

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> <th></th> <th style="background-color: #f4a460;">800Mbps <small>200Mbps upload</small></th> <th style="background-color: #f4a460;">500Mbps <small>100Mbps upload</small></th> <th style="background-color: #f4a460;">300Mbps <small>50Mbps upload</small></th> <th style="background-color: #f4a460;">100Mbps <small>50Mbps upload</small></th> <th style="background-color: #f4a460;">30Mbps <small>10Mbps upload</small></th> </tr> </thead> <tbody> <tr> <td style="background-color: #f4a460;">Internet</td> <td colspan="2">Unlimited access <small>FREE 2 unit Mesh WiFi Deco M9 Plus worth RM999</small></td> <td colspan="3">Unlimited access</td> </tr> <tr> <td style="background-color: #f4a460;">TV</td> <td colspan="5">unifi TV all channels unifi Plus Box unifi PlayTV app for 5 devices Complimentary VIU & YuppTV 6 months (limited offer)</td> </tr> <tr> <td style="background-color: #f4a460;">Voice</td> <td colspan="4">600 minutes talk time to all mobile and fixed lines nationwide. Beyond : Free calls from fixed to fixed RM0.10 from fixed to mobile</td> <td>pay-per-use for a flat rate of 20sen/min to all mobile and fixed lines nationwide</td> </tr> <tr> <td style="background-color: #f4a460;">Mobile postpaid</td> <td colspan="5">Unlimited Data, Calls & SMS with 10GB LTE Hotspot</td> </tr> <tr> <td style="background-color: #f4a460;">Contract</td> <td colspan="5">24 month</td> </tr> <tr> <td style="background-color: #f4a460;">Retail Rate Price</td> <td>RM508</td> <td>RM408</td> <td>RM358</td> <td>RM288</td> <td>RM248</td> </tr> <tr> <td style="background-color: #f4a460;">Promo Price</td> <td>RM378 <small>For 24 months RM408 after 24 months</small></td> <td>RM278 <small>For 24 months RM308 after 24 months</small></td> <td>RM228 <small>For 24 months RM258 after 24 months</small></td> <td>RM208 <small>For 24 months RM248 after 24 months</small></td> <td>RM198 <small>For 24 months RM208 after 24 months</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. 		800Mbps <small>200Mbps upload</small>	500Mbps <small>100Mbps upload</small>	300Mbps <small>50Mbps upload</small>	100Mbps <small>50Mbps upload</small>	30Mbps <small>10Mbps upload</small>	Internet	Unlimited access <small>FREE 2 unit Mesh WiFi Deco M9 Plus worth RM999</small>		Unlimited access			TV	unifi TV all channels unifi Plus Box unifi PlayTV app for 5 devices Complimentary VIU & YuppTV 6 months (limited offer)					Voice	600 minutes talk time to all mobile and fixed lines nationwide. Beyond : Free calls from fixed to fixed RM0.10 from fixed to mobile				pay-per-use for a flat rate of 20sen/min to all mobile and fixed lines nationwide	Mobile postpaid	Unlimited Data, Calls & SMS with 10GB LTE Hotspot					Contract	24 month					Retail Rate Price	RM508	RM408	RM358	RM288	RM248	Promo Price	RM378 <small>For 24 months RM408 after 24 months</small>	RM278 <small>For 24 months RM308 after 24 months</small>	RM228 <small>For 24 months RM258 after 24 months</small>	RM208 <small>For 24 months RM248 after 24 months</small>	RM198 <small>For 24 months RM208 after 24 months</small>
	800Mbps <small>200Mbps upload</small>	500Mbps <small>100Mbps upload</small>	300Mbps <small>50Mbps upload</small>	100Mbps <small>50Mbps upload</small>	30Mbps <small>10Mbps upload</small>																																													
Internet	Unlimited access <small>FREE 2 unit Mesh WiFi Deco M9 Plus worth RM999</small>		Unlimited access																																															
TV	unifi TV all channels unifi Plus Box unifi PlayTV app for 5 devices Complimentary VIU & YuppTV 6 months (limited offer)																																																	
Voice	600 minutes talk time to all mobile and fixed lines nationwide. Beyond : Free calls from fixed to fixed RM0.10 from fixed to mobile				pay-per-use for a flat rate of 20sen/min to all mobile and fixed lines nationwide																																													
Mobile postpaid	Unlimited Data, Calls & SMS with 10GB LTE Hotspot																																																	
Contract	24 month																																																	
Retail Rate Price	RM508	RM408	RM358	RM288	RM248																																													
Promo Price	RM378 <small>For 24 months RM408 after 24 months</small>	RM278 <small>For 24 months RM308 after 24 months</small>	RM228 <small>For 24 months RM258 after 24 months</small>	RM208 <small>For 24 months RM248 after 24 months</small>	RM198 <small>For 24 months RM208 after 24 months</small>																																													
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 style="background-color: #cccccc;">Add Ons</th> <th style="background-color: #cccccc;">Description</th> <th style="background-color: #cccccc;">Price per month</th> <th style="background-color: #cccccc;">Contract</th> </tr> </thead> <tbody> <tr> <td style="color: blue; text-decoration: underline;">Ultimate Pack (100Mbps and 30Mbps only)</td> <td>Enjoy All Channels via unifi Plus Box</td> <td>RM60</td> <td>12 month</td> </tr> <tr> <td style="color: blue; text-decoration: underline;">unifi Plus Box</td> <td>Multi room entertainment with</td> <td>RM20 <i>(For 24 month only)</i></td> <td>24 month</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 month	unifi Plus Box	Multi room entertainment with	RM20 <i>(For 24 month only)</i>	24 month																																				
Add Ons	Description	Price per month	Contract																																															
Ultimate Pack (100Mbps and 30Mbps only)	Enjoy All Channels via unifi Plus Box	RM60	12 month																																															
unifi Plus Box	Multi room entertainment with	RM20 <i>(For 24 month only)</i>	24 month																																															

NO	QUESTION	ANSWER			
			additional unifi Plus Box		
		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 month
		Home Gadget Protection	Protect your gadgets with a hassle-free experience	3 gadgets: RM15 5 gadgets: RM25 8 gadgets: RM40	24 month
		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. 			

NO	QUESTION	ANSWER				
		<ul style="list-style-type: none"> ▪ unifi Mobile package fee is not entitled for the 30 days fee waiver. ▪ 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="587 788 1425 1059" style="margin-left: 20px;"> <thead> <tr> <th data-bbox="587 788 1007 904">unifi Home Registered Account</th> <th data-bbox="1007 788 1425 904">unifi Mobile 99 Promo New Registration</th> </tr> </thead> <tbody> <tr> <td data-bbox="587 904 1007 1059"> <ul style="list-style-type: none"> ▪ Name: Ali bin Abu ▪ NRIC: 800101-00-1234 </td> <td data-bbox="1007 904 1425 1059"> <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
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 					
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"> 1. Prorated charges based on unifi activation date and Billing Period date. 				

NO	QUESTION	ANSWER
		<p>2. Full month charges of broadband package waiver based on 30 days from the 1st Billing Date.</p> <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.	Will I be tied to any contract for my Total Convergence plan subscription?	<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.	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?	<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.	What will happen to my subscription if I have subscribed to Total Convergence plan, my broadband has been successfully installed but my mobile is not	<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

NO	QUESTION	ANSWER																												
	<p>activated due to technical limitation?</p>																													
<p>13.</p>	<p>Is there any changes to the promo price if I terminate any mobile or TV content in the Total Convergence plan?</p>	<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. 																												
<p>14.</p>	<p>Are there any other plans besides the Total Convergence plan?</p>	<ul style="list-style-type: none"> ▪ Yes, other plans are as below: Broadband with TV Content Pack <table border="1" data-bbox="544 763 1457 1462"> <thead> <tr> <th></th> <th>800Mbps 200Mbps upload</th> <th>500Mbps 100Mbps upload</th> <th>300Mbps 50Mbps upload</th> </tr> </thead> <tbody> <tr> <th>Internet</th> <td colspan="2">Unlimited access FREE 2 unit Mesh WiFi Deco M9 Plus worth RM999</td> <td>Unlimited access</td> </tr> <tr> <th>TV</th> <td colspan="3">unifi TV all channels unifi Plus Box unifi PlayTV app for 5 devices Complimentary VIU & Yuppflix 6 months</td> </tr> <tr> <th>Voice</th> <td colspan="3">600 minutes talk time to all mobile and fixed lines nationwide. Beyond : Free calls from fixed to fixed RM0.10 from fixed to mobile</td> </tr> <tr> <th>Contract</th> <td colspan="3">24 month</td> </tr> <tr> <th>Retail Rate Price</th> <td>RM409</td> <td>RM309</td> <td>RM259</td> </tr> <tr> <th>Promo Price</th> <td>RM349</td> <td>RM249</td> <td>RM199</td> </tr> </tbody> </table>		800Mbps 200Mbps upload	500Mbps 100Mbps upload	300Mbps 50Mbps upload	Internet	Unlimited access FREE 2 unit Mesh WiFi Deco M9 Plus worth RM999		Unlimited access	TV	unifi TV all channels unifi Plus Box unifi PlayTV app for 5 devices Complimentary VIU & Yuppflix 6 months			Voice	600 minutes talk time to all mobile and fixed lines nationwide. Beyond : Free calls from fixed to fixed RM0.10 from fixed to mobile			Contract	24 month			Retail Rate Price	RM409	RM309	RM259	Promo Price	RM349	RM249	RM199
	800Mbps 200Mbps upload	500Mbps 100Mbps upload	300Mbps 50Mbps upload																											
Internet	Unlimited access FREE 2 unit Mesh WiFi Deco M9 Plus worth RM999		Unlimited access																											
TV	unifi TV all channels unifi Plus Box unifi PlayTV app for 5 devices Complimentary VIU & Yuppflix 6 months																													
Voice	600 minutes talk time to all mobile and fixed lines nationwide. Beyond : Free calls from fixed to fixed RM0.10 from fixed to mobile																													
Contract	24 month																													
Retail Rate Price	RM409	RM309	RM259																											
Promo Price	RM349	RM249	RM199																											

NO	QUESTION	ANSWER																								
		<p>Broadband Only</p> <table border="1" data-bbox="563 349 1460 925"> <thead> <tr> <th></th> <th data-bbox="722 349 994 456">100Mbps 50Mbps upload</th> <th data-bbox="994 349 1217 456">30Mbps 10Mbps upload</th> <th data-bbox="1217 349 1460 456">unifi Lite Up to 10M download 512kbps Upload</th> </tr> </thead> <tbody> <tr> <td data-bbox="563 456 722 510">Internet</td> <td colspan="3" data-bbox="722 456 1460 510">Unlimited access</td> </tr> <tr> <td data-bbox="563 510 722 564">TV</td> <td colspan="3" data-bbox="722 510 1460 564">Free TV Channel via unifi PlayTV app</td> </tr> <tr> <td data-bbox="563 564 722 797">Voice</td> <td data-bbox="722 564 994 797">600 minutes talk time to all mobile and fixed lines nationwide. Beyond : Free calls from fixed to fixed RM0.10 from fixed to mobile</td> <td data-bbox="994 564 1217 797">pay-per-use for a flat rate of 20sen/min to all mobile and fixed lines nationwide</td> <td data-bbox="1217 564 1460 797">FREE call via fixed line to nationwide and as lowest as 10sen to mobile</td> </tr> <tr> <td data-bbox="563 797 722 846">Contract</td> <td colspan="3" data-bbox="722 797 1460 846">24 month</td> </tr> <tr> <td data-bbox="563 846 722 925">Retail Rate Price</td> <td data-bbox="722 846 994 925">RM129</td> <td data-bbox="994 846 1217 925">RM89</td> <td data-bbox="1217 846 1460 925">RM89</td> </tr> </tbody> </table> <ul style="list-style-type: none"> ▪ On top of that, customers can also enjoy 30 Days free trial. <p><i>Note:</i></p> <ul style="list-style-type: none"> • 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. 		100Mbps 50Mbps upload	30Mbps 10Mbps upload	unifi Lite Up to 10M download 512kbps Upload	Internet	Unlimited access			TV	Free TV Channel via unifi PlayTV app			Voice	600 minutes talk time to all mobile and fixed lines nationwide. Beyond : Free calls from fixed to fixed RM0.10 from fixed to mobile	pay-per-use for a flat rate of 20sen/min to all mobile and fixed lines nationwide	FREE call via fixed line to nationwide and as lowest as 10sen to mobile	Contract	24 month			Retail Rate Price	RM129	RM89	RM89
	100Mbps 50Mbps upload	30Mbps 10Mbps upload	unifi Lite Up to 10M download 512kbps Upload																							
Internet	Unlimited access																									
TV	Free TV Channel via unifi PlayTV app																									
Voice	600 minutes talk time to all mobile and fixed lines nationwide. Beyond : Free calls from fixed to fixed RM0.10 from fixed to mobile	pay-per-use for a flat rate of 20sen/min to all mobile and fixed lines nationwide	FREE call via fixed line to nationwide and as lowest as 10sen to mobile																							
Contract	24 month																									
Retail Rate Price	RM129	RM89	RM89																							
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. 																								
16.	How do I enjoy the 6 months complimentary access to premium content – Viu via unifi Plus Box?	<ul style="list-style-type: none"> ▪ Customers who subscribe to unifi Home plan 300Mbps, 500Mbps and 800Mbps 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. 																								

NO	QUESTION	ANSWER
		<p>6. Select the “Menu” icon on top left, insert the pairing code and you can enjoy your complimentary access to Viu!</p> <ul style="list-style-type: none"> ▪ For more info, please refer : https://unifi.com.my/plus-box/viu
17.	<p>How do I enjoy the 6 months complimentary access to premium content – Yuppflixx via unifi Plus Box?</p>	<ul style="list-style-type: none"> ▪ Customers who subscribe to unifi Home plan 300Mbps, 500Mbps and 800Mbps with Ultimate Pack, together with unifi Plus Box are entitled to get complimentary Yuppflixx 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. Visit https://www.yupptv.com or open YuppTV mobile app. 2. If you are an existing YuppTV user, Sign into your account. 3. If you are a new YuppTV user, Click Sign up button and complete your registration by entering Email Id, mobile number and password. 4. After Sign up/Sign in is successful, visit https://www.yupptv.com/redeemVoucher (or) Redeem voucher option on our mobile app (From the side menu) 5. Enter your voucher code and click Apply button. Select the package to redeem your voucher code. 6. After voucher code is redeemed successfully, visit https://www.yupptv.com/movies or “Movies” section at the top on YuppTV Home page/YuppTV app and start watching the movies. ▪ For more info, please refer: https://unifi.com.my/plus-box/yupptv
18.	<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

NO	QUESTION	ANSWER
19.	<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.
20.	<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. ▪ 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>
21.	<p>If I decide not to continue my unifi subscription within the 30 days, how do I</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.

NO	QUESTION	ANSWER
	<p>cancel my subscription?</p>	<ul style="list-style-type: none"> ▪ 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.
22.	<p>What happens if I continue my subscription after the free trial period (30 days) is over?</p>	<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.
23.	<p>What happens If I cancel my internet subscription after the free trial period (30 days) is over?</p>	<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.
24.	<p>Can I change to other unifi Mobile plans later?</p>	<ul style="list-style-type: none"> ▪ Yes. However, you will no longer enjoy the unifi Mobile 99 promotional price of RM59 per month.

NO	QUESTION	ANSWER
25.	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.
26.	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.
27.	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
28.	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
Existing Customers		
29.	I am an existing customer, can I subscribe to Total Convergence plan?	<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.

NO	QUESTION	ANSWER																
		<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 																
<p>30.</p>	<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: <table border="1" data-bbox="544 1379 1481 1989"> <thead> <tr> <th data-bbox="544 1379 743 1442">Add Ons</th> <th data-bbox="743 1379 1043 1442">Description</th> <th data-bbox="1043 1379 1299 1442">Price per month</th> <th data-bbox="1299 1379 1481 1442">Contract</th> </tr> </thead> <tbody> <tr> <td data-bbox="544 1442 743 1637"> Ultimate Pack <i>100Mbps and 30Mbps only</i> </td> <td data-bbox="743 1442 1043 1637"> Enjoy All Channels via unifi Plus Box </td> <td data-bbox="1043 1442 1299 1637"> RM60 </td> <td data-bbox="1299 1442 1481 1637"> 12 month </td> </tr> <tr> <td data-bbox="544 1637 743 1794"> unifi Plus Box </td> <td data-bbox="743 1637 1043 1794"> Multi room entertainment with additional unifi Plus Box </td> <td data-bbox="1043 1637 1299 1794"> RM20 <i>(For 24 month only)</i> </td> <td data-bbox="1299 1637 1481 1794"> 24 month </td> </tr> <tr> <td data-bbox="544 1794 743 1989"> Mesh WiFi </td> <td data-bbox="743 1794 1043 1989"> Better WiFi experience for all your wireless devices by ensuring seamless WiFi </td> <td data-bbox="1043 1794 1299 1989"> Deco M4: RM15 Deco M9 Plus: RM35 <i>(For 24 month only)</i> </td> <td data-bbox="1299 1794 1481 1989"> 24 month </td> </tr> </tbody> </table>	Add Ons	Description	Price per month	Contract	Ultimate Pack <i>100Mbps and 30Mbps only</i>	Enjoy All Channels via unifi Plus Box	RM60	12 month	unifi Plus Box	Multi room entertainment with additional unifi Plus Box	RM20 <i>(For 24 month only)</i>	24 month	Mesh WiFi	Better WiFi experience for all your wireless devices by ensuring seamless WiFi	Deco M4: RM15 Deco M9 Plus: RM35 <i>(For 24 month only)</i>	24 month
Add Ons	Description	Price per month	Contract															
Ultimate Pack <i>100Mbps and 30Mbps only</i>	Enjoy All Channels via unifi Plus Box	RM60	12 month															
unifi Plus Box	Multi room entertainment with additional unifi Plus Box	RM20 <i>(For 24 month only)</i>	24 month															
Mesh WiFi	Better WiFi experience for all your wireless devices by ensuring seamless WiFi	Deco M4: RM15 Deco M9 Plus: RM35 <i>(For 24 month only)</i>	24 month															

NO	QUESTION	ANSWER	
----	----------	--------	--

	connectivity for your entire home.		
Home Gadget Protection	Protect your gadgets with a hassle-free experience	3 gadgets: RM15 5 gadgets: RM25 8 gadgets: RM40	24 month
Online Guard Plus	Keeping Internet safe for everyone at home	RM2	-
Security and Surveillance	24 hours security and peace of mind.	From RM99/month	-

Existing unifi Mobile

- Yes. You can choose from Broadband and unifi TV Content plan to Broadband plan only.

Broadband with TV Content Pack

	800Mbps 200Mbps upload	500Mbps 100Mbps upload	300Mbps 50Mbps upload
Internet	Unlimited access FREE 2 unit Mesh WiFi Deco M9 Plus worth RM999		Unlimited access
TV	unifi TV all channels unifi Plus Box unifi PlayTV app for 5 devices Complimentary VIU & Yuppflix 6 months		
Voice	600 minutes talk time to all mobile and fixed lines nationwide. Beyond : Free calls from fixed to fixed RM0.10 from fixed to mobile		
Contract	24 month		
Retail Rate Price	RM409	RM309	RM259
Promo Price	RM349	RM249	RM199

NO	QUESTION	ANSWER																								
		<p>Broadband Only</p> <table border="1" data-bbox="555 349 1468 936"> <thead> <tr> <th></th> <th>100Mbps 50Mbps upload</th> <th>30Mbps 10Mbps upload</th> <th>unifi Lite Up to 10M download 512kbps Upload</th> </tr> </thead> <tbody> <tr> <td>Internet</td> <td colspan="3">Unlimited access</td> </tr> <tr> <td>TV</td> <td colspan="3">Free TV Channel via unifi PlayTV app</td> </tr> <tr> <td>Voice</td> <td>600 minutes talk time to all mobile and fixed lines nationwide. Beyond : Free calls from fixed to fixed RM0.10 from fixed to mobile</td> <td>pay-per-use for a flat rate of 20sen/min to all mobile and fixed lines nationwide</td> <td>FREE call via fixed line to nationwide and as lowest as 10sen to mobile</td> </tr> <tr> <td>Contract</td> <td colspan="3">24 month</td> </tr> <tr> <td>Retail Rate Price</td> <td>RM129</td> <td>RM89</td> <td>RM89</td> </tr> </tbody> </table> <ul style="list-style-type: none"> ▪ For mobile customers, you can add on new mobile or change plan for current mobile plan to enjoy the promo. 		100Mbps 50Mbps upload	30Mbps 10Mbps upload	unifi Lite Up to 10M download 512kbps Upload	Internet	Unlimited access			TV	Free TV Channel via unifi PlayTV app			Voice	600 minutes talk time to all mobile and fixed lines nationwide. Beyond : Free calls from fixed to fixed RM0.10 from fixed to mobile	pay-per-use for a flat rate of 20sen/min to all mobile and fixed lines nationwide	FREE call via fixed line to nationwide and as lowest as 10sen to mobile	Contract	24 month			Retail Rate Price	RM129	RM89	RM89
	100Mbps 50Mbps upload	30Mbps 10Mbps upload	unifi Lite Up to 10M download 512kbps Upload																							
Internet	Unlimited access																									
TV	Free TV Channel via unifi PlayTV app																									
Voice	600 minutes talk time to all mobile and fixed lines nationwide. Beyond : Free calls from fixed to fixed RM0.10 from fixed to mobile	pay-per-use for a flat rate of 20sen/min to all mobile and fixed lines nationwide	FREE call via fixed line to nationwide and as lowest as 10sen to mobile																							
Contract	24 month																									
Retail Rate Price	RM129	RM89	RM89																							
<p>31.</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>32.</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 ▪ unifi Mobile Student Pek 																								

NO	QUESTION	ANSWER																																																
33.	<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. 																																																
34.	<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="592 723 1481 1216"> <thead> <tr> <th></th> <th>800Mbps 200Mbps upload</th> <th>500Mbps 100Mbps upload</th> <th>300Mbps 50Mbps upload</th> <th>100Mbps 50Mbps upload</th> <th>30Mbps 10Mbps upload</th> </tr> </thead> <tbody> <tr> <td>Internet</td> <td colspan="2">Unlimited access FREE 2 unit Mesh WiFi Deco M9 Plus worth RM999</td> <td colspan="3">Unlimited access</td> </tr> <tr> <td>TV</td> <td colspan="5">unifi TV all channels unifi Plus Box unifi PlayTV app for 5 devices Complimentary VIU & YuppTV 6 months (limited offer)</td> </tr> <tr> <td>Voice</td> <td colspan="4">600 minutes talk time to all mobile and fixed lines nationwide. Beyond : Free calls from fixed to fixed RM0.10 from fixed to mobile</td> <td>pay-per-use for a flat rate of 20sen/min to all mobile and fixed lines nationwide</td> </tr> <tr> <td>Mobile postpaid</td> <td colspan="5">Unlimited Data, Calls & SMS with 10GB LTE Hotspot</td> </tr> <tr> <td>Contract</td> <td colspan="5">24 month</td> </tr> <tr> <td>Retail Rate Price</td> <td>RM508</td> <td>RM408</td> <td>RM358</td> <td>RM288</td> <td>RM248</td> </tr> <tr> <td>Promo Price</td> <td>RM378 <small>For 24 months RM408 after 24 months</small></td> <td>RM278 <small>For 24 months RM308 after 24 months</small></td> <td>RM228 <small>For 24 months RM258 after 24 months</small></td> <td>RM208 <small>For 24 months RM248 after 24 months</small></td> <td>RM198 <small>For 24 month RM208 after 24 months</small></td> </tr> </tbody> </table>		800Mbps 200Mbps upload	500Mbps 100Mbps upload	300Mbps 50Mbps upload	100Mbps 50Mbps upload	30Mbps 10Mbps upload	Internet	Unlimited access FREE 2 unit Mesh WiFi Deco M9 Plus worth RM999		Unlimited access			TV	unifi TV all channels unifi Plus Box unifi PlayTV app for 5 devices Complimentary VIU & YuppTV 6 months (limited offer)					Voice	600 minutes talk time to all mobile and fixed lines nationwide. Beyond : Free calls from fixed to fixed RM0.10 from fixed to mobile				pay-per-use for a flat rate of 20sen/min to all mobile and fixed lines nationwide	Mobile postpaid	Unlimited Data, Calls & SMS with 10GB LTE Hotspot					Contract	24 month					Retail Rate Price	RM508	RM408	RM358	RM288	RM248	Promo Price	RM378 <small>For 24 months RM408 after 24 months</small>	RM278 <small>For 24 months RM308 after 24 months</small>	RM228 <small>For 24 months RM258 after 24 months</small>	RM208 <small>For 24 months RM248 after 24 months</small>	RM198 <small>For 24 month RM208 after 24 months</small>
	800Mbps 200Mbps upload	500Mbps 100Mbps upload	300Mbps 50Mbps upload	100Mbps 50Mbps upload	30Mbps 10Mbps upload																																													
Internet	Unlimited access FREE 2 unit Mesh WiFi Deco M9 Plus worth RM999		Unlimited access																																															
TV	unifi TV all channels unifi Plus Box unifi PlayTV app for 5 devices Complimentary VIU & YuppTV 6 months (limited offer)																																																	
Voice	600 minutes talk time to all mobile and fixed lines nationwide. Beyond : Free calls from fixed to fixed RM0.10 from fixed to mobile				pay-per-use for a flat rate of 20sen/min to all mobile and fixed lines nationwide																																													
Mobile postpaid	Unlimited Data, Calls & SMS with 10GB LTE Hotspot																																																	
Contract	24 month																																																	
Retail Rate Price	RM508	RM408	RM358	RM288	RM248																																													
Promo Price	RM378 <small>For 24 months RM408 after 24 months</small>	RM278 <small>For 24 months RM308 after 24 months</small>	RM228 <small>For 24 months RM258 after 24 months</small>	RM208 <small>For 24 months RM248 after 24 months</small>	RM198 <small>For 24 month RM208 after 24 months</small>																																													
35.	<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. 																																																
36.	<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. Customers with the white media box (V8) can still enjoy unifi TV until further announcement from TM. 																																																

NO	QUESTION	ANSWER
37.	<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
38.	<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.
39.	<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> <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</p>

NO	QUESTION	ANSWER
		<p>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>
40.	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.