

**Frequently Asked Questions (FAQ)
On
unifi Your World Campaign**

NO	QUESTION	ANSWER																																																
New Customers																																																		
1.	What is the new unifi Your World Campaign?	<ul style="list-style-type: none"> ▪ From 24th August 2020, we are offering customers the Total Convergence solutions of unifi Home, unifi TV and unifi Mobile bundled together in one package, with great discounts. ▪ With bigger savings up to RM1,500 a year, new customers will enjoy 30 Days free trial for the following packages: <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #0056b3; color: white;"> <th></th> <th>30Mbps</th> <th>100Mbps</th> <th>300Mbps</th> <th>500Mbps</th> <th>800Mbps</th> </tr> </thead> <tbody> <tr> <td style="text-align: left;">Internet</td> <td colspan="5">Unlimited internet access</td> </tr> <tr> <td style="text-align: left;">Entertainment</td> <td colspan="5">Ultimate pack (complimentary unifi Plus Box)</td> </tr> <tr> <td style="text-align: left;">Voice</td> <td>Pay-per-use for a flat rate of 20sen/min to all mobile and fixed lines nationwide</td> <td colspan="4">600 min talk time to all mobile and fixed lines nationwide Beyond 600 min, free calls from fixed to fixed and MR0.10 from fixed to mobile</td> </tr> <tr> <td style="text-align: left;">Mobile</td> <td colspan="5">unlimited data, calls and sms 10 GB LTE Hotspot</td> </tr> <tr> <td style="text-align: left;">Mesh WiFi</td> <td colspan="3">Add on Mesh WiFi from RM15/mth</td> <td colspan="2">Free 2x Mesh WiFi (Deco M9)</td> </tr> <tr> <td style="text-align: left;">Retail Rate Price</td> <td>RM248</td> <td>RM288</td> <td>RM358</td> <td>RM408</td> <td>RM508</td> </tr> <tr> <td style="text-align: left;">Promo Price</td> <td>RM198 <small>For 24month RM208 after 24 month</small></td> <td>RM208 <small>For 24month RM248 after 24 month</small></td> <td>RM228 <small>For 24month RM258 after 24 month</small></td> <td>RM278 <small>For 24month RM308 after 24 month</small></td> <td>RM378 <small>For 24month RM408 after 24 month</small></td> </tr> </tbody> </table> <ul style="list-style-type: none"> ▪ The promo price is valid for 24 months, and as long as the minimum 3 services (unifi Home, unifi Mobile and TV Content) are active. ▪ unifi will continuously engage with customers to give the best offer to customers. 		30Mbps	100Mbps	300Mbps	500Mbps	800Mbps	Internet	Unlimited internet access					Entertainment	Ultimate pack (complimentary unifi Plus Box)					Voice	Pay-per-use for a flat rate of 20sen/min to all mobile and fixed lines nationwide	600 min talk time to all mobile and fixed lines nationwide Beyond 600 min, free calls from fixed to fixed and MR0.10 from fixed to mobile				Mobile	unlimited data, calls and sms 10 GB LTE Hotspot					Mesh WiFi	Add on Mesh WiFi from RM15/mth			Free 2x Mesh WiFi (Deco M9)		Retail Rate Price	RM248	RM288	RM358	RM408	RM508	Promo Price	RM198 <small>For 24month RM208 after 24 month</small>	RM208 <small>For 24month RM248 after 24 month</small>	RM228 <small>For 24month RM258 after 24 month</small>	RM278 <small>For 24month RM308 after 24 month</small>	RM378 <small>For 24month RM408 after 24 month</small>
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2.	What are the Add-Ons available to customers?	<ul style="list-style-type: none"> ▪ On top of the bundled package, customers may also choose the optional Add-ons as below: <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Add Ons</th> <th>Description</th> <th>Price per month</th> <th>Contract</th> </tr> </thead> <tbody> <tr> <td>Ultimate Pack (100Mbps and 30Mbps only)</td> <td>Enjoy All Channels via unifi Plus Box</td> <td>RM60</td> <td>12 months</td> </tr> <tr> <td>unifi Plus Box</td> <td>Multi room entertainment with additional unifi Plus Box</td> <td>RM20 <i>(For 24 month only)</i></td> <td>24 months</td> </tr> </tbody> </table>	Add Ons	Description	Price per month	Contract	Ultimate Pack (100Mbps and 30Mbps only)	Enjoy All Channels via unifi Plus Box	RM60	12 months	unifi Plus Box	Multi room entertainment with additional unifi Plus Box	RM20 <i>(For 24 month only)</i>	24 months																																				
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		Smart Devices	Complete your Home Entertainment experience with unbeatable savings	Acer TravelMate P214 laptop LG 55" UHD TV From RM69/month	24 months
		Mesh WiFi	Better WiFi experience for all your wireless devices by ensuring seamless WiFi connectivity for your entire home	Deco M4: RM15 Deco M9 Plus: RM35 <i>(For 24 month only)</i>	24 months
		Home Gadget Protection	Protect your gadgets with a hassle-free experience	3 gadgets: RM15 5 gadgets: RM25 8 gadgets: RM40	24 months
		Online Guard Plus	Keeping Internet safe for everyone at home	RM2	-
		Security and Surveillance	24 hours security and peace of mind	From RM99/month	-
		<ul style="list-style-type: none"> ▪ Note: Add on feature is not entitled for the 30 days free trial. 			
3.	Who is eligible for this campaign?	<ul style="list-style-type: none"> ▪ This campaign is applicable for the following: <ul style="list-style-type: none"> ▪ New unifi Home customers ▪ New unifi Mobile customers 			
4.	How long is the campaign period?	<ul style="list-style-type: none"> ▪ The promotion runs from 24th August until further notice. So hurry up and subscribe to the Total Convergence package now! 			
5.	Where can I subscribe to this campaign?	<ul style="list-style-type: none"> ▪ Total Convergence plan can be subscribed at: <ul style="list-style-type: none"> ▪ TMpoint outlets nationwide ▪ TM Resellers ▪ TM Authorized Dealer ▪ Online (unifi.com.my) ▪ TM Sales Centre (TMSC) ▪ Non-Malaysian customers can subscribe to the Total Convergence plan at all channels as listed above, except for online (unifi.com.my) and TM Sales Centre (TMSC) 			
6.	How do I enjoy the 30 days broadband package fee waiver and more discounts?	<ul style="list-style-type: none"> ▪ Once you have subscribed to the package during this campaign, you will enjoy a waiver of your monthly package fee on unifi Home and TV content for 30 days. ▪ unifi Mobile package fee is not entitled for the 30 days fee waiver. 			

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		<ul style="list-style-type: none"> unifi Mobile subscribers will enjoy the RM59 per month promo price in the following month onwards. On top of that, you'll enjoy more discounts on your unifi Home bill. 				
7.	<p>Can I subscribe unifi Mobile under my wife's name and still enjoy the special price of RM59 per month?</p>	<ul style="list-style-type: none"> Please ensure to use the same ID number (NRIC, Old IC, Army, Police, Passport) as per your unifi Home account upon registration of unifi Mobile 99 to enjoy the RM59 per month price once your unifi Home is activated. Example: <table border="1" data-bbox="587 748 1425 1021"> <thead> <tr> <th data-bbox="587 748 1007 869">unifi Home Registered Account</th> <th data-bbox="1007 748 1425 869">unifi Mobile 99 Promo New Registration</th> </tr> </thead> <tbody> <tr> <td data-bbox="587 869 1007 1021"> <ul style="list-style-type: none"> Name: Ali bin Abu NRIC: 800101-00-1234 </td> <td data-bbox="1007 869 1425 1021"> <ul style="list-style-type: none"> Name: Ali bin Abu NRIC: 800101-00-1234 </td> </tr> </tbody> </table> One account holder can sign up to a maximum of five (5) mobile lines under your name and each lines will enjoy RM59 per month price. 	unifi Home Registered Account	unifi Mobile 99 Promo New Registration	<ul style="list-style-type: none"> Name: Ali bin Abu NRIC: 800101-00-1234 	<ul style="list-style-type: none"> Name: Ali bin Abu NRIC: 800101-00-1234
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8.	<p>I am currently on another service provider for my mobile services.</p> <p>Can I switch to unifi 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 at the price of 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 				
9.	<p>How will my bill look like when I subscribe to this campaign?</p>	<ul style="list-style-type: none"> You will receive 2 separate bills for unifi Home and unifi Mobile. <p>unifi Home</p> <ul style="list-style-type: none"> You will see two (2) types of charges in your first unifi bill: <ol style="list-style-type: none"> Prorated charges based on unifi activation date and Billing Period date. Full month charges of broadband package waiver based on 30 days from the 1st Billing Date. 				

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		<p>unifi Mobile</p> <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 bill, any pro-rated usage will be based on RM79 price. ▪ Once unifi Home and unifi Mobile 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.
10.	<p>Will I be tied to any contract for my Total Convergence plan subscription?</p>	<ul style="list-style-type: none"> ▪ Yes, all unifi Home plans come with a 24-months contract but no contract is imposed for unifi Mobile.
11.	<p>I’ve subscribed to Total Convergence plan, but the broadband activation was not successful due to technical limitation. What should I do with my mobile plan?</p>	<ul style="list-style-type: none"> ▪ We are sorry to hear that unifi is not yet available in your area and hence your unifi Mobile is still charging at RM79 per month. ▪ Worry not 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 ▪ If you wish to discontinue your mobile line, you can terminate by walk-in to TMpoint or via mobile live chat.
12.	<p>What will happen to my subscription if I subscribed to Total Convergence plan, my broadband has been successfully installed but my mobile is not activated due to technical limitation?</p>	<ul style="list-style-type: none"> ▪ If your port in to our service is unsuccessful, your Total Convergence plan will be changed to a bundle without mobile plan and you will no longer enjoy our 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

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13.	Is there any changes to the promo price if I terminate any mobile or TV content in the Total Convergence plan?	<ul style="list-style-type: none"> The discount that you enjoy for subscribing Total Convergence plan will be removed. Other early termination charges are applicable for TV content or broadband. 																																																
14.	Are there any other plans besides the Total Convergence plan?	<ul style="list-style-type: none"> Yes, other plans are as below: <p>Broadband with TV Content Pack</p> <table border="1" data-bbox="544 683 1461 1005"> <thead> <tr> <th></th> <th>300Mbps</th> <th>500Mbps</th> <th>800Mbps</th> </tr> </thead> <tbody> <tr> <td>Internet</td> <td colspan="3">Unlimited internet access</td> </tr> <tr> <td>Entertainment</td> <td colspan="3">Ultimate pack (complimentary unifi Plus Box)</td> </tr> <tr> <td>Voice</td> <td colspan="3">Free 600 min talk time to all mobile and fixed lines nationwide Beyond 600 min, free calls from fixed to fixed and RM0.10 from fixed to mobile</td> </tr> <tr> <td>Mesh WiFi</td> <td>Add on Mesh WiFi from RM15/mth</td> <td colspan="2">Free Mesh WiFi Deco M9 Plus</td> </tr> <tr> <td>Retail Rate Price</td> <td>RM259</td> <td>RM309</td> <td>RM409</td> </tr> <tr> <td>Promo Price</td> <td>RM199</td> <td>RM249</td> <td>RM349</td> </tr> </tbody> </table> <p>Broadband Only</p> <table border="1" data-bbox="544 1077 1461 1563"> <thead> <tr> <th></th> <th>unifi Lite</th> <th>30Mbps</th> <th>100Mbps</th> </tr> </thead> <tbody> <tr> <td>Internet</td> <td colspan="3">Unlimited internet access</td> </tr> <tr> <td>Entertainment</td> <td colspan="3">Free access to unifi PlayTV app with Free-to-Air channels</td> </tr> <tr> <td>Voice</td> <td>Free call via fixed line to nationwide and as lowest as 10sen/min to mobile</td> <td>Pay-per-use for a flat rate of 20sen/min to all mobile and fixed lines nationwide</td> <td>600 min talk time to all mobile and fixed lines nationwide Beyond 600 min, free calls from fixed to fixed and RM0.10 from fixed to mobile</td> </tr> <tr> <td>Retail Rate Price</td> <td>RM89</td> <td>RM89</td> <td>RM129</td> </tr> </tbody> </table> On top of that, customers can also enjoy 30 Days free trial. <p><i>Note: 30Mbps and 100Mbps subscriber can add on unifi TV Ultimate Pack for RM60 monthly and enjoy unifi Plus Box, but the add on fee is not entitled for 30days free trial.</i></p> 		300Mbps	500Mbps	800Mbps	Internet	Unlimited internet access			Entertainment	Ultimate pack (complimentary unifi Plus Box)			Voice	Free 600 min talk time to all mobile and fixed lines nationwide Beyond 600 min, free calls from fixed to fixed and RM0.10 from fixed to mobile			Mesh WiFi	Add on Mesh WiFi from RM15/mth	Free Mesh WiFi Deco M9 Plus		Retail Rate Price	RM259	RM309	RM409	Promo Price	RM199	RM249	RM349		unifi Lite	30Mbps	100Mbps	Internet	Unlimited internet access			Entertainment	Free access to unifi PlayTV app with Free-to-Air channels			Voice	Free call via fixed line to nationwide and as lowest as 10sen/min to mobile	Pay-per-use for a flat rate of 20sen/min to all mobile and fixed lines nationwide	600 min talk time to all mobile and fixed lines nationwide Beyond 600 min, free calls from fixed to fixed and RM0.10 from fixed to mobile	Retail Rate Price	RM89	RM89	RM129
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15.	Where can I view my bill?	<ul style="list-style-type: none"> You may install myunifi apps (available at Google Playstore, Apple App Store and Huawei App Gallery) to view both Broadband and Mobile bills. 																																																

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16.	<p>Is Transfer Request (Change of Broadband Service Provider) allowed during the 30 days of this campaign?</p>	<ul style="list-style-type: none"> ▪ No, Transfer Request is not allowed during 30 days of this campaign. Customer has to proceed with the termination within 30 days and return all equipment during termination process
17.	<p>Can I transfer my unifi line to someone else during this campaign period?</p>	<p>unifi Home</p> <ul style="list-style-type: none"> ▪ During 30 days free trial, customer is not allowed to perform transfer owner activities. <p>unifi Mobile</p> <ul style="list-style-type: none"> ▪ Transfer of ownership is not available at the moment.
18.	<p>Do I need to make any upfront payment?</p>	<p>unifi Home</p> <ul style="list-style-type: none"> ▪ Please note that an advance payment of RM100 for Malaysians and RM500 for non-Malaysians is applicable for sales 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. <p>unifi Mobile</p> <ul style="list-style-type: none"> ▪ Please note that an upfront payment of RM100 is applicable for any new mobile line 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 mobile line termination. ▪ For a limited time only, we're waiving the upfront payment of RM100 if you switch your current number to unifi Mobile now.

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> ▪ 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> <p>Smart Devices</p> <ul style="list-style-type: none"> ▪ Please note that an upfront payment of RM200 is applicable for any add on of smart devices for new customers. ▪ Existing customers will not be imposed with upfront payment, however the approval will be based on their unifi Credit Rating.
19.	<p>If I decide not to continue my unifi subscription within the 30 days, how do I cancel my subscription?</p>	<ul style="list-style-type: none"> ▪ To cancel the subscription, customers need to walk in to any TMpoint within 30 days of the subscription. ▪ Customers will have to return all equipment upon cancellation of the subscription to avoid being charged with early termination fee. ▪ You are required to return all of the equipment given during installation: <ol style="list-style-type: none"> i. Residential Gateway (RG) ii. Broadband Termination Unit (BTU) and iii. unifi Plus Box with box and all accessories iv. Mesh Wi-Fi (if applicable) ▪ If you failed to return the items, you will be charged with a penalty fee of RM500. ▪ If you have subscribed to any Value Added Services (VAS), you will be charged with the penalty fees of that particular VAS. ▪ However, you will no longer enjoy unifi Mobile at RM59 per month when you terminate your unifi Home account, and the price will revert to RM79 per month. ▪ Termination for both unifi Home and unifi Mobile will need to be done separately. <p><u>unifi Lite</u></p> <ul style="list-style-type: none"> ▪ You are required to return the modem. If you failed to do so, you will be charged RM350.

NO	QUESTION	ANSWER
20.	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 after the free trial period has ended, the account will be automatically charged with the monthly fee for the consecutive months.
21.	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 for the standard early termination fees i.e. the remaining months of the contract. ▪ However, you will no longer enjoy your unifi Mobile at RM59 per month price when terminating your unifi Home account and the price will be reverted to RM79 per month.
22.	Can I change to other unifi Mobile plans later?	<ul style="list-style-type: none"> ▪ Yes. However, you will no longer enjoy the unifi Mobile 99 promotional price of RM59 per month.
23.	After I terminated my unifi plan under this campaign, may I apply for new unifi Home line?	<ul style="list-style-type: none"> ▪ You are not able to apply for new unifi line after termination at the same installation address during the campaign period after termination. We hope you will stay with us.
24.	I experienced service downtime during my 30 days trial period, am I entitled for rebate?	<ul style="list-style-type: none"> ▪ Customer has already enjoyed the 30 days fee waiver, hence no rebate will be given. ▪ Rebate for VAS will be given if applicable.
25.	Where can I read more on unifi Mobile and its offerings?	<ul style="list-style-type: none"> ▪ To know more on unifi Mobile postpaid plan, please visit unifi.com.my/postpaid. ▪ You can also find our mobile postpaid FAQ and T&C here: <ul style="list-style-type: none"> ▪ https://unifi.com.my/mobile/postpaid/faq ▪ https://unifi.com.my/mobile/postpaid/tnc
26.	How do I get more info on this unifi Your World campaign?	<ul style="list-style-type: none"> ▪ For further info, you can refer <ul style="list-style-type: none"> ○ unifi portal - unifi.com.my ○ unifi online community forum at community.unifi.com.my ▪ Visit any of the TMpoint outlets nationwide

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Existing Customers		
27.	<p>I am an existing customer, can I subscribe to Total Convergence plan?</p>	<p>Existing unifi Home Customers</p> <ul style="list-style-type: none"> ▪ Yes, you can upgrade your plan to Total Convergence plan to enjoy more discounts! ▪ 30 days trial is not applicable for existing customers. ▪ Promo Price is valid for 24 months and as long as minimum 3 services (unifi Home, unifi Mobile and TV Content) are active. <p>Existing unifi Mobile Customers</p> <ul style="list-style-type: none"> ▪ Yes, existing unifi Mobile plan subscribers are welcome to subscribe to our unifi Mobile 99 promo at RM59 per month. ▪ You can add on new mobile line or your current plan will be changed to new unifi Mobile 99 at the price of RM59 when you sign up for this promo. ▪ If customers opt for change of plan, subscription of any Add-on Passes or any existing promotion (i.e: Multiline discount, Hotspot Passes, etc) on your previous unifi Mobile rate plan will be terminated without any refund. ▪ However, if you are already paying RM59 per month for your mobile line, you are eligible for this Total Convergence promo without performing any change of plan. This is inclusive of postpaid plans as per below: <ul style="list-style-type: none"> ▪ unifi Mobile 59 (Value Plan) ▪ unifi Mobile 99 at RM59 with 12 months contract ▪ unifi Mobile Jasa Pek ▪ unifi Mobile Student Pek
28.	<p>I am an existing customer, and I love my current package. I would like the Total Convergence plan value to be add on. Can I do that?</p>	<p>Existing unifi Home Customers</p> <ul style="list-style-type: none"> ▪ Yes. Add on plans are available for you to choose from entertainment to lifestyle as below:

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		<p>Existing unifi Mobile</p> <ul style="list-style-type: none"> Yes. You can choose from Broadband and unifi TV Content plan to Broadband plan only. <p>Broadband with TV Content Pack</p> <table border="1"> <thead> <tr> <th data-bbox="544 1666 775 1711"></th> <th data-bbox="775 1666 1003 1711">300Mbps</th> <th data-bbox="1003 1666 1238 1711">500Mbps</th> <th data-bbox="1238 1666 1469 1711">800Mbps</th> </tr> </thead> <tbody> <tr> <td data-bbox="544 1711 775 1783">Internet</td> <td colspan="3" data-bbox="775 1711 1469 1783">Unlimited internet access</td> </tr> <tr> <td data-bbox="544 1783 775 1861">Entertainment</td> <td colspan="3" data-bbox="775 1783 1469 1861">Ultimate pack (complimentary unifi Plus Box)</td> </tr> <tr> <td data-bbox="544 1861 775 1966">Voice</td> <td colspan="3" data-bbox="775 1861 1469 1966">Free 600 min talk time to all mobile and fixed lines nationwide Beyond 600 min, free calls from fixed to fixed and MR0.10 from fixed to mobile</td> </tr> </tbody> </table>					300Mbps	500Mbps	800Mbps	Internet	Unlimited internet access			Entertainment	Ultimate pack (complimentary unifi Plus Box)			Voice	Free 600 min talk time to all mobile and fixed lines nationwide Beyond 600 min, free calls from fixed to fixed and MR0.10 from fixed to mobile																		
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<p>29.</p> <p>I'm an existing webe RM79 plan subscriber.</p> <p>Do I still enjoy the multiline discount if I subscribe to this unifi Mobile 99 offer?</p>		<ul style="list-style-type: none"> We're sorry, upon activation of this plan, subscription of any Add-on Passes (i.e.: Multiline discount, Hotspot Passes, etc.) on your previous unifi Mobile rate plan will be terminated without any refund. Remaining entitlement of multiline discount will be based on remaining line that you still maintain under RM79 plan. 																							
<p>30.</p> <p>I still have a few months contract of unifi Mobile 99 at RM59 with 12 months contract promo. Can I subscribe to this Total Convergence plan?</p>		<ul style="list-style-type: none"> Yes, you're already entitled for this promotion since you're already paying RM59 in your existing plan. The following unifi Mobile Rate Plan are eligible for this Total Convergence promo as per below: <ul style="list-style-type: none"> unifi Mobile 59 (Value Plan) unifi Mobile 99 at RM59 with 12 months contract unifi Mobile Jasa Pek 																							

NO	QUESTION	ANSWER																																																
		<ul style="list-style-type: none"> unifi Mobile Student Pek 																																																
31.	<p>How about other postpaid plan and existing #BEBAS prepaid customer, can I subscribe to this Total Convergence plan?</p>	<ul style="list-style-type: none"> Yes, for existing unifi Mobile customers, you can add on new mobile or you can change your current plan to unifi Mobile RM99 at the price of RM59 when you subscribe to this Total Convergence plan. 																																																
32.	<p>How do I upgrade my plan to Total Convergence plan?</p>	<ul style="list-style-type: none"> Upgrade your plan to Total Convergence plan to enjoy more discounts as below: <table border="1" data-bbox="592 943 1489 1285"> <thead> <tr> <th></th> <th>30Mbps</th> <th>100Mbps</th> <th>300Mbps</th> <th>500Mbps</th> <th>800Mbps</th> </tr> </thead> <tbody> <tr> <td>Internet</td> <td colspan="5">Unlimited internet access</td> </tr> <tr> <td>Entertainment</td> <td colspan="5">Ultimate pack (complimentary unifi Plus Box)</td> </tr> <tr> <td>Voice</td> <td>Pay-per-use for a flat rate of 20sen/min to all mobile and fixed lines nationwide</td> <td colspan="4">600 min talk time to all mobile and fixed lines nationwide Beyond 600 min, free calls from fixed to fixed and MRO.10 from fixed to mobile</td> </tr> <tr> <td>Mobile</td> <td colspan="5">unlimited data, calls and sms 10 GB LTE Hotspot</td> </tr> <tr> <td>Mesh WIFI</td> <td colspan="3">Add on Mesh WIFI from RM15/mth</td> <td colspan="2">Free 2x Mesh WIFI (Deco M9)</td> </tr> <tr> <td>Retail Rate Price</td> <td>RM248</td> <td>RM288</td> <td>RM358</td> <td>RM408</td> <td>RM508</td> </tr> <tr> <td>Promo Price</td> <td>RM198 For 24month RM208 after 24 month</td> <td>RM208 For 24month RM248 after 24 month</td> <td>RM228 For 24month RM258 after 24 month</td> <td>RM278 For 24month RM308 after 24 month</td> <td>RM378 For 24month RM408 after 24 month</td> </tr> </tbody> </table>		30Mbps	100Mbps	300Mbps	500Mbps	800Mbps	Internet	Unlimited internet access					Entertainment	Ultimate pack (complimentary unifi Plus Box)					Voice	Pay-per-use for a flat rate of 20sen/min to all mobile and fixed lines nationwide	600 min talk time to all mobile and fixed lines nationwide Beyond 600 min, free calls from fixed to fixed and MRO.10 from fixed to mobile				Mobile	unlimited data, calls and sms 10 GB LTE Hotspot					Mesh WIFI	Add on Mesh WIFI from RM15/mth			Free 2x Mesh WIFI (Deco M9)		Retail Rate Price	RM248	RM288	RM358	RM408	RM508	Promo Price	RM198 For 24month RM208 after 24 month	RM208 For 24month RM248 after 24 month	RM228 For 24month RM258 after 24 month	RM278 For 24month RM308 after 24 month	RM378 For 24month RM408 after 24 month
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33.	<p>Will my contract refreshed when I change plan to this campaign?</p>	<ul style="list-style-type: none"> Yes. Once you have changed your plan to this campaign offering, your package will be automatically refresh to 24 Months. 																																																
34.	<p>I am currently subscribing to package with media box (V8), can I change my plan to package with unifi Plus Box? Is the media box can still be working?</p>	<ul style="list-style-type: none"> Yes, you can upgrade to the package with unifi Plus Box. However, the free 30-days trial is not applicable for existing customers. Once you received the unifi Plus Box, you can use both media box and unifi Plus Box, treat it as multi room entertainment! However, existing customers who are still on the previous platform (white box) need to be migrated before login to the unifi Plus Box. TM will communicate once the migration process is successful (once your order is completed) and you may enjoy unifi TV via the unifi Plus Box. 																																																

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> ▪ Customers with the white media box (V8) can still enjoy unifi TV until further announcement from TM.
35.	<p>I am subscribing to unifi Home plan bundle with unifi Plus Box and Mesh Wi-Fi, can I change to Broadband only package?</p>	<ul style="list-style-type: none"> ▪ Yes. You are allowed to subscribe to Broadband only. However, if you are still within contract, the rule applies as below: <ul style="list-style-type: none"> ▪ For Broadband – contract will be refreshed to 24 Months ▪ For unifi TV – penalty on the remaining months ▪ For Mesh Wi-Fi – penalty of RM200
36.	<p>I am subscribing to unifi Home plan with device. What will happen to all my device?</p>	<ul style="list-style-type: none"> ▪ I am currently subscribing to unifi packages with bundle UPB and want to upgrade to Total Convergence package with UPB <ul style="list-style-type: none"> ○ You will remain your current unifi Plus Box and enjoy our Total Convergence offering. There will be no new unifi Plus Box provided to the customer. ▪ I am currently subscribing to unifi package with bundle MESH Wi-Fi and want to upgrade to Total Convergence package with MESH Wi-Fi <ul style="list-style-type: none"> ○ Bundle MESH Wi-Fi currently with customer is MESH Wi-Fi M4. Therefore, with this package, customer will be given another MESH Wi-Fi M9.
37.	<p>I have subscribed to add on device and VAS's previously.</p> <p>Some of my add on device are already part of Total Convergence plan.</p> <p>What will happen to current subscription for these add on?</p>	<ul style="list-style-type: none"> ▪ Your current Add On VAS and Add on Device will be charge as agreed during subscription/usual. Only Add on pack (Varnam, Ruby and Aneka) will be move to new Ultimate Pack under Total Convergence package value <p>Eg: You have subscribed to Home Gadget Protection at RM15, therefore will be charged as usual.</p> <p>Eg: You have add on MESH at RM15 (for 24 months) and want to subscribe to 500Mbps Total Convergence (with MESH). You will maintain your mesh at RM15 price and will receive another MESH under Total Convergence package.</p> <p>Eg: You have add on UPB at RM10 (for 24 months) and want to subscribe to 300Mbps Total Convergence (with MESH). You will maintain your UPB at RM10 price and will receive another UPB under Total Convergence package.</p>

NO	QUESTION	ANSWER
		<p>Eg: You have subscribed to add on Varnam pack at RM30 monthly and want to subscribe to 300Mbps Total Convergence (with MESH). Your package will be upgraded to Ultimate Pack under Total Convergence package value. Your current Add On VAS and Add on Device will be charged as agreed during subscription/usual. Only Add on pack (Varnam Ruby and Aneka) will be moved to the new Ultimate Pack under Total Convergence package.</p> <p>Eg: You have subscribed to Home Gadget Protection at RM15 price, therefore you will be charged as usual.</p> <p>Eg: You have added on MESH at RM15 (for 24 months) and want to subscribe to 500Mbps 3 in 1 bundle plan (with MESH). You will maintain your mesh at RM15 price and received another MESH under Total Convergence package.</p> <p>Eg: You have added on UPB at RM10 (for 24 months) and want to subscribe to 300Mbps Total Convergence plan (with MESH). You will maintain your UPB at RM10 price and will receive another unifi Plus Box under Total Convergence package.</p> <p>Eg: You have subscribed to add on Varnam pack at RM30 monthly and want to subscribe to 300Mbps Total Convergence plan (with MESH). Your pack package will be upgraded to Ultimate Pack under Total Convergence package.</p>
38.	What will happen if I remove my add ons?	<ul style="list-style-type: none"> ▪ If your add ons are still under contract, therefore by removing these add ons, you will be charged with the early termination penalty fees of the remaining months.