

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNIFI HOME**

NO.	QUESTION	ANSWER
GETTING TO KNOW		
1	Can you tell me more about unifi?	<ul style="list-style-type: none"> ▪ unifi provides access to a digital lifestyle for Malaysians through its converged offerings of reliable internet connectivity, content and devices for everyone in a household. ▪ We offer seamless internet connectivity at home and beyond through our fibre, wireless, mobile, and solutions that help consumers stay connected at all times. For more information on unifi, you can visit unifi.com.my
2	What is unifi Home?	<ul style="list-style-type: none"> ▪ unifi Home is a bundled triple-play service offering that offers High Speed Internet access ("Internet"), Voice over Internet Protocol (VOIP) ("Voice") and unifi TV.
3	What are the benefits if I subscribe to unifi Home?	<ul style="list-style-type: none"> ▪ unifi will enhance your high speed Internet, mobile and entertainment experience by providing the fastest internet speed, greater variety of entertainment options for you and the whole family, affordable mobile packages with unlimited data and better service stability. For more information or to subscribe to unifi Home, visit unifi.com.my.
4	What is IPTV?	<ul style="list-style-type: none"> ▪ Internet Protocol Television (IPTV) service is TM's content service delivered via IP based network technology and the service offering is branded as "unifi TV". unifi TV allows subscribers to receive content through unifi TV media boxes and unifi PlayTV mobile app for viewing via a television set and simultaneously to multiple electronic devices including Set-Top Boxes, computers, tablets, mobile devices, smart TVs or any other technological devices.

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5	<p>What is the difference between unifi TV and satellite TV?</p>	<ul style="list-style-type: none"> unifi TV is the brand name for an IPTV service offered by TM. Unlike satellite TV, unifi TV offers a seamless video and Live TV streaming service transmitted via IPTV through unifi broadband network. The service provides customers with a worry free viewing pleasure in any weather condition whether at home or even anywhere via unifi PlayTV app on any smart device. For more info on unifi TV, visit unifi.com.my/tv. 																									
6	<p>What are the package offerings under unifi Home plan?</p>	<ul style="list-style-type: none"> You can enjoy uninterrupted high-speed broadband and best entertainment package with our unifi Home package offerings. <table border="1" data-bbox="792 571 1921 1078"> <thead> <tr> <th data-bbox="792 571 1016 703">unifi 30Mbps plan™</th> <th data-bbox="1016 571 1240 703">unifi 100Mbps plan™</th> <th data-bbox="1240 571 1464 703">unifi 300Mbps plan™</th> <th data-bbox="1464 571 1688 703">unifi 500Mbps plan™</th> <th data-bbox="1688 571 1921 703">unifi 800Mbps plan™</th> </tr> </thead> <tbody> <tr> <td data-bbox="792 703 1016 815">Download speed up to 30Mbps</td> <td data-bbox="1016 703 1240 815">Download speed up to 100Mbps</td> <td data-bbox="1240 703 1464 815">Download speed up to 300Mbps</td> <td data-bbox="1464 703 1688 815">Download speed up to 500Mbps</td> <td data-bbox="1688 703 1921 815">Download speed up to 800Mbps</td> </tr> <tr> <td data-bbox="792 815 1016 927">Upload speed up to 10Mbps</td> <td data-bbox="1016 815 1240 927">Upload speed up to 50Mbps</td> <td data-bbox="1240 815 1464 927">Upload speed up to 50Mbps</td> <td data-bbox="1464 815 1688 927">Upload speed up to 100Mbps</td> <td data-bbox="1688 815 1921 927">Upload speed up to 200Mbps</td> </tr> <tr> <td data-bbox="792 927 1016 1007">Unlimited Quota</td> <td data-bbox="1016 927 1240 1007">Unlimited Quota</td> <td data-bbox="1240 927 1464 1007">Unlimited Quota</td> <td data-bbox="1464 927 1688 1007">Unlimited Quota</td> <td data-bbox="1688 927 1921 1007">Unlimited Quota</td> </tr> <tr> <td data-bbox="792 1007 1016 1078">Voice 20sen/min</td> <td data-bbox="1016 1007 1240 1078">Voice 20sen/min</td> <td data-bbox="1240 1007 1464 1078">Voice 20sen/min</td> <td data-bbox="1464 1007 1688 1078">Voice 20sen/min</td> <td data-bbox="1688 1007 1921 1078">Voice 20sen/min</td> </tr> </tbody> </table>	unifi 30Mbps plan™	unifi 100Mbps plan™	unifi 300Mbps plan™	unifi 500Mbps plan™	unifi 800Mbps plan™	Download speed up to 30Mbps	Download speed up to 100Mbps	Download speed up to 300Mbps	Download speed up to 500Mbps	Download speed up to 800Mbps	Upload speed up to 10Mbps	Upload speed up to 50Mbps	Upload speed up to 50Mbps	Upload speed up to 100Mbps	Upload speed up to 200Mbps	Unlimited Quota	Unlimited Quota	Unlimited Quota	Unlimited Quota	Unlimited Quota	Voice 20sen/min	Voice 20sen/min	Voice 20sen/min	Voice 20sen/min	Voice 20sen/min
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7	<p>What is the effective date for the Voice Pack 20 add-on?</p>	<ul style="list-style-type: none"> If you purchase your Voice Pack 20: <ul style="list-style-type: none"> ➤ Add-on together with broadband - the Voice Pack 20 will be activated together with your broadband activation. ➤ Add-on after your broadband has been activated - the Voice Pack 20 will be activated upon request. 																									

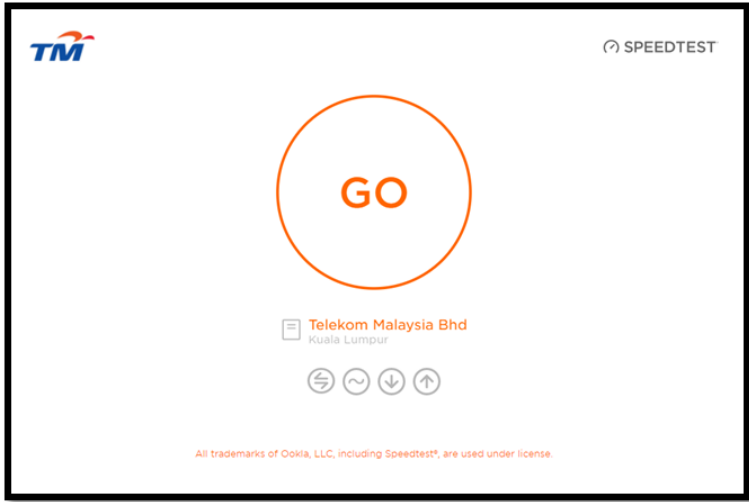
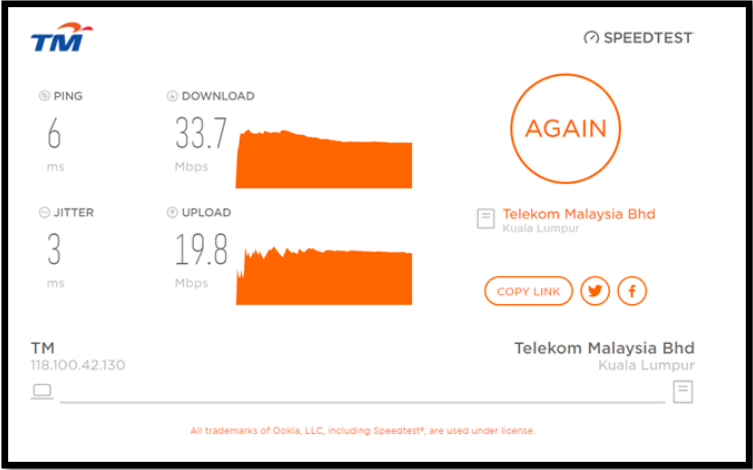
NO.	QUESTION	ANSWER								
8	Can I change my unifi TV pack after I subscribe to the unifi package? How can I request to change my unifi TV pack?	<ul style="list-style-type: none"> ▪ Yes, you can. You will be subjected to fees as below: <table border="1" data-bbox="752 320 1966 459"> <thead> <tr> <th data-bbox="752 320 1816 355">ACTIVITY</th> <th data-bbox="1816 320 1966 355">FEES</th> </tr> </thead> <tbody> <tr> <td data-bbox="752 355 1816 391">Upgrade of unifi TV pack</td> <td data-bbox="1816 355 1966 391">FREE</td> </tr> <tr> <td data-bbox="752 391 1816 426">Change of unifi TV pack (same price/value)</td> <td data-bbox="1816 391 1966 426">FREE</td> </tr> <tr> <td data-bbox="752 426 1816 459">Downgrade of unifi TV pack</td> <td data-bbox="1816 426 1966 459">RM10</td> </tr> </tbody> </table> ▪ You can request to change your unifi TV pack via <ul style="list-style-type: none"> a) Online channels below: <ul style="list-style-type: none"> • unifi.com.my or myunifi app • Live Chat at https://maya.unifi.com.my/ • Facebook at facebook.com/weareunifi • Twitter at @helpmeunifi • Email to help@tm.com.my b) Call 100 (press 4) c) Walk in to the nearest TMpoint 	ACTIVITY	FEES	Upgrade of unifi TV pack	FREE	Change of unifi TV pack (same price/value)	FREE	Downgrade of unifi TV pack	RM10
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9	Is there any penalty charge if I terminate my unifi Home AFTER the minimum subscription period is over?	<ul style="list-style-type: none"> ▪ There will be no penalty charge for termination made after the minimum contract period (24 months). 								

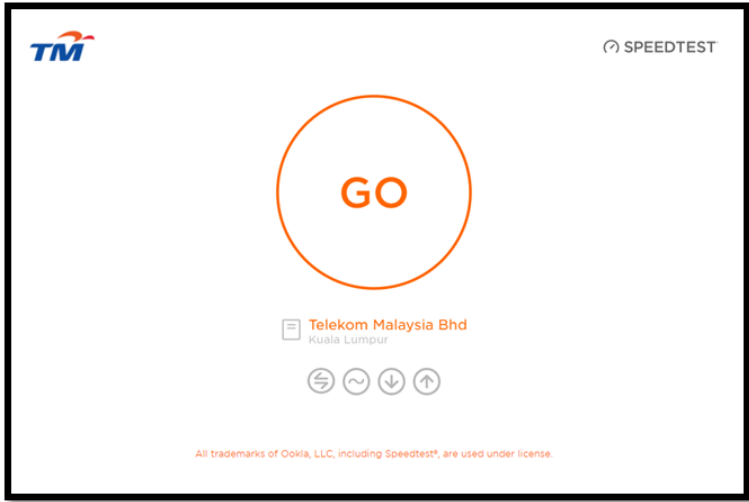
NO.	QUESTION	ANSWER
ELIGIBILITY		
10	Who is eligible to subscribe to unifi Home?	<ul style="list-style-type: none"> ▪ All Malaysians and non-Malaysians above 18 years old can subscribe to unifi Home plans. It is subject to service and coverage availability.
VOICE OFFERING, DOWNLOAD & UPLOAD SPEED		
11	What are the voice call charges offered by unifi Home packages?	<ul style="list-style-type: none"> ▪ The voice charges will depend on the package offerings. For unifi customers without any call plan, calls from Fixed to Fixed line and Fixed to Mobile line will be charged at 20 sen/min (including local calls).
12	Why is the upload speed different from the download speed?	<ul style="list-style-type: none"> ▪ Based on our findings on consumer's behavior, most of the users' activities spent on the Internet requires higher download speed for seamless internet experience, for instance: video streaming, social networking, downloading materials, etc. ▪ The upload speed for the unifi plans is sufficient to provide good experience to almost all customers. From the usage statistics of our existing unifi customers, 90% of total users only utilised less than 5Mbps upload speed. Common genuine usage includes gaming, VoIP, FTP, CCTV and video streaming and other high latency application.
13	I need higher upload speed. Does TM have any packages that can suit that requirement?	<ul style="list-style-type: none"> ▪ The upload speed for all unifi plans is sufficient to provide a trusted internet experience to almost all subscribers. For customers that require higher upload speed, we encourage them to subscribe to our unifi 800Mbps plan™ to enjoy maximum upload speed that we can offer.

NO.	QUESTION	ANSWER
SERVICE AVAILABILITY		
14	How do I check for unifi service availability in my area?	<ul style="list-style-type: none"> ▪ You can check unifi service availability in your area via the following methods: <ul style="list-style-type: none"> a) Check via unifi portal at https://unifi.com.my/check-coverage b) Check via our digital channels below: <ul style="list-style-type: none"> • Live Chat via unifi.com.my or myunifi app • Facebook at facebook.com/weareunifi • Twitter at @helpmeunifi • Email to help@tm.com.my c) Call 100 (press 4) d) Walk in to the nearest TMpoint
15	My home is located at a non-unifi area. Can I still subscribe to these plans?	<ul style="list-style-type: none"> ▪ The package offer is subject to unifi service and coverage availability. ▪ We will update you from time-to-time on unifi service readiness available at your area. Alternatively, you can also check out our wireless broadband service at unifi.com.my/personal/home/wireless-broadband
16	I live in an area where unifi service is not available. What other	<ul style="list-style-type: none"> ▪ To know more about the best plan for you, kindly contact us via channels below:

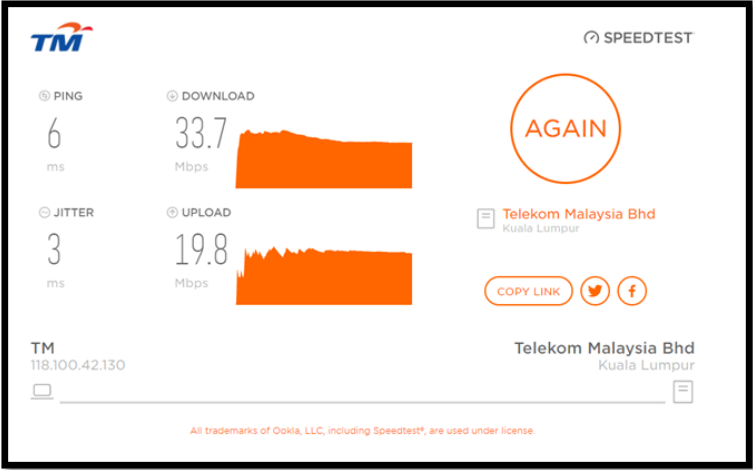
NO.	QUESTION	ANSWER
	plans can TM offer me?	a) Online <ul style="list-style-type: none"> • unifi.com.my • Live Chat via https://maya.unifi.com.my/ • Facebook at facebook.com/weareunifi • Twitter at @helpmeunifi b) Call 100 (press 4). c) Walk in to the nearest TMpoint .
REGISTRATION		
17	How do I subscribe to unifi Home package?	You may subscribe from these channels below: <ul style="list-style-type: none"> a) unifi.com.my b) Call 100 (press 4) c) Walk in to the nearest TMpoint
UPGRADE/DOWNGRADE		
18	Can I upgrade / downgrade my unifi Home plan?	<ul style="list-style-type: none"> ▪ Yes, you are allowed to change to the higher/lower speed package at any time. However, depending on your package selection, you will be tied to a new contract period if the package offers better value such as it comes with a new device, discounted price or any other value added regardless of whether you are within or beyond the contract period.



NO.	QUESTION	ANSWER
19	My current unifi Home plan is still within the contract period and I wish to upgrade to the new unifi Home plan. Will I be penalized?	<ul style="list-style-type: none"> ▪ Penalty charges will be imposed based on campaign's Terms & Conditions. Any change of plan may come with a new 24-month contract, depending on your package selection.
20	Where can I upgrade / downgrade my unifi Home plan?	<ul style="list-style-type: none"> ▪ You can change your plans by logging in to unifi.com.my or myunifi app or by visiting any nearest TMpoint .
SPEED TEST		
21	How do I check the speed of my unifi Home plan?	<ul style="list-style-type: none"> ▪ Once your service is activated, you can run a speed test via https://speedtest.tm.com.my/. You may check out our website here https://unifi.com.my/support/tipsandtricks to learn how to maximise your Internet experience.
22	What do I need to do after TM has successfully upgraded my speed / package?	<ul style="list-style-type: none"> ▪ Step 1: You are required to turn off your wireless router for 10 minutes to allow new configuration to take place before you can enjoy your new speed. ▪ Step 2: Once done, you can start testing your unifi speed at this link https://speedtest.tm.com.my/ ▪ Step 3: Click the 'GO' button on the front page and wait for the test to complete.

NO.	QUESTION	ANSWER
		 <p data-bbox="683 799 1787 831">Step 4: The test will show the result of your current upload and download speeds.</p> 



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		<p>IMPORTANT NOTES:</p> <ul style="list-style-type: none"> ▪ Before you perform the speed test, please stop any ongoing downloading activities and shut down any programs that may be utilising your connection i.e. P2P, streaming, etc. ▪ Speed test can be done over wireless. However, for accurate results, it is recommended that the test to be done over wired connection by using LAN cable provided during your unifi home installation. To learn more, head over to our website unifi.com.my/unifi-experience ▪ Simply plug the LAN cable from your computer to your wireless router LAN port LAN1 to LAN3 (any of them). <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p><u>LAN cable</u></p> </div> <div style="text-align: center;">  <p><u>Router</u></p> </div> </div>
23	<p>Why couldn't I enjoy the speed as advertised?</p>	<ul style="list-style-type: none"> ▪ unifi Home is a wired broadband service. Wireless connectivity is a complimentary feature offered to our customers via the wireless router and it is subject to interference and obstructions factor. Learn how to maximise your Internet experience here unifi.com.my/unifi-experience ▪ Internet access speed may be affected due to several factors such as: <ul style="list-style-type: none"> ▪ Locations of websites; where users may experience lower speed from international websites; ▪ Capacity of visited web server, where some web servers cannot cope with huge traffic demand from users OR do not have enough capacity OR where download speed is restricted to ensure fair level of service; ▪ Network congestion as a result of network maintenance or outages ▪ Running multiple applications simultaneously like user other applications such as Peer-to-Peer e.g.: BitTorrent ▪ Multiple users sharing the unifi Home bandwidth at customer's premises at the same time.

NO.	QUESTION	ANSWER
24	<p>What can I do to improve the speed via wireless connectivity?</p>	<ul style="list-style-type: none"> ▪ We recommend you to practice these tips in order to improve the speed via wireless connectivity: <ul style="list-style-type: none"> (a) HEAT – Place your wireless router away from areas with high temperature as heat will affect the router performance and browsing experience. <ul style="list-style-type: none"> a. Wireless router should be placed in an open area to allow heat ventilation. b. Place the broadband equipment next to each other instead of stacking it up to reduce the risk of overheating. (b) DISTANCE – Wireless router has distance limitations when it comes to signal range. As distance increases, the signal becomes weaker. <ul style="list-style-type: none"> a. Consider placing your Wireless router in an area where you would frequently do your browsing activities. (c) OBSTRUCTION – Wi-Fi signal efficiency will decrease when it passes through physical obstruction e.g.: thick walls, metals and solid objects. <ul style="list-style-type: none"> a. Consider placing your Wireless router in an open area to maximise signal reception b. Avoid placing your router in a closed cabinet, secluded room or under the stairs. (d) ELECTROMAGNETIC INTERFERENCE – Signal waves generated by home appliances such as microwave ovens, refrigerators, baby monitors can interfere with your Wi-Fi connectivity. <ul style="list-style-type: none"> a. Place your Wireless router away from the home appliances b. Avoid sharing the power socket that is connected with the home appliances. (e) WI-FI SECURITY PASSWORD – A user may hack into your Wi-Fi security password to get free internet access. The more users connected to your Internet, the more bandwidth will be consumed; thus affecting your browsing experience. <ul style="list-style-type: none"> a. Consider setting a unique and strong Wi-Fi security password. b. Consider changing your Wi-Fi security password from regular basis to improve your network security ▪ Alternatively, you can visit this link for further information on tips to enhance your wireless connectivity speed.

NO.	QUESTION	ANSWER
RELOCATION		
25	What if I need to relocate my unifi Home service? Are there any charges that I need to pay?	<ul style="list-style-type: none"> ▪ Relocation request can be made via Live Chat through unifi.com.my or myunifi app, and help@tm.com.my. Please note that you are subject to service availability at the new area where you wish to relocate the service. ▪ For internal relocation within the same premises, there will be a relocation fee of RM300 for Entry Wall movement, and RM200 if without Entry Wall movement.
26	I'm subscribing to unifi Home and I will be relocating to an area where there's no unifi coverage. Can I terminate my unifi service without any penalty?	<ul style="list-style-type: none"> ▪ If you relocate to a unifi non-serviceable area: <ul style="list-style-type: none"> • You have the option to subscribe to any Broadband speed available depending on the area served. • If you do not wish to subscribe to any of the Broadband packages available, unifi has the right to charge early termination fee of your unifi Home account (if applicable). • You will not be charged if you relocate to an address where unifi Home or Broadband is not available.
Unifi HOME INSTALLATION & ACTIVATION		
27	When will my unifi Home service be activated?	<ul style="list-style-type: none"> ▪ The lead time for your unifi service to be activated is up to seven (7) days from the date of registration.
28	How long does a typical unifi Home installation and testing take?	<ul style="list-style-type: none"> ▪ Installation and testing are expected to take approximately 4 to 8 hours depending on the type of your premises due to the sensitive nature and the complexity involved in fibre installations. ▪ The installation process includes site survey, ducting, piping, electrical work and equipment configurations.

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29	Does TM allow customers to appoint their own contractor to perform internal wiring?	<ul style="list-style-type: none"> ▪ Yes, we do. You may call their own contractor to fix the internal wiring but unifi will not be liable for any damages resulting from any works done by third parties.
30	What are the charges for installation fee and equipment?	<ul style="list-style-type: none"> ▪ Installation charge for unifi is RM200 (currently waived for standard installation for the first 50 meters only). If your premises requires non-standard installation or additional cabling, extra charges will be imposed by TM Contractor. ▪ The standard package is inclusive of equipment worth approximately RM1,000 that will also be given free-of-charge to you.
TRANSFER OF OWNERSHIP		
31	Are there any charges if I request for change of ownership?	<ul style="list-style-type: none"> ▪ Yes, change of ownership is subject to a one-off fee of RM10 per change request.
32	Where can I request for change of ownership?	<ul style="list-style-type: none"> ▪ Change of ownership request can be made at any TMpoint outlets nationwide. Both existing and new owners must be present with their respective MyKad.

NO.	QUESTION	ANSWER
UPFRONT PAYMENT		
PAYMENT & BILLING		
33	When will I get my first bill after I subscribe to unifi Home package?	<ul style="list-style-type: none"> ▪ You can expect to receive your first e-bill within one (1) month upon service activation. The first bill will include pro-rated package fee (current usage) and one (1) month advance payment.
34	Where can I pay my unifi bill?	<ul style="list-style-type: none"> ▪ Subscribe to TM Autopay Service for monthly auto deduction from your preferred saving/current bank account or credit/debit card (Local Issued Bank only) using the below channels: <ul style="list-style-type: none"> ➢ unifi.com.my ➢ myunifi app (Downloadable via Google Play Store, Apple AppStore and Huawei AppGallery) ▪ Log into unifi.com.my or myunifi app and pay using FPX or Credit/Debit Card (Local Issued Bank only) ▪ JomPAY via Internet/Mobile Banking and ATM (Biller code: 8888 (unifi)) ▪ Boost and Touch 'n Go eWallet ▪ Alternatively, you can pay your bills through counter/kiosk as per below channels: <ul style="list-style-type: none"> ➢ TMpoint outlets – Kiosk only using Cash, Credit/Debit Card/Cheque ➢ TMpoint Authorized Dealer (TAD) – Counter using Cash, Credit/Debit Card/Cheque ➢ PayQuik Kiosk – Cash only ➢ Ejen Bank Berdaftar BSN (EBB) – Cash only ➢ Epay – Cash only ➢ ONEPAY (M1) – Cash only ➢ 7-Eleven, 99 Speedmart, MyNEWS, KK Mart outlet – Cash only ▪ For the full list of our authorised bill payment channels, click here
35	How do I retrieve my unifi bill statement?	<ul style="list-style-type: none"> ▪ e-Bill (softcopy) – e-Bill sent to your preferred email address for FREE ▪ SMS –You will also receive SMS text notification from 66555, 3 to 7 days from your bill date. The content is the bill amount, bill due date and unifi portal link to view & pay the bill. ▪ unifi Portal – You can view your bills for the past six (6) months via online by logging to unifi.com.my

NO.	QUESTION	ANSWER
		<ul style="list-style-type: none"> ▪ myunifi app – You can view your bills for the past six (6) months via online by logging to myunifi app
36	How do I change my billing email address?	<p>You can refer to the following steps to update your email address.</p> <p><u>Update email address via unifi portal:</u></p> <ol style="list-style-type: none"> 1. Login at unifi.com.my 2. Go to My Profile 3. Select account 4. Click “Edit” button under My Billing Profile <p><u>Update email address via myunifi app:</u></p> <ol style="list-style-type: none"> 1. Login to myunifi app 2. Go to Account tab 3. Tap on “View Account” 4. Tap on “Account Details” 5. Tap on “Edit” button under Account Information
37	I cannot open my unifi softcopy bill attachment received in my email. What should I do?	<ul style="list-style-type: none"> ▪ In order to view your unifi e-Bill, please ensure your device is installed with Adobe Reader (version 7 or above). ▪ If you do not have the software installed in your device, you can download it for free from Adobe website. ▪ Alternatively, you can view the bill statement from the myunifi app or unifi self care portal at unifi.com.my
38	Can I request to change my softcopy bill to hardcopy bill?	<p>As part of our support in going green and saving the environment, we went fully digital and no longer deliver printed bills since September 2018. You may print the hardcopy bill via unifi self care portal at unifi.com.my.</p>

NO.	QUESTION	ANSWER
39	I did not receive my unifi bills. What should I do?	<ul style="list-style-type: none"> ▪ We will send your unifi bills to your preferred email address to enhance reachability. ▪ To ensure that you will not miss your bill statement, please verify that your preferred email address for billing purposes under the “My Profile” section at the unifi portal is correct. Your unifi bill may have been sent to your junk mail folder, so we would like to advise that the email address noreply@unifi.com.my is added to your e-mail Address Book and/or the “Approved Sender” list. ▪ Alternatively, you can view your bills via online by logging to unifi.com.my or myunifi app
40	Can I check my previous month’s statement?	<ul style="list-style-type: none"> ▪ Yes. You can view your previous bill statements up to six (6) previous months via unifi.com.my or myunifi app.
41	How do I make online payments via unifi portal?	<ul style="list-style-type: none"> ▪ Step 1: Sign in to unifi portal at unifi.com.my ▪ Step 2: Select account ▪ Step 3: Click “Pay Now” button ▪ Step 4: Click “Next” button ▪ Step 5: Select payment method either Credit/Debit Card or Online Banking ▪ Step 6: Click “Next” to proceed with the payment.
42	How do I make online payments via the myunifi app?	<ul style="list-style-type: none"> ▪ Step 1: Sign in to the myunifi app ▪ Step 2: Tap on “Account” menu ▪ Step 3: Tap on “Pay Bills” button at the bottom ▪ Step 4: Select account and Tap on “Pay” ▪ Step 5: Select payment method either Credit/Debit Card or Online Banking ▪ Step 6: Click “Next” to proceed with the payment.

NO.	QUESTION	ANSWER
43	In my unifi bill, charges for Internet and unifi TV are listed separately. Does this mean I can remove my unifi TV pack?	<ul style="list-style-type: none"> ▪ unifi TV is part of unifi's triple play service offering i.e. Internet, Voice and IPTV. As such, it is inclusive and cannot be removed.
TELEPHONE SET		
44	Am I eligible to get a telephone set if I subscribe to unifi Home plans?	<ul style="list-style-type: none"> ▪ unifi Home plans do not come with telephone set. You may buy the telephone set from TMpoint outlets or any other shops selling the DECT phone.
45	The unifi Home plans also come with a fixed line. Can I make any calls?	<ul style="list-style-type: none"> ▪ Yes, you are able to make calls. However, you will need to purchase your own telephone set by visiting the nearest TMpoint or any telecommunications outlets.
46	Where can I get the telephone set?	<ul style="list-style-type: none"> ▪ Our voice service is compatible with any telephone set. You can get your phone set at the nearest TMpoint outlet or any telecommunications merchants.
OTHER EQUIPMENT		
47	What should I do if my unifi Home equipment is faulty?	<ul style="list-style-type: none"> ▪ If the fault is due to a manufacturing defect and the equipment is still under warranty, the equipment will be replaced for FREE.

NO.	QUESTION	ANSWER
		<ul style="list-style-type: none"> ▪ If the fault is due to customer, customer has an option to replace the equipment either by purchasing a new set of equipment at their own cost without the service contract period being extended or opt for renewal of service in which the contract period of subscribed service will be refreshed effective from the date of the equipment replacement and the equipment will be replaced for FREE. ▪ Alternatively, you may contact us via our channels below: <ul style="list-style-type: none"> a) Digital channels: <ul style="list-style-type: none"> • Live Chat at https://maya.unifi.com.my/ or myunifi app • Facebook at facebook.com/weareunifi • Twitter at @helpmeunifi • Email to help@tm.com.my b) Call to 100
48	Will I get a new equipment if I upgrade from broadband to unifi Home package?	<ul style="list-style-type: none"> ▪ For existing broadband (Streamyx or unifi Lite) subscribers who have upgraded to any of the unifi Home packages, we will provide you with a new set of equipment. ▪ For change of plan for unifi Home, your equipment will not be changed.
49	What are other things about unifi Home that I should know?	<ul style="list-style-type: none"> ▪ These are additional information that may help you understand more about unifi home services: <ul style="list-style-type: none"> ▪ If your premises is a high rise building served via copper, you are required to terminate your existing broadband service (if any) before subscribing to unifi Home. ▪ Minimal drilling is required for fibre installation to the premises. You will be responsible for providing a TV set and 4-socket extension cord to complete the installation. No installation appointment will be made for premises under renovation.

NO.	QUESTION	ANSWER
		<ul style="list-style-type: none"> ▪ All triple play services (internet, voice and TV) will be activated during service installation. Partial service activation is not allowed. ▪ unifi Home is a wired broadband service. Wireless connectivity is an additional feature that TM provides for free and is subject to interference and obstructions factor which may affect its quality. ▪ unifi Home account owner or authorised contact person must be available during the service installation. For high rise premises, owners are required to make arrangement with Building Management Office for installation permission, internal cabling and access to telecommunication room. ▪ For internal cabling, additional charges will be applied for standard cables more than 50 meters and payment will be made directly to the contractor. ▪ For other optional installation e.g. wiring inside ceiling or external cabling (pole to ground with surface cabling to premises), you may appoint your own contractor or deal directly with TM appointed contractor. Payment will be made directly to the contractor. ▪ Please provide a correct and valid billing email address & mobile phone number. TM will send your monthly bill via e-Bill to your registered email address. Apart from e-Bill, you will also receive SMS text notification within 7 days after the bill is ready. The content of the SMS is the bill amount, bill due date and unifi portal link to view & pay the bill. Your bill is also accessible at unifi portal (unifi.com.my) and myunifi app. ▪ All unifi Home equipment provided by TM is covered by a 12-month manufacturer's warranty.
TERMINATION		
50	How do I terminate my broadband subscription?	Step 1: You may give us a 30-day notice on your intention to terminate the service via any of the channels below

NO.	QUESTION	ANSWER
		<p>a) Online channels:</p> <ul style="list-style-type: none"> • unifi portal (unifi.com.my) • Live Chat at https://maya.unifi.com.my/ or myunifi app • Facebook at facebook.com/weareunifi • Twitter at @helpmeunifi • Email to help@tm.com.my <p>b) Call 100</p> <p>c) Walk in to the nearest TMpoint</p> <p>Step 2: We will provide your pre-final bill indicating your outstanding balance. TM representative will call you within seven (7) days to confirm on your termination request. Upon payment settlement, we will proceed with termination order on day 31 from your termination notice.</p> <p>Step 3: For unifi account, you will receive an SMS when your termination request is completed.</p>
51	What document do I need to bring for termination procedure at TMpoint?	<ul style="list-style-type: none"> • Please bring along your MyKad for thumbprint verification and a copy Front Page of your Bank Account Statement (displaying Bank Account Name & Bank Account Number)
52	What if I couldn't go to TMpoint personally to terminate the service?	<ul style="list-style-type: none"> ▪ You are allowed to send an authorised representative to terminate the service on your behalf only for the following scenarios listed below:

NO.	QUESTION	ANSWER												
		<table border="1"> <thead> <tr> <th data-bbox="685 245 938 300">Scenario</th> <th data-bbox="938 245 1933 300">Supporting document required from an authorised representative</th> </tr> </thead> <tbody> <tr> <td data-bbox="685 300 938 539">You have serious medical problem/unable to walk-in to TMpoint/ Critical Illness</td> <td data-bbox="938 300 1933 539"> <ul style="list-style-type: none"> ▪ Doctor's consent letter on the account owner's medical condition/ Medical appointment card/any valid medical supporting document. ▪ A copy of the owner's IC/Passport ▪ Authorised person's IC/Passport ▪ Authorisation letter with the owner's signature </td> </tr> <tr> <td data-bbox="685 539 938 746">You are not in Malaysia (resides / working overseas)</td> <td data-bbox="938 539 1933 746"> <ul style="list-style-type: none"> ▪ A copy of the owner's passport or letter to prove that you are studying /working abroad ▪ A copy of the owner's IC/Passport ▪ Authorised person's IC/Passport ▪ Authorisation letter with the owner's signature </td> </tr> <tr> <td data-bbox="685 746 938 916">OKU</td> <td data-bbox="938 746 1933 916"> <ul style="list-style-type: none"> ▪ A copy of the owner's IC/Passport ▪ Authorised person's IC/Passport ▪ Authorisation letter with the owner's signature. ▪ The owner's OKU card </td> </tr> <tr> <td data-bbox="685 916 938 1053">Senior Citizen (60 years and above)</td> <td data-bbox="938 916 1933 1053"> <ul style="list-style-type: none"> ▪ A copy of the owner's IC/Passport ▪ Authorised person's IC/Passport ▪ Authorisation letter with the owner's signature. </td> </tr> <tr> <td data-bbox="685 1053 938 1190">Demise of the account owner</td> <td data-bbox="938 1053 1933 1190"> <ul style="list-style-type: none"> ▪ Authorised person's IC/Passport ▪ The original / certified true copy of the death certificate of the account owner </td> </tr> </tbody> </table>	Scenario	Supporting document required from an authorised representative	You have serious medical problem/unable to walk-in to TMpoint/ Critical Illness	<ul style="list-style-type: none"> ▪ Doctor's consent letter on the account owner's medical condition/ Medical appointment card/any valid medical supporting document. ▪ A copy of the owner's IC/Passport ▪ Authorised person's IC/Passport ▪ Authorisation letter with the owner's signature 	You are not in Malaysia (resides / working overseas)	<ul style="list-style-type: none"> ▪ A copy of the owner's passport or letter to prove that you are studying /working abroad ▪ A copy of the owner's IC/Passport ▪ Authorised person's IC/Passport ▪ Authorisation letter with the owner's signature 	OKU	<ul style="list-style-type: none"> ▪ A copy of the owner's IC/Passport ▪ Authorised person's IC/Passport ▪ Authorisation letter with the owner's signature. ▪ The owner's OKU card 	Senior Citizen (60 years and above)	<ul style="list-style-type: none"> ▪ A copy of the owner's IC/Passport ▪ Authorised person's IC/Passport ▪ Authorisation letter with the owner's signature. 	Demise of the account owner	<ul style="list-style-type: none"> ▪ Authorised person's IC/Passport ▪ The original / certified true copy of the death certificate of the account owner
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NO.	QUESTION	ANSWER
53	Where can I get sample of the authorisation letter?	<ul style="list-style-type: none"> ▪ You may view a sample of authorisation letter here.
54	Do I need to return my device (phone/modem/router etc.) upon termination?	<ul style="list-style-type: none"> ▪ Upon termination, you are not required to return any of your devices.
55	I am a non-Malaysian, how would I receive my deposit upon termination?	<ul style="list-style-type: none"> ▪ Your refund will be transferred into your preferred bank account within three (3) months / 90 days upon termination. Please ensure to provide us with your banking details via our support channels or at any TMpoint outlet nationwide upon your termination request.
56	I have credit balance after my account has been terminated. How can TM refunds the credit balance ?	<ul style="list-style-type: none"> • You will receive the credit balance refund transferred to your bank account if your final bill has negative amount. • Please provide your active bank account number that is able to receive cash deposit transaction and a copy of bank statement of your bank account, with clear info on your full name as in NRIC and active bank account number.
57	What is the minimum amount that TM will refund?	<ul style="list-style-type: none"> • The minimum amount that is eligible for a refund via bank account transfer is RM10.01. Credit balance RM10.00 or less will not be refunded.

NO.	QUESTION	ANSWER
58	What will happen if I terminate my unifi package within contract period?	<ul style="list-style-type: none">▪ If you terminate your unifi package within the contract period, you will be charged with the early termination penalty fees which is the full subscription fee of the remaining contract period.