

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
unifi Try Me Campaign with unifi Plus Box**

NO	QUESTION	ANSWER
unifi Try Me Campaign with unifi Plus Box		
1.	What is this campaign all about?	<ul style="list-style-type: none"> ▪ Try Me Campaign is a risk-free trial period for all NEW unifi Home plans subscription. During this trial period, you can enjoy our high speed internet for 30 days. ▪ Good news! unifi Plus Box is now available. Subscribe to unifi Home plan with unifi TV Ultimate pack during this extended campaign, and customers will get unifi Plus Box. ▪ During this limited time only, new unifi Home 300Mbps subscribers will also enjoy: <ul style="list-style-type: none"> a) Access to unifi playTV app of up to five (5) devices b) Complimentary access to Viu for six (6) months c) Free 600 minutes call plan ▪ To ensure you have strong WiFi coverage in your entire house to enjoy maximum experience with unifi Plus Box, you can easily add on a Mesh Wi-Fi system with only additional RM15 per month for 24 months. This value added services is chargeable from the first month.
2.	How long is the campaign period?	<ul style="list-style-type: none"> ▪ The promotion runs for a limited time only, from 1st June until 30 September 2020. So hurry up and subscribe to any of the unifi Home plans now!
3.	Where can I subscribe to this Try Me Campaign?	<ul style="list-style-type: none"> ▪ Starting 1st June, customer can subscribe unifi plans from any TMpoint, Resellers, TM Authorized Dealer, TM Staff or via TM Sales Centre (TMSC). ▪ Customer can subscribe via online unifi.com.my starting 9th June 2020.
4.	Who is eligible for this campaign?	<ul style="list-style-type: none"> ▪ We welcome all NEW residential customers to subscribe to the plans under this campaign.

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5.	<p>I have subscribed to unifi 100Mbps plan, how does the waiver fee works? Do I have to pay the amount stated in bill?</p>	<ul style="list-style-type: none"> ▪ Once you have subscribed to the plan, you will enjoy a waiver of RM129. ▪ You will see two (2) types of charges in your first bill: <ul style="list-style-type: none"> i. Prorated charges and broadband package waiver based on unifi activation date and Billing Period date. ii. Full month charges of the package fee and broadband package waiver based on 30 days from the 1st Billing Date. ▪ If you decide to cancel the subscription within 30 days, any charges for the broadband service will still be waived <u>except for the add-on features</u>. ▪ If you agree to continue with the subscription once the free one (1) month trial period has ended, you will be charged with the monthly subscription fee for the consecutive months. Please note that the pro-rated charges in the first bill must be paid by the customer.
6.	<p>Will I be tied to any contract for my unifi plan subscription?</p>	<ul style="list-style-type: none"> ▪ Yes, all unifi Home plans come with a 24-months contract.
7.	<p>Does this promotion include add-on features?</p>	<ul style="list-style-type: none"> ▪ The promotion is applicable to the price of unifi Home plans only and not applicable to any add-ons. ▪ Example: If you subscribe to unifi Home plan 100Mbps at RM129 and you have add-ons RM60 for unifi TV Ultimate Pack and unifi unifi Plus Box, you will be entitled to a 1-month free for the price of RM129. You will then need to pay for the additional add-ons that you have chosen.
8.	<p>How do I enjoy the 6 months complimentary access to premium content via unifi Plus Box?</p>	<ul style="list-style-type: none"> ▪ Customers who subscribe to unifi Home plan with Ultimate Pack, together with unifi Plus Box are entitled to get complimentary Viu voucher for six (6) months. ▪ Subscribers will receive the voucher code via SMS within five (5) working days upon successful unifi installation. Subscribers will need to follow these steps: <ol style="list-style-type: none"> 1. Connect your unifi Plus Box to your unifi Home network for first time activation 2. Go to Viu app, choose “Sign in” and a pairing code will appear on screen. 3. Go to www.viu.com on your web browser or mobile browser 4. Select the “Menu” icon on top left and select “Redeem” option 5. Insert a valid promo code on the voucher screen, and sign up. 6. Select the “Menu” icon on top left, insert the pairing code and you can enjoy your complimentary access to Viu! <p>For more info, please refer : https://unifi.com.my/plus-box/viu</p>

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9.	What are the Add-Ons available to customers?	<ul style="list-style-type: none"> For unifi 30Mbps, 100Mbps and 300Mbps, customers may choose the optional Add-ons as below: <table border="1" data-bbox="603 394 1481 1126"> <thead> <tr> <th data-bbox="603 394 802 454">Add Ons</th> <th data-bbox="802 394 1102 454">Description</th> <th data-bbox="1102 394 1297 454">Price/month</th> <th data-bbox="1297 394 1481 454">Contract</th> </tr> </thead> <tbody> <tr> <td data-bbox="603 454 802 611"> Ultimate pack Not applicable for unifi 300Mbps </td> <td data-bbox="802 454 1102 611">Enjoy All Channels via unifi Plus Box</td> <td data-bbox="1102 454 1297 611">RM60</td> <td data-bbox="1297 454 1481 611">12mths</td> </tr> <tr> <td data-bbox="603 611 802 797"> Mesh WiFi </td> <td data-bbox="802 611 1102 797">Better WiFi experience for all your wireless devices by ensuring seamless WiFi connectivity for your entire home.</td> <td data-bbox="1102 611 1297 797">RM15</td> <td data-bbox="1297 611 1481 797">24mths</td> </tr> <tr> <td data-bbox="603 797 802 1043"> Home Gadget Protection. </td> <td data-bbox="802 797 1102 1043">Protect your gadgets with a hassle-free experience</td> <td data-bbox="1102 797 1297 1043"> 3 gadgets: RM15 5 gadgets: RM25 8 gadgets: RM40 </td> <td data-bbox="1297 797 1481 1043">12mths</td> </tr> <tr> <td data-bbox="603 1043 802 1126"> Online Guard Plus </td> <td data-bbox="802 1043 1102 1126">Keeping Internet safe for everyone at home</td> <td data-bbox="1102 1043 1297 1126">RM2</td> <td data-bbox="1297 1043 1481 1126">-</td> </tr> </tbody> </table> 	Add Ons	Description	Price/month	Contract	Ultimate pack Not applicable for unifi 300Mbps	Enjoy All Channels via unifi Plus Box	RM60	12mths	Mesh WiFi	Better WiFi experience for all your wireless devices by ensuring seamless WiFi connectivity for your entire home.	RM15	24mths	Home Gadget Protection.	Protect your gadgets with a hassle-free experience	3 gadgets: RM15 5 gadgets: RM25 8 gadgets: RM40	12mths	Online Guard Plus	Keeping Internet safe for everyone at home	RM2	-
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10	How can I get the unifi Plus Box?	<ul style="list-style-type: none"> You can subscribe to any of the unifi Home plans as below: <table border="1" data-bbox="603 1234 1481 1491"> <thead> <tr> <th data-bbox="603 1234 994 1301">unifi Home Plan</th> <th data-bbox="994 1234 1294 1301">Promotional price/month</th> <th data-bbox="1294 1234 1481 1301">Contract</th> </tr> </thead> <tbody> <tr> <td data-bbox="603 1301 994 1368">unifi 300Mbps with unifi TV Ultimate pack</td> <td data-bbox="994 1301 1294 1368">RM199</td> <td data-bbox="1294 1301 1481 1368">24-months</td> </tr> <tr> <td data-bbox="603 1368 994 1435">unifi 100Mbps with unifi TV Ultimate pack</td> <td data-bbox="994 1368 1294 1435">RM189</td> <td data-bbox="1294 1368 1481 1435">24-months</td> </tr> <tr> <td data-bbox="603 1435 994 1491">unifi 30Mbps with unifi TV Ultimate pack</td> <td data-bbox="994 1435 1294 1491">RM149</td> <td data-bbox="1294 1435 1481 1491">24-months</td> </tr> </tbody> </table> Subscribing to unifi 100Mbps and 30Mbps with Ultimate pack, customers will only enjoy the one (1) month waiver fee on the broadband price. Customer will still have to pay RM60 for the Ultimate pack with unifi Plus Box as stated in the bill. 	unifi Home Plan	Promotional price/month	Contract	unifi 300Mbps with unifi TV Ultimate pack	RM199	24-months	unifi 100Mbps with unifi TV Ultimate pack	RM189	24-months	unifi 30Mbps with unifi TV Ultimate pack	RM149	24-months								
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11	Do I need to make any upfront payment?	<ul style="list-style-type: none"> ▪ Please note that an advance payment of RM100 for Malaysians and RM500 for non-Malaysians is applicable if you subscribe the service via TM Sales Centre or TM Staff Sales Personnel and online or without the verification of MyKad Reader (<i>please refer to general unifi T&C clause 10.11 and general unifi Lite clause 5.8</i>). ▪ If you wish to avoid making any advance payment, you can choose to subscribe via online or from our other sales channels such as TMpoint, TM Authorised Dealer (TAD) or TM Appointed Reseller.
12	Will there be any other charges?	<ul style="list-style-type: none"> ▪ Customers will still need to pay for: <ul style="list-style-type: none"> i. Advance payment of RM100 (for Malaysian citizens) or RM500 (non-citizen) for application of unifi service made without the verification of MyKad Reader (<i>please refer to general unifi T&C clause 10.11 and general unifi Lite clause 5.8</i>). ii. Add-ons of RM60 for unifi TV Ultimate Pack and unifi Plus Box. iii. Any other add-ons items, call charges, value added services (for example Mesh Wifi and Home Gadget Protection) and content on demand.
13	When will I get back my advance payment if I cancel my subscription?	<ul style="list-style-type: none"> ▪ Customers will receive their advance payment in their 1st or 2nd bill.
14	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 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. <p><u>unifi Home 30Mbps,100Mbps, 300Mbps</u></p> <ul style="list-style-type: none"> ▪ You are required to return all the 3 equipment: <ul style="list-style-type: none"> ○ Modem ○ Broadband Termination Unit (BTU) and ○ unifi Plus Box - for Add-ons Ultimate Pack @ RM60 - if applicable ▪ If you failed to return the items, you will be charged RM500. <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.

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		<ul style="list-style-type: none"> ▪ If you have subscribed to any Value Added Services (VAS), you will be charged with the penalty fees of that particular VAS, e.g.: unifi TV Ultimate pack of RM60 X the remaining months. ▪ Customers may return the equipment at the nearest TMpoint.
15	What happens If I continue with 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.
16	What happens If I cancel my 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.
17	What happens if the waiver is not reflected in my first bill?	<ul style="list-style-type: none"> ▪ Don't worry, if the waiver is not reflected in your first bill, you may contact us via channels below: <ul style="list-style-type: none"> ▪ myunifi app (available for Android and iOS) ▪ unifi portal - unifi.com.my ▪ unifi online community forum at community.unifi.com.my ▪ Live Chat - http://bit.ly/unifilivechat ▪ Email – help@tm.com.my ▪ Facebook - https://www.facebook.com/weareunifi/ ▪ Twitter - https://twitter.com/helpmeunifi or ▪ Contact our helpline at 100 ▪ Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.
18	My unifi account was activated on 4th June 2020 and I requested for account cancellation at TMpoint on 27th June 2020. However, my account was only officially cancelled by TM on 3rd July 2020. Am I still entitled for the 30 days bill waiver?	<ul style="list-style-type: none"> ▪ Yes, you are still entitled for the 30 days bill waiver.

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19	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.
20	After I terminated my unifi plan under Try Me campaign, may I apply for new unifi line? Is there any grace period apply?	<ul style="list-style-type: none"> ▪ You are not able to apply for new unifi line after termination. There will be three (3) months grace period after termination before customer can subscribe to a new unifi plan. We hope you will stay with us.
21	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none"> ▪ You can contact us via TM's digital channels such as: <ul style="list-style-type: none"> ▪ myunifi app (available for Android and iOS) ▪ unifi portal - unifi.com.my ▪ unifi online community forum at community.unifi.com.my ▪ Live Chat - http://bit.ly/unifilivechat ▪ Email – help@tm.com.my ▪ Facebook - https://www.facebook.com/weareunifi/ ▪ Twitter - https://twitter.com/helpmeunifi or ▪ Contact our helpline at 100 ▪ Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.
Existing subscriber		
22	I am an existing customer, can I subscribe to one of the plans in the Try Me Campaign?	<ul style="list-style-type: none"> ▪ We are sorry to inform that TRY Me campaign is only applicable for NEW customers only. ▪ But the good news is you can still upgrade your plan to unifi plan with our latest unifi Plus Box.

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23	<p>How do I upgrade my plan?</p>	<ul style="list-style-type: none"> ▪ Existing unifi Home subscribers can upgrade according to the plan below: <table border="1" data-bbox="603 392 1442 952"> <thead> <tr> <th data-bbox="603 392 938 461">Existing unifi home subscriber</th> <th data-bbox="938 392 1273 461">Plan</th> <th data-bbox="1273 392 1442 461">Contract</th> </tr> </thead> <tbody> <tr> <td data-bbox="603 461 938 640">Subscriber with unifi TV pack (Varnam plus/ Aneka plus/ Ruby Plus/ Jumbo Lite/ Ultimate TV pack)</td> <td data-bbox="938 461 1273 640">unifi 300Mbps with unifi TV Ultimate pack at promotional price of RM199</td> <td data-bbox="1273 461 1442 640">24-months</td> </tr> <tr> <td data-bbox="603 640 938 952" rowspan="3">Subscriber without unifi TV pack</td> <td data-bbox="938 640 1273 763">unifi 300Mbps with unifi TV Ultimate pack at promotional price of RM199</td> <td data-bbox="1273 640 1442 763">24-months</td> </tr> <tr> <td data-bbox="938 763 1273 887">unifi 100Mbps with unifi TV Ultimate Pack at RM189</td> <td data-bbox="1273 763 1442 887">24-months</td> </tr> <tr> <td data-bbox="938 887 1273 952">unifi 30Mbps with unifi TV Ultimate Pack at RM149</td> <td data-bbox="1273 887 1442 952">24-months</td> </tr> </tbody> </table>	Existing unifi home subscriber	Plan	Contract	Subscriber with unifi TV pack (Varnam plus/ Aneka plus/ Ruby Plus/ Jumbo Lite/ Ultimate TV pack)	unifi 300Mbps with unifi TV Ultimate pack at promotional price of RM199	24-months	Subscriber without unifi TV pack	unifi 300Mbps with unifi TV Ultimate pack at promotional price of RM199	24-months	unifi 100Mbps with unifi TV Ultimate Pack at RM189	24-months	unifi 30Mbps with unifi TV Ultimate Pack at RM149	24-months
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24	<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 but you will not be able to enjoy the free 30-days trial benefits. ▪ Once you received the unifi Plus Box, you can use both media box and unifi Plus Box, treat it as multi room entertainment! ▪ Please note that downgrading or changing your subscription plan (same speed movement) to get the unifi Plus Box during this campaign is not available at the moment. But, you can still downgrade or change your subscription plan to other plan without the unifi Plus Box. ▪ However, existing customers who are still on the old platform 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. ▪ Customers with the white media box (V8) can still enjoy unifi TV until further announcement from TM. 													
25	<p>How can I add on the unifi Plus Box?</p>	<ul style="list-style-type: none"> ▪ Unfortunately, add on for unifi Plus Box is temporarily not available at the moment. Stay tuned for further announcement in the near future. 													

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26	<p>I forgot to bring all TM devices during my termination request and now I have been charged with device penalty. Can I get a penalty waiver if I return the devices later?</p>	<ul style="list-style-type: none"> ▪ Please note that customers must bring the CPE during the termination request. If the customer is unable to return the CPE, a penalty of RM500 will be imposed to the customer.
27	<p>I decided to cancel my unifi subscription within 30 days. How will TM return my advance payment? Can I request TM to return my advance payment via direct transfer?</p>	<ul style="list-style-type: none"> ▪ Customer's advance payment will be refunded (if applicable) via cheque within three (3) months from the date of termination. Customer do not need to perform any request for this since it will be automatically refunded if the negative balance is less than - RM500. ▪ The cheque will be sent via mail to your billing address.