

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
BIZ BROADBAND**

NO	QUESTION	ANSWER											
NEW INSTALLATION													
1.	What are the Biz Broadband plans available for subscription starting 20 January 2020?	<ul style="list-style-type: none"> ▪ The Biz Broadband plans available for new subscription are: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th style="background-color: #cccccc;">Biz broadband Plan</th> <th style="background-color: #cccccc;">Price/Month</th> </tr> </thead> <tbody> <tr> <td>Biz broadband 2Mbps</td> <td>RM198</td> </tr> <tr> <td>Biz broadband 4Mbps</td> <td>RM208</td> </tr> <tr> <td>Biz broadband 8Mbps</td> <td>RM248</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • <i>Promo price is perpetual</i> 	Biz broadband Plan	Price/Month	Biz broadband 2Mbps	RM198	Biz broadband 4Mbps	RM208	Biz broadband 8Mbps	RM248			
Biz broadband Plan	Price/Month												
Biz broadband 2Mbps	RM198												
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Biz broadband 8Mbps	RM248												
2.	Who is eligible for this promotion?	<ul style="list-style-type: none"> ▪ The promotion is open to all new business segment customers only. ▪ This is subject to the service and coverage availability. 											
3.	When will the package will be available for subscription?	<ul style="list-style-type: none"> ▪ This is promotion was starting in September 2019 and extended in year 2020. 											
4.	Do I need to pay any upfront payment during application?	<ul style="list-style-type: none"> ▪ The upfront payment collection will be based on the subscription channel as below: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th rowspan="2" style="background-color: #cccccc;">Category</th> <th colspan="2" style="background-color: #cccccc;">Application Channel</th> </tr> <tr> <th style="background-color: #cccccc;">TMpoint/ Reseller</th> <th style="background-color: #cccccc;">Subscription through TM Staff</th> </tr> </thead> <tbody> <tr> <td>Business Registration</td> <td>NA</td> <td>RM200</td> </tr> <tr> <td>Company without BRN</td> <td>NA</td> <td>RM200</td> </tr> </tbody> </table> ▪ If the service application made without the verification of Business Registration Number (BRN), the customer is subject to an upfront payment of RM200. 	Category	Application Channel		TMpoint/ Reseller	Subscription through TM Staff	Business Registration	NA	RM200	Company without BRN	NA	RM200
Category	Application Channel												
	TMpoint/ Reseller	Subscription through TM Staff											
Business Registration	NA	RM200											
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6.	Where can I subscribe to this promotion?	<ul style="list-style-type: none"> ▪ You can subscribe to this “promo from the following touchpoints: <ul style="list-style-type: none"> ▪ myunifi app ▪ Live Chat ▪ Any TMpoint Outlet/TM Authorised Dealer ▪ Resellers nationwide ▪ SME Consultant 											

NO	QUESTION	ANSWER
7.	Will I be tied to any contract for my Biz broadband plan subscription?	<ul style="list-style-type: none"> ▪ Yes, all Biz broadband plans come with 24-month contract.
8.	Can I subscribe to multiple Biz broadband line under one (1) user account?	<ul style="list-style-type: none"> ▪ Maximum customer per installed address is ONE (1). ▪ Maximum numbers of service per address are THREE (3).
9.	Am I eligible to get a telephone set if I subscribe this campaign?	<ul style="list-style-type: none"> ▪ Yes, you will be provided FREE telephone set (DECT phone) upon installation.
EXISTING CUSTOMER		
1.	I am a Business Broadband customer and interested to upgrade to unifi package. Am I eligible for this promotion?	<ul style="list-style-type: none"> ▪ Yes, you are eligible for this promotion but subject to the service and coverage availability.
2.	Can I upgrade / downgrade my Biz broadband package to other unifi plan?	<ul style="list-style-type: none"> ▪ Yes, you may upgrade your unifi biz package to another unifi plan of higher speed without any penalty. ▪ For upgrade and downgrade package, your subscription contract will be refreshed based on the terms and conditions of the new package subscribed.
3.	Where can I sign up to this promotion?	<ul style="list-style-type: none"> ▪ You may refer to all touchpoints below: <ul style="list-style-type: none"> ▪ myunifi app ▪ Live Chat ▪ Any TMpoint Outlet/TM Authorised Dealer ▪ Resellers nationwide ▪ SME Consultant
4.	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none"> ▪ Easy, you can contact us via TM's digital channels such as: <ul style="list-style-type: none"> ▪ Live Chat with us at https://unifi.com.my/chat/index.html or via myunifi app ▪ Facebook at https://www.facebook.com/weareunifi/ ▪ Twitter at @helpmeunifi ▪ Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
BUSINESS BROADBAND (STREAMYX) PACKAGES**

FAQ ON BUSINESS BROADBAND (STREAMYX) PACKAGES

GETTING TO KNOW

1	What is Business Broadband?	<ul style="list-style-type: none"> Business Broadband is an Internet access service which provides 'always on' connection to the Internet with speed/bandwidth from 1Mbps up to 8Mbps. The service is ideal to support most broadband applications such as web hosting, video streaming, e-commerce, distance learning and many more. 												
2	How fast is your Business Broadband connection?	<ul style="list-style-type: none"> We have a variety of packages with speeds ranging from 1Mbps up to 8Mbps and it is on best effort basis. 												
3	Can you tell me more about your Business Broadband packages?	<ul style="list-style-type: none"> You can enjoy unlimited experience and unmatched choices with our Business Broadband package offerings. Kindly refer to the below table for reference on our offerings: <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th style="background-color: black; color: white;">Business Broadband 1Mbps</th> <th style="background-color: black; color: white;">Business Broadband 2Mbps</th> <th style="background-color: black; color: white;">Business Broadband 4Mbps</th> <th style="background-color: black; color: white;">Business Broadband 8Mbps</th> </tr> </thead> <tbody> <tr> <td>1Mbps Download speed up to 1Mbps Upload speed up to 384kbps Unlimited Quota Inclusive of calls worth RM88 <i>(at published rate)</i></td> <td>2Mbps Download speed up to 2Mbps Upload speed up to 384kbps Unlimited Quota Inclusive of calls worth RM88 <i>(at published rate)</i></td> <td>4Mbps Download speed up to 4Mbps Upload speed up to 512kbps Unlimited Quota Inclusive of calls worth RM88 <i>(at published rate)</i></td> <td>8Mbps Download speed up to 8Mbps Upload speed up to 512kbps Unlimited Quota Inclusive of calls worth RM88 <i>(at published rate)</i></td> </tr> <tr> <td>Retail Package Price RM198/month</td> <td>Retail Package Price RM258/month</td> <td>Retail Package Price RM268/month</td> <td>Retail Package Price RM308/month</td> </tr> </tbody> </table>	Business Broadband 1Mbps	Business Broadband 2Mbps	Business Broadband 4Mbps	Business Broadband 8Mbps	1Mbps Download speed up to 1Mbps Upload speed up to 384kbps Unlimited Quota Inclusive of calls worth RM88 <i>(at published rate)</i>	2Mbps Download speed up to 2Mbps Upload speed up to 384kbps Unlimited Quota Inclusive of calls worth RM88 <i>(at published rate)</i>	4Mbps Download speed up to 4Mbps Upload speed up to 512kbps Unlimited Quota Inclusive of calls worth RM88 <i>(at published rate)</i>	8Mbps Download speed up to 8Mbps Upload speed up to 512kbps Unlimited Quota Inclusive of calls worth RM88 <i>(at published rate)</i>	Retail Package Price RM198/month	Retail Package Price RM258/month	Retail Package Price RM268/month	Retail Package Price RM308/month
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4	What are the Add-On services offered to customers of Business Broadband packages?	<ul style="list-style-type: none"> You can choose the relevant Add-On services that will boost your broadband experience. <table border="1" data-bbox="571 315 1501 640"> <thead> <tr> <th>Features</th> <th>Business Broadband 1Mbps</th> <th>Business Broadband 2Mbps</th> <th>Business Broadband 4Mbps</th> <th>Business Broadband 8Mbps</th> </tr> </thead> <tbody> <tr> <td>Installation & activation</td> <td colspan="4">WAIVED</td> </tr> <tr> <td>Device</td> <td colspan="4">Free wireless modem (lifetime warranty) Free cordless phone (1 year warranty)</td> </tr> <tr> <td>Phone Line Rental</td> <td colspan="4">WAIVED</td> </tr> </tbody> </table> <p><i>* Note: The wireless router & cordless phone are applicable to new installations only.</i></p>	Features	Business Broadband 1Mbps	Business Broadband 2Mbps	Business Broadband 4Mbps	Business Broadband 8Mbps	Installation & activation	WAIVED				Device	Free wireless modem (lifetime warranty) Free cordless phone (1 year warranty)				Phone Line Rental	WAIVED			
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5	I'm interested! How do I subscribe to your Business Broadband package?	<ul style="list-style-type: none"> You can subscribe at our various touchpoints as follows: <ul style="list-style-type: none"> Nearest TMpoint outlet TM Authorised Dealer (TAD) TM Resellers 																				
6	Where can I pay my TM Bill?	<ul style="list-style-type: none"> You can pay your TM bill through several payment channels such as: <ul style="list-style-type: none"> myunifi app unifi portal via unifi.com.my TMpoint or TMpoint Authorised Dealer (TAD) outlets POS Malaysia and branches of selected preferred online banking channels We highly recommended that you subscribe to our TM Autopay service for a hassle free scheduled payment instruction each month. 																				
7	Can I resell my Business Broadband services?	<ul style="list-style-type: none"> No, you are not allowed to resell your Business Broadband services to other party. 																				
8	Will I be tied to a contract?	<ul style="list-style-type: none"> Kindly refer to the below table for reference on the contract period and penalty on early termination: <table border="1" data-bbox="549 1576 1520 1816"> <thead> <tr> <th>NO</th> <th>ITEMS</th> <th>CONTRACT PERIOD</th> <th>PENALTY IF TERMINATION WITHIN CONTACT PERIOD</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Business Broadband 1Mbps</td> <td rowspan="4">24 months</td> <td rowspan="4">RM600</td> </tr> <tr> <td>2.</td> <td>Business Broadband 2Mbps</td> </tr> <tr> <td>3.</td> <td>Business Broadband 4Mbps</td> </tr> <tr> <td>4.</td> <td>Business Broadband 8Mbps</td> </tr> </tbody> </table>	NO	ITEMS	CONTRACT PERIOD	PENALTY IF TERMINATION WITHIN CONTACT PERIOD	1.	Business Broadband 1Mbps	24 months	RM600	2.	Business Broadband 2Mbps	3.	Business Broadband 4Mbps	4.	Business Broadband 8Mbps						
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9	Can I have more than one Business Broadband connection at my premise?	<ul style="list-style-type: none"> Yes, you can. However, you will need to ensure that you have extra telephone lines as each broadband connection requires a dedicated telephone line. In accordance to the Multiple Subscription Rules (MSR) for broadband/business broadband services, each premise is allowed to 																				

		<p>a maximum number of accounts, as stated in below. This policy is to manage the number of service subscriptions per customer and/or per address.</p> <ul style="list-style-type: none"> ▪ Maximum three (12) service subscriptions per customer. ▪ Maximum three (3) services per installed address per customer. ▪ Maximum one (1) customer per installed address. ▪ Therefore, maximum three (3) services per installed address (different customer) ▪ Subscription of additional products at a different address is not allowed if the previous order is still pending and incomplete.
10	Do I need to purchase a modem?	<ul style="list-style-type: none"> ▪ TM will provide a DSL modem for customers subscribing to all our Business Broadband packages. We would highly encourage you to use modems provided by TM to fully experience our Business Broadband service. <p><i>Note: The modem is lifetime warranty. Terms and conditions apply.</i></p>
11	Do I need an additional wiring to be installed at my house / office?	<ul style="list-style-type: none"> ▪ Your Business Broadband connection will be installed close to where your telephone line ends. If additional wiring is required, you can add from where the phone line ends at your own cost.
12	How do I check the Broadband service availability in my area?	<ul style="list-style-type: none"> ▪ There are few ways on how you can check the Broadband service availability in your area: <ul style="list-style-type: none"> ▪ unifi portal at www.unifi.com.my ▪ Live Chat via our myunifi app or unifi.com.my/chat ▪ Facebook at facebook.com/weareunifi ▪ Twitter at @helpmeunifi ▪ You may also visit us at any of the TMpoint outlets nationwide.
13	Can I subscribe to your Business Broadband packages if my fixed line is served under other operators (non-TM)?	<ul style="list-style-type: none"> ▪ Unfortunately, you need to have a fixed line provided by TM to connect to Business Broadband packages.
14	Can I change my subscription package before installation is done?	<ul style="list-style-type: none"> ▪ If you have applied for a certain package and it has been scheduled for installation, you are not allowed to change the package before the installation date. ▪ Should you need to do so, you are advised to cancel your application and re-apply the package that you prefer. You can request to cancel the application at the nearest TMpoint.
15	Will I enjoy fast speed at all times?	<ul style="list-style-type: none"> ▪ Our Broadband download and upload speed varies depending on the following factors: <ul style="list-style-type: none"> ▪ Location of website hosting location - users may experience slower response from international hosted websites. ▪ Capacity of visited web server - some web servers are unable to support huge traffic demand from users. In addition, some sites

		<p>restrict download speed of their users to ensure fair level of service among them.</p> <ul style="list-style-type: none"> ▪ Network congestion - high level of traffic at peak times may cause some slowdown. ▪ Running other application simultaneously - using other applications (e.g. P2P) at the same time can degrade the download performance.
16	Do I need to pay any upfront payment?	<ul style="list-style-type: none"> ▪ Yes. For service application made without the verification of a MyKad Reader, customer is subject to an upfront payment of RM200. ▪ The upfront payment will be collected within 10 days from the date of their service activation. Customers will be notified by TM on their successful payment through SMS and the payment will be reflected in their next bill.
17	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none"> ▪ Easy, you can contact us via TM's digital channels such as: <ul style="list-style-type: none"> ▪ Live Chat via our myunifi app ▪ unifi self-help portal at unifi.com.my/chat/index.html ▪ Facebook at facebook.com/weareunifi ▪ Twitter at @helpmeunifi ▪ Should you require a face-to-face interaction, you may visit us at any of the TMpoint outlets nationwide.
18	How do I terminate my Broadband subscription?	<ol style="list-style-type: none"> 1) Step 1: You may give us a 30-day notice on your intention to terminate the service via channels below: <ol style="list-style-type: none"> a. unifi portal at unifi.com.my b. Live Chat at unifi self-help portal at unifi.com.my/chat/index.html c. Facebook at facebook.com/weareunifi d. Twitter at @helpmeunifi. e. Email at help@tm.com.my f. TMpoint 2) Step 2: We will provide your pre-final bill indicating your outstanding balance. TM representative will call you within 7 days to confirm on your termination request. Upon payment settlement, we will proceed with termination order on day 31 from your termination notice. 3) Step 3: For unifi account, you will receive an SMS when your termination request is completed. Then, you may drop the Broadband Termination Unit (BTU) at TMpoint fast lane within seven (7) days to avoid any late charges.
19	What is the procedure to terminate at TMpoint?	<ul style="list-style-type: none"> ▪ Just bring along your MyKad for thumbprint verification.
20	What if I couldn't go to the TMpoint personally to terminate the service?	<ul style="list-style-type: none"> ▪ If your company is registered under a personal name or trading/enterprise category, you are allowed to send an authorised

representative to terminate the service on your behalf only for the following scenarios listed below:

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 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. • Business Registration related form
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. • Business Registration related form
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 • Business Registration related form
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. • Business Registration related form
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 • Business Registration related form

- However, if your company is registered as SDN BHD /BHD/LLP/ Ikhtisas Professional (Registered)/Company without Business Registration Number (BRN), a company representative may apply for the termination on behalf of the company with the supporting documents below:
 - A copy of the Director's IC/Passport
 - The representative's IC/Passport
 - Original Authorisation letter with the company letterhead
 - Business Registration related form

21	Where can I get sample of the authorisation letter?	<ul style="list-style-type: none">▪ You may view a sample of the authorisation letter here.
22	Do I need to return my device (phone/modem/router etc.) upon termination?	<ul style="list-style-type: none">▪ If you are subscribing to this Business Broadband package, you are not required to return any device to TMpoint upon termination.
23	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 successful termination.