

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
unifi 100MBPS**

NO	QUESTION	ANSWER																								
<b>GETTING TO KNOW</b>																										
1.	<b>What is the latest promotion for unifi 100Mbps plan?</b>	<ul style="list-style-type: none"> <li>▪ You can enjoy unlimited viewing experiences and uninterrupted high-speed connection with the unifi 100Mbps promo plan:</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;"></th> <th style="width: 35%;">Plan Offerings</th> <th style="width: 35%;">Promotions</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><b>unifi TV</b></td> <td> <ul style="list-style-type: none"> <li>▪ Varnam Plus or Aneka Plus or Ruby Plus pack to choose from.</li> <li>▪ Complimentary of 30-days free viewing of all channels</li> <li>▪ Viewing via unifi PlayTV app for 2 devices.</li> </ul> </td> <td></td> </tr> <tr> <td style="text-align: center;"><b>Speed</b></td> <td> <ul style="list-style-type: none"> <li>▪ Download speed up to 100Mbps</li> <li>▪ Upload speed up to 50Mbps</li> </ul> </td> <td></td> </tr> <tr> <td style="text-align: center;"><b>Quota</b></td> <td colspan="2" style="text-align: center;">Unlimited</td> </tr> <tr> <td style="text-align: center;"><b>Voice</b></td> <td>Voice 20sen/min</td> <td>           Free 600 min to all fixed line and mobile phone            Beyond 600 min:           <ul style="list-style-type: none"> <li>▪ 10 sen/min to mobile phone and other license network operator (OLNO)'s fixed line</li> <li>▪ Unlimited calls to TM fixed line</li> </ul> </td> </tr> <tr> <td style="text-align: center;"><b>Contract</b></td> <td colspan="2" style="text-align: center;">24 months</td> </tr> <tr> <td style="text-align: center;"><b>Package Worth</b></td> <td style="text-align: center;">RM159/month</td> <td style="text-align: center;">RM179/month</td> </tr> <tr> <td style="text-align: center;"><b>Promotion Price</b></td> <td style="text-align: center;"><b>RM129/month</b></td> <td style="text-align: center;"><b>RM129/month</b></td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>▪ <i>Price shown is excluding 6% Service Tax (ST)</i></li> <li>▪ <i>Price shown is perpetual</i></li> </ul>		Plan Offerings	Promotions	<b>unifi TV</b>	<ul style="list-style-type: none"> <li>▪ Varnam Plus or Aneka Plus or Ruby Plus pack to choose from.</li> <li>▪ Complimentary of 30-days free viewing of all channels</li> <li>▪ Viewing via unifi PlayTV app for 2 devices.</li> </ul>		<b>Speed</b>	<ul style="list-style-type: none"> <li>▪ Download speed up to 100Mbps</li> <li>▪ Upload speed up to 50Mbps</li> </ul>		<b>Quota</b>	Unlimited		<b>Voice</b>	Voice 20sen/min	Free 600 min to all fixed line and mobile phone Beyond 600 min: <ul style="list-style-type: none"> <li>▪ 10 sen/min to mobile phone and other license network operator (OLNO)'s fixed line</li> <li>▪ Unlimited calls to TM fixed line</li> </ul>	<b>Contract</b>	24 months		<b>Package Worth</b>	RM159/month	RM179/month	<b>Promotion Price</b>	<b>RM129/month</b>	<b>RM129/month</b>
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2.	<b>What do I get with unifi TV packs via the playTV@unifi app?</b>	<ul style="list-style-type: none"> <li>▪ With playTV@unifi app, customers can stream their favourite latest shows, programmes and LIVE TV on mobile devices i.e. smart phones and tablets.</li> <li>▪ You can enjoy the contents via playTV@unifi app for up to two (2) devices concurrently. In addition, you can enjoy 30-day free viewing of all channels on unifi PlayTV app.</li> </ul>																								
3.	<b>How can I get unifi Plus Box for unifi TV viewing?</b>	<ul style="list-style-type: none"> <li>▪ You can get the unifi Plus Box by subscribing to Ultimate TV pack. The package price is RM189.</li> </ul>																								

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4.	Are there any extra benefits that I will receive with unifi 100Mbps plan?	<ul style="list-style-type: none"> <li>You can enjoy below benefits along with this plan:</li> </ul> <table border="1"> <thead> <tr> <th>Features</th> <th>unifi 100Mbps plan™</th> </tr> </thead> <tbody> <tr> <td>Installation &amp; activation</td> <td>WAIVED</td> </tr> <tr> <td>wifi@unifi</td> <td>UNLIMITED (until further notice)</td> </tr> <tr> <td>CPE</td> <td>Wireless Router (RG) BTU (Modem)</td> </tr> </tbody> </table> <p>* Wireless router is applicable to new installations only.</p>	Features	unifi 100Mbps plan™	Installation & activation	WAIVED	wifi@unifi	UNLIMITED (until further notice)	CPE	Wireless Router (RG) BTU (Modem)																																		
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6.	<p><b>What is the contract period for unifi Home and its Add-Ons? Is there any penalty imposed if I terminate the services within the contract period?</b></p>	<ul style="list-style-type: none"> <li>▪ The contract period for unifi Home and its Add-Ons varies. Please refer to the table below for more information: <table border="1" data-bbox="536 443 1479 920"> <thead> <tr> <th data-bbox="536 443 632 495">NO.</th> <th data-bbox="632 443 836 495">ITEMS</th> <th data-bbox="836 443 1066 495">CONTRACT PERIOD</th> <th data-bbox="1066 443 1479 495">PENALTY IF TERMINATION WITHIN CONTACT PERIOD</th> </tr> </thead> <tbody> <tr> <td data-bbox="536 495 632 577">1.</td> <td data-bbox="632 495 836 577">unifi Home</td> <td data-bbox="836 495 1066 577">24 months</td> <td data-bbox="1066 495 1479 577">The remaining months of broadband monthly subscription fee (price before discount)</td> </tr> <tr> <td data-bbox="536 577 632 660">2.</td> <td data-bbox="632 577 836 660">unifi TV packs</td> <td data-bbox="836 577 1066 660">12 months</td> <td data-bbox="1066 577 1479 660">The remaining months of monthly subscription fee of the unifi TV pack</td> </tr> <tr> <td data-bbox="536 660 632 743">3.</td> <td data-bbox="632 660 836 743">Mesh Wi-Fi</td> <td data-bbox="836 660 1066 743">24 months</td> <td data-bbox="1066 660 1479 743">The remaining months of monthly subscription fee of the Mesh Wi-Fi device.</td> </tr> <tr> <td data-bbox="536 743 632 775">4.</td> <td data-bbox="632 743 836 775">Voice Pack 20</td> <td data-bbox="836 743 1066 775">Not Applicable</td> <td data-bbox="1066 743 1479 775">Not Applicable</td> </tr> <tr> <td data-bbox="536 775 632 806">5.</td> <td data-bbox="632 775 836 806">Voice IDD</td> <td data-bbox="836 775 1066 806">1 month</td> <td data-bbox="1066 775 1479 806">1 month of subscription fee</td> </tr> <tr> <td data-bbox="536 806 632 857">6.</td> <td data-bbox="632 806 836 857">Security and Surveillance</td> <td data-bbox="836 806 1066 857">36 months</td> <td data-bbox="1066 806 1479 857">Up to maximum 6 months subscription fee</td> </tr> <tr> <td data-bbox="536 857 632 920">7.</td> <td data-bbox="632 857 836 920">Home Gadget Protection</td> <td data-bbox="836 857 1066 920">12 months</td> <td data-bbox="1066 857 1479 920">The remaining months of monthly subscription fee</td> </tr> </tbody> </table> </li> <li>▪ Customer is required to settle all their outstanding bills prior to the termination request. For more information, please refer to your service Terms &amp; Conditions.</li> <li>▪ Customer can now request for termination by logging into their self-care account at <a href="http://unifi.com.my">unifi.com.my</a>, or visit any TMpoint outlets nationwide.</li> </ul>	NO.	ITEMS	CONTRACT PERIOD	PENALTY IF TERMINATION WITHIN CONTACT PERIOD	1.	unifi Home	24 months	The remaining months of broadband monthly subscription fee (price before discount)	2.	unifi TV packs	12 months	The remaining months of monthly subscription fee of the unifi TV pack	3.	Mesh Wi-Fi	24 months	The remaining months of monthly subscription fee of the Mesh Wi-Fi device.	4.	Voice Pack 20	Not Applicable	Not Applicable	5.	Voice IDD	1 month	1 month of subscription fee	6.	Security and Surveillance	36 months	Up to maximum 6 months subscription fee	7.	Home Gadget Protection	12 months	The remaining months of monthly subscription fee
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7.	<p><b>I would like to have more channels on my TV pack. Can I upgrade to any higher TV pack?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes, you can upgrade your TV pack to Ultimate by upgrading your plan to unifi 100Mbps with Ultimate TV pack. Check out the plan <a href="#">here</a>.</li> <li>▪ You can request to change your unifi TV pack at any TMpoint outlets, via Live Chat at myunifi app or <a href="http://unifi.com.my/chat">unifi.com.my/chat</a>, tweet us <a href="https://twitter.com/helpmeunifi">@helpmeunifi</a> or message us at <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a>.</li> </ul>																																
8.	<p><b>Who should I contact if I need further assistance or inquiry?</b></p>	<ul style="list-style-type: none"> <li>▪ Easy, feel free to reach us via our digital channels such as: <ul style="list-style-type: none"> <li>• Live Chat via myunifi app or <a href="http://unifi.com.my/chat">unifi.com.my/chat</a></li> <li>• Facebook via <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a></li> <li>• Twitter <a href="https://twitter.com/helpmeunifi">@helpmeunifi</a></li> <li>• Email to <a href="mailto:help@tm.com.my">help@tm.com.my</a></li> </ul> </li> </ul>																																