if I terminate my unifi Lite?	<ul style="list-style-type: none"> Your monthly subscription fee for unifi Mobile 99 service will be changed from RM59 per month to RM79 per month if your unifi Lite is terminated. 												
8.	How long is the campaign period?	<ul style="list-style-type: none"> This promotion runs from 11th January until 31st March 2021. However, for existing unifi Lite customers, their order will only be processed starting 27th January 2021. They may still submit their 												

		<p>registration via our website at www.unifi.com.my as per the campaign start date above. They will enjoy the RM20 discount upon successful change of plan.</p>
9.	Do I enjoy the 30 days unifi Lite package Free Trial?	<ul style="list-style-type: none"> ▪ Yes, if you are our new customer who subscribed to unifi Lite package during this campaign, you will automatically enjoy a free one (1) month package fee of RM89 in the first month bill.
10.	Do I get the same Free Trial for unifi Mobile?	<ul style="list-style-type: none"> ▪ Sorry, the Free Trial period of 30 days does not applicable to unifi Mobile 99 plan.
11.	Can I subscribe to the unifi Lite and unifi Mobile under different names?	<ul style="list-style-type: none"> ▪ No, the discounted price at unifi Lite is only applicable when the bundle package is registered with the same ID number (NRIC, Old IC, Army, Police, Passport) for Broadband with a minimum of one (1) unifi Mobile 99 plan. ▪ Limited time offer for existing unifi Lite customers: <ul style="list-style-type: none"> • Existing unifi Lite customers may subscribe to additional unifi Mobile 99 under a different name (different NRIC) at RM59 per month. Just bring your unifi Lite bill to your nearest TMpoint nationwide. • For more info, please refer to https://unifi.com.my/mobile/postpaid/faq
12.	Do I enjoy any content from unifi TV for this campaign?	<ul style="list-style-type: none"> ▪ You can enjoy content via unifi playTV app that can be download from Google Play Store or Apple App Store. ▪ The unifi playTV app enables you to stream and watch Live TV channels and On-demand movies on Android (Mobile and tablet), as well as iOS devices (iPhone and iPad). ▪ You can enjoy the Free Channels and entitled for 30 days free viewing for all channels (for new registration only). ▪ You can also watch variety of Live TV channels by subscribing to any channels via ala-carte or playTV Pack (Daily/ Weekly/ Monthly). ▪ There are also selections of On Demand movies from Hollywood, Local, Asian and Europe that you can purchase per title. ▪ For more information on the current channels and offerings, please visit https://unifi.com.my/tv/packages/unifi-playtv.html
13.	How do I register for the unifi playTV?	<ul style="list-style-type: none"> ▪ You need to register through the unifi playTV app using your mobile number or Facebook ID. You will be able to enjoy the content on maximum two (2) concurrent devices.

		<ul style="list-style-type: none"> ▪ If you wish to register using your mobile number, click on “Sign up now” and follow the instruction until complete. ▪ For registration using Facebook ID, simply click on “Login with Facebook” button and follow the instruction until complete.
14.	<p>I am currently on another service provider for my mobile services.</p> <p>Can I switch to unifi Mobile 99 and keep my existing mobile number?</p>	<ul style="list-style-type: none"> ▪ Of course! You can switch your current number to unifi Mobile 99 plan at RM59 per month, provided you do not have any outstanding balance, blacklisted, or under contract with your current mobile service provider. ▪ Click here for more info: https://unifi.com.my/switch-to-unifi ▪ Please ensure to activate your unifi Mobile 99 within 30 days of your unifi Lite installation to enjoy the promotional price for 24 months.
15.	<p>How will my monthly bill look like when I subscribe to this campaign?</p>	<ul style="list-style-type: none"> ▪ You will receive two (2) separate bills for unifi Lite and unifi Mobile 99. ▪ unifi Lite <ul style="list-style-type: none"> ▪ You will see two (2) types of charges in your first unifi Lite bill: <ol style="list-style-type: none"> 1. Prorated charges based on unifi activation date and Billing Period date. 2. Full month charges of broadband package waiver based on 30 days from the 1st Billing Date. ▪ unifi Mobile 99 <ul style="list-style-type: none"> ▪ Your unifi Mobile 99 Promo will be reflected by the plan name “unifi Mobile 79 unlimited” in your bill. ▪ In your first unifi Mobile 99 bill, any pro-rated usage will be based on RM79 price. ▪ Once unifi Lite and unifi Mobile 99 services are both activated, you will enjoy the RM59 per month price in the following month onwards. ▪ Your bill date will always be on the 1st of every month and the cycle is for the full period of the month.
16.	<p>Will I be tied to any contract if I subscribe to this campaign?</p>	<ul style="list-style-type: none"> ▪ Yes, unifi Lite plans come with a 24-months contract. However, there is no contract for unifi Mobile 99. ▪ To keep enjoying the saving on monthly basis, please keep both packages active.

17.	<p>I've subscribed to the campaign, but the unifi Lite activation was not successful due to technical limitation. What should I do with my unifi Mobile 99 plan?</p>	<ul style="list-style-type: none"> ▪ We are sorry to hear that unifi is not yet available in your area. Because of that, your unifi Mobile 99 will be charged at RM79 per month. ▪ But don't worry as we have few alternatives for you: <ul style="list-style-type: none"> ▪ You may continue to enjoy your mobile line at RM79 per month. ▪ You may change your mobile plan to other unifi Mobile postpaid plan. Kindly refer https://unifi.com.my/personal/mobile/postpaid ▪ For more info, you can also contact us via unifi live chat.
18.	<p>What will happen if I did not activate my unifi Mobile 99 line due to any reason?</p>	<ul style="list-style-type: none"> ▪ Your unifi Lite plan will be changed to a standalone plan at the price of RM89 per month. ▪ You will not enjoy the unifi Lite with unifi Mobile bundle discounts ▪ You may contact our touchpoints as below for further assistance: <ul style="list-style-type: none"> ▪ TMpoint outlets nationwide ▪ unifi mobile Live Chat
19.	<p>I'm interested! How do I subscribe to this campaign?</p>	<ul style="list-style-type: none"> ▪ You can register for the campaign at: <ul style="list-style-type: none"> ▪ TMpoint outlets nationwide ▪ TM Resellers ▪ TM Authorised Dealer ▪ Online (unifi.com.my or myunifi app) ▪ Call TM Contact Centre at 100 (press 4)
20.	<p>Will i get an upgrade if my area has fiber infra in the future?</p>	<ul style="list-style-type: none"> ▪ As TM is continuously upgrading its network infrastructure nationwide and whenever fibre infrastructure is available at Customer's installation address, TM will provide sufficient notice to Customers to upgrade Customer's existing broadband subscription to unifi fibre plan at the future price offering.
21.	<p>Do I need to pay any upfront payment?</p>	<ul style="list-style-type: none"> ▪ unifi Lite (new registration only) <ul style="list-style-type: none"> ▪ Please note that an advance payment of RM100 for Malaysians and RM500 for non-Malaysians is applicable for registrations without the verification of MyKad Reader (please refer to general unifi T&C clause 10.11 and general unifi Lite clause 5.8). ▪ If you wish to avoid making any advance payment, you can choose to subscribe at TMpoint, TM Authorised Dealer (TAD) or TM Appointed Reseller. ▪ unifi Mobile 99

		<ul style="list-style-type: none"> ▪ Please note that an upfront payment of RM100 is applicable for any new registration via TM Resellers, TM Authorised Dealers and any TMpoint outlet nationwide. The amount will be offset in your 1st bill. ▪ For non-Malaysians, you are required to pay an additional deposit of RM300 per line, which will be refunded upon the line termination. ▪ For a limited time only, we're waiving the upfront payment of RM100 if you switch your current number to unifi Mobile 99. ▪ For registration via our portal (unifi.com.my), no upfront payment is required.* <p><i>*Note: Registration via online is applicable for Malaysian only.</i></p>
22.	Who should I contact if I need any assistance or have any inquiry?	<ul style="list-style-type: none"> ▪ Easy, you can contact us via TM's digital channels such as: <ul style="list-style-type: none"> ○ Live Chat via our myunifi app ○ unifi self-help portal at unifi.com.my/chat/index.html ○ Facebook at facebook.com/weareunifi ○ Twitter at @helpmeunifi ▪ Should you require a face-to-face interaction, you may visit us at any of the TMpoint outlets nationwide.
Exclusive RM50 Touch 'n Go (TNG) eWallet Reload PIN for Online Registration		
23.	Who is entitled to this offer?	<ul style="list-style-type: none"> ▪ The offer is limited to new customers who sign up for this campaign via our website at www.unifi.com.my or myunifi app.
24.	How do I get the RM50 TNG eWallet Reload PIN?	<ul style="list-style-type: none"> ▪ Customers will receive an email notification from unifi and they will be required to reply the email within seven (7) days in order to claim the RM50 Touch 'n Go eWallet Reload PIN. ▪ If you are not reachable via email after the 7 days, the reload PIN offer will be forfeited. unifi will also attempt to send three (3) reminders via email.
25.	When will I receive the TNG eWallet Reload PIN?	<ul style="list-style-type: none"> ▪ Customers shall receive the reload PIN within 30 days after the Free Trial period if the unifi Lite account remains active.
26.	How do I redeem the TNG eWallet Reload PIN?	<ul style="list-style-type: none"> ▪ Here's how you can redeem: Step 1 Click on "+Reload eWallet" from your Touch 'n Go home screen

		<p>Step 2 Click on “TNG eWallet Reload PIN” at the bottom of the screen.</p> <p>Step 3 Key in your Reload PIN that you received, click “RELOAD NOW” and you’re done!</p>
27.	Is there any validity period for the TNG eWallet Reload PIN?	<ul style="list-style-type: none"> ▪ The eWallet reload PIN has its validity period and we encourage customer to use within validity period as stated in the email. ▪ Upon receiving the reload PIN, you must use the PIN to reload your TNG eWallet within the validity period. ▪ Please note that the eWallet reload PIN may subject to terms and conditions as outlined by Touch ‘N Go.
28.	Can I get more than one (1) reload PIN?	<ul style="list-style-type: none"> ▪ Each customer is only entitled to one (1) TNG eWallet Reload PIN worth RM50 for this campaign.
29.	Can I exchange the reload pin that I get for cash?	<ul style="list-style-type: none"> ▪ No, the reload PIN is non-transferable, assignable and exchangeable.
30.	Who should I contact if I have a problem to use the reload pin?	<ul style="list-style-type: none"> ▪ If you face any problem to reload or have any further enquiries, you may visit TNG portal at https://support.tngdigital.com.my or give a call to TNG careline at +603-5022 3888.
31.	I am an existing unifi Lite subscriber. If I registered for a new account, am I eligible to participate in this campaign?	<ul style="list-style-type: none"> ▪ Yes, you can still subscribe for a new unifi Lite plan under your name at different address via unifi website or myunifi app to receive RM50 worth of Touch ‘n Go eWallet Reload Pin.

Free 30 Days Trial Period (Try Me)

32.	How do I enjoy the 30 days broadband package fee waiver?	<ul style="list-style-type: none"> ▪ Once you have subscribed to unifi Lite package during this campaign, you will automatically enjoy a free one (1) month package fee of RM89 in the first month bill.
33.	What happens if I continue my subscription after the free trial period (30 days) is over?	<ul style="list-style-type: none"> ▪ If you're happy with the service and wish to continue subscription after the free trial period has ended, the account will be subsequently be charged with the monthly fee for the consecutive months.
34.	If I decide not to continue my unifi subscription within the 30 days, how do I cancel my subscription?	<ul style="list-style-type: none"> ▪ To cancel the subscription, customers need to walk in to any TMpoint nationwide within 30 days from unifi activation date. ▪ Customers are required to return all equipment upon cancellation of the subscription to avoid being charged with early termination fee of RM350.
35.	What happens If I cancel my internet subscription after the free trial period (30 days) is over?	<ul style="list-style-type: none"> ▪ If you cancel the subscription after the trial period has ended and still within the contract period of the package, you will be charged with the standard early termination fees of RM350.