

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
unifi TRY ME CAMPAIGN**

NO	QUESTION	ANSWER															
unifi TRY ME CAMPAIGN																	
1.	What is unifi Try Me Campaign?	<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. 															
2.	What are the unifi Home packages included in this campaign?	<ul style="list-style-type: none"> The unifi Home plans included in unifi Try Me Campaign are as below: <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="background-color: #cccccc;">unifi Home Plan</th> <th style="background-color: #cccccc;">Promotional price/month</th> <th style="background-color: #cccccc;">Contract</th> </tr> </thead> <tbody> <tr> <td>unifi 300Mbps with unifi TV Ultimate pack</td> <td>RM199/month</td> <td>24 months</td> </tr> <tr> <td>unifi 100Mbps</td> <td>RM129/month</td> <td>24 months</td> </tr> <tr> <td>unifi 30Mbps</td> <td>RM89/month</td> <td>24 months</td> </tr> <tr> <td>unifi Lite</td> <td>RM89/month</td> <td>24 months</td> </tr> </tbody> </table>	unifi Home Plan	Promotional price/month	Contract	unifi 300Mbps with unifi TV Ultimate pack	RM199/month	24 months	unifi 100Mbps	RM129/month	24 months	unifi 30Mbps	RM89/month	24 months	unifi Lite	RM89/month	24 months
unifi Home Plan	Promotional price/month	Contract															
unifi 300Mbps with unifi TV Ultimate pack	RM199/month	24 months															
unifi 100Mbps	RM129/month	24 months															
unifi 30Mbps	RM89/month	24 months															
unifi Lite	RM89/month	24 months															
3.	How long is the campaign period?	<ul style="list-style-type: none"> The promotion runs for a limited time only, from 16 March until 30 June 2020. So hurry up and subscribe to any of the unifi Home plans now! 															
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. 															

NO	QUESTION	ANSWER												
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: <ol 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 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. ▪ To understand more on unifi bill, please refer to unifi community portal. 												
6.	<p>I am a unifi Lite subscriber, how does the waiver fee works? Do I have to pay the amount stated in bill?</p>	<table border="1" data-bbox="595 1137 1481 1422"> <thead> <tr> <th>Channel</th> <th>Subscribe before 29th April</th> <th>Subscribe on 29th April onwards</th> </tr> </thead> <tbody> <tr> <td>TMpoint, Reseller, TMSC and other non-online channel</td> <td>Subscriber enjoy one (1) month broadband waiver via rebate adjustment in 3rd bill</td> <td>Subscriber enjoy one (1) month broadband waiver in 1st bill</td> </tr> </tbody> </table> <table border="1" data-bbox="595 1458 1481 1662"> <thead> <tr> <th>Channel</th> <th>Subscribe before 23rd April</th> <th>Subscribe on 23rd April onwards</th> </tr> </thead> <tbody> <tr> <td>Online</td> <td>Subscriber enjoy one (1) month broadband waiver via rebate adjustment in 3rd bill</td> <td>Subscriber enjoy one (1) month broadband waiver in 1st bill</td> </tr> </tbody> </table> <ul style="list-style-type: none"> ▪ New subscribers before 23rd April (online) and 29th April (other channels) will see two (2) types of charges in your first bill: <ol style="list-style-type: none"> i. Prorated charges based on unifi activation date and Billing Period date ii. Full month charges of the package fee based on 30 days from the 1st Billing Date ▪ Termination: If you decide to terminate the service within 30 days, the full month charges will be waived except for the add- 	Channel	Subscribe before 29 th April	Subscribe on 29 th April onwards	TMpoint, Reseller, TMSC and other non-online channel	Subscriber enjoy one (1) month broadband waiver via rebate adjustment in 3 rd bill	Subscriber enjoy one (1) month broadband waiver in 1 st bill	Channel	Subscribe before 23 rd April	Subscribe on 23 rd April onwards	Online	Subscriber enjoy one (1) month broadband waiver via rebate adjustment in 3 rd bill	Subscriber enjoy one (1) month broadband waiver in 1 st bill
Channel	Subscribe before 29 th April	Subscribe on 29 th April onwards												
TMpoint, Reseller, TMSC and other non-online channel	Subscriber enjoy one (1) month broadband waiver via rebate adjustment in 3 rd bill	Subscriber enjoy one (1) month broadband waiver in 1 st bill												
Channel	Subscribe before 23 rd April	Subscribe on 23 rd April onwards												
Online	Subscriber enjoy one (1) month broadband waiver via rebate adjustment in 3 rd bill	Subscriber enjoy one (1) month broadband waiver in 1 st bill												

NO	QUESTION	ANSWER															
		<p>ons feature and will be reflected in the 3rd month bill. Customer will still see the charges in 1st and 2nd month as the final amount will be adjusted in the 3rd month bill.</p> <ul style="list-style-type: none"> ▪ If you wish to continue the service, please note that you would need to pay the pro-rated charges in the first bill and the package fee recurring charges in the 2nd month bill onwards. ▪ To understand more on unifi bill, please refer to unifi community portal. 															
7.	Will I be tied to any contract for my unifi plan subscription?	<ul style="list-style-type: none"> ▪ Yes, all unifi Home plans come with a 24-months contract. 															
8.	Does this promotion include add-on features?	<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 Media 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. 															
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="596 1317 1489 1792"> <thead> <tr> <th data-bbox="596 1317 732 1379">Add Ons</th> <th data-bbox="732 1317 963 1379">Description</th> <th data-bbox="963 1317 1155 1379">Price/month</th> <th data-bbox="1155 1317 1315 1379">Contract</th> <th data-bbox="1315 1317 1489 1379">Remark</th> </tr> </thead> <tbody> <tr> <td data-bbox="596 1379 732 1505">Ultimate pack</td> <td data-bbox="732 1379 963 1505">Enjoy All Channels via unifi Media Box (V8)</td> <td data-bbox="963 1379 1155 1505">RM60/month</td> <td data-bbox="1155 1379 1315 1505">12months</td> <td data-bbox="1315 1379 1489 1505">Not applicable for unifi 300Mbps</td> </tr> <tr> <td data-bbox="596 1505 732 1792">Mesh Wifi</td> <td data-bbox="732 1505 963 1792">Better WiFi experience for all your wireless devices by ensuring seamless WiFi connectivity for your entire home.</td> <td data-bbox="963 1505 1155 1792">RM15/ month</td> <td data-bbox="1155 1505 1315 1792">24months</td> <td data-bbox="1315 1505 1489 1792"></td> </tr> </tbody> </table>	Add Ons	Description	Price/month	Contract	Remark	Ultimate pack	Enjoy All Channels via unifi Media Box (V8)	RM60/month	12months	Not applicable for unifi 300Mbps	Mesh Wifi	Better WiFi experience for all your wireless devices by ensuring seamless WiFi connectivity for your entire home.	RM15/ month	24months	
Add Ons	Description	Price/month	Contract	Remark													
Ultimate pack	Enjoy All Channels via unifi Media Box (V8)	RM60/month	12months	Not applicable for unifi 300Mbps													
Mesh Wifi	Better WiFi experience for all your wireless devices by ensuring seamless WiFi connectivity for your entire home.	RM15/ month	24months														

NO	QUESTION	ANSWER
10.	Will there be any other charges?	<ul style="list-style-type: none"> ▪ Customers will still need to pay for: <ol 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 Media Box (V8) iii. Any other add-ons items, call charges, value added services (for example Mesh Wifi and Home Gadget Protection) and content on demand.
11.	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.
12.	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 Media box (V8) - for Add-ons Ultimate @ 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. ▪ If you have subscribed to any Value Added Services (VAS), you will be charged with the penalty fees of that particular VAS, e.g.: Ultimate pack of RM60 X the remaining months. ▪ Customers may return the equipment at the nearest TMpoint after MCO has been lifted.
13.	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 do not cancel your subscription after the free trial period has ended, the account will be charged with the monthly fee for the consecutive months.

NO	QUESTION	ANSWER
14.	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.
15.	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.
16.	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 advance payment, you can choose to subscribe via online or our other sales channels such as TMpoint, TM Authorised Dealer (TAD) or TM Appointed Reseller.
17.	My unifi account was activated on 1st May 2020 and I requested for account cancellation at TMpoint on 27th May 2020. However, my account was only officially cancelled by TM on 3rd June 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.

NO	QUESTION	ANSWER
18.	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.
19.	I am currently subscribing to unifi package with free unifi Plus Box. Can I request to change my subscription to one of the TRY ME CAMPAIGN plans? Will TM refresh my contract?	<ul style="list-style-type: none"> ▪ unifi Try Me campaign is only applicable for new customers. ▪ Existing customers who are already enjoying unifi Plus Box can only change to another package with unifi Plus Box and their contract will be renewed. ▪ However, existing customers who are subscribing to a package with unifi Plus Box but hasn't receive the unifi Plus Box, can change to a package bundled with unifi TV Media Box without renewing their contract.
20.	I am an existing customer subscribing to unifi 300Mbps at RM199/month. Can I change my plan to unifi 300Mbps under the TRY ME CAMPAIGN to get the 30 days free trial?	<ul style="list-style-type: none"> ▪ unifi Try Me campaign is only applicable for new customers. ▪ Existing customers who already enjoying unifi Plus Box can only change to another package with unifi Plus Box and their contract will be renewed. ▪ However, existing customers who are subscribing to a package with unifi Plus Box but hasn't receive the unifi Plus Box, can change to a package bundled with unifi TV Media Box without renewing their contract.
21.	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?	<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.
22.	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	<ul style="list-style-type: none"> ▪ Customer's advance payment will be refunded (if applicable) via cheque within 3 months from the date of termination.

NO	QUESTION	ANSWER
	<p>payment via direct transfer?</p>	
23.	<p>Who should I contact if I need any assistance or service inquiry?</p>	<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.