

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
MICROSOFT 365 BUSINESS PREMIUM 30 DAYS FREE TRIAL**

NO	QUESTION	ANSWER
<b>Campaign Package Offerings &amp; Information</b>		
1.	<b>Does unifi has any latest campaign for SMEs?</b>	<ul style="list-style-type: none"> <li>▪ Yes, unifi has launched a one (1) month free trial campaign for Microsoft 365 Business starting <b>7th July until 30<sup>th</sup> September 2021.</b></li> </ul>
2.	<b>Is this Campaign applicable to unifi customers only?</b>	<ul style="list-style-type: none"> <li>▪ This campaign is offered to all SMEs in Malaysia, regardless whether you are a unifi or non-unifi SME customer.</li> <li>▪ For a non-unifi SME customer, you just need to ensure that you have valid business registration with Suruhanjaya Syarikat Malaysia (SSM) or local municipal council (Majlis Perbandaran) to enjoy this campaign.</li> </ul>
3.	<b>I am running a business from home. Am I entitled for this campaign?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you are entitled as long as you are a unifi Biz/Biz Broadband customer.</li> <li>▪ However, if you're not yet a unifi customer, please do ensure that you have a valid business registration with (SSM) or your local municipal council.</li> </ul>
4.	<b>Is this one-month free trial applicable for all unifi Microsoft 365 Business plans?</b>	<ul style="list-style-type: none"> <li>▪ This offer is limited to Microsoft 365 Business Premium plan only.</li> </ul>
5.	<b>How does this Microsoft 365 Business Premium one month trial can benefit my business?</b>	<ul style="list-style-type: none"> <li>▪ Microsoft 365 Business Premium offers an integrated productivity solutions including Teams, OneDrive Cloud storage, and Office apps with advanced security options:               <ol style="list-style-type: none"> <li>i. <b>Chat, Calls and Online Meetings</b> - Host online meetings, make calls, chat, share files, and collaborate in real time with Microsoft Teams</li> <li>ii. <b>Cloud Storage</b> - Manage your files from anywhere with 1TB of OneDrive storage</li> <li>iii. <b>Office applications and services</b> - Use Word, Excel, and PowerPoint as productivity tools and share, collaborate on productivity files within Microsoft Teams</li> <li>iv. <b>E-mail and calendaring</b> - Connect with customers and co-workers using Outlook and Exchange</li> <li>v. <b>Advanced Security against Cyber threats</b> - Protect against viruses, malware, phishing attempts, ransomware, spam, and other threats and secure your device to keep data safe even when it is accessed from employees' personal devices</li> </ol> </li> </ul>

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<b>Campaign subscription, billing, licensing &amp; termination</b>																																										
6.	<b>May I get more details about the campaign offerings?</b>	<ul style="list-style-type: none"> <li>The campaign offers a one-month free trial subscription of Microsoft 365 Business Premium that comes with these features:</li> </ul> <table border="1" data-bbox="592 456 1401 1357"> <thead> <tr> <th>Plans</th> <th>Premium</th> </tr> </thead> <tbody> <tr> <td>No. of Eligible Users</td> <td>Up to 25 Users (applicable for one month free trial license only)</td> </tr> <tr> <td colspan="2" style="text-align: center;"><b>Office Applications</b></td> </tr> <tr> <td>Word</td> <td style="text-align: center;">●</td> </tr> <tr> <td>Excel</td> <td style="text-align: center;">●</td> </tr> <tr> <td>PowerPoint</td> <td style="text-align: center;">●</td> </tr> <tr> <td>Access (PC only)</td> <td style="text-align: center;">●</td> </tr> <tr> <td>Publisher (PC only)</td> <td style="text-align: center;">●</td> </tr> <tr> <td>Outlook</td> <td style="text-align: center;">●</td> </tr> <tr> <td>Version</td> <td>Web version and Desktop version Up to 5 mobiles, 5 tablets, 5 PC/Macs per user</td> </tr> <tr> <td colspan="2" style="text-align: center;"><b>Email &amp; Cloud Storage</b></td> </tr> <tr> <td>Exchange (50GB mailbox per user)</td> <td style="text-align: center;">●</td> </tr> <tr> <td>OneDrive (1TB cloud storage per user)</td> <td style="text-align: center;">●</td> </tr> <tr> <td>Collaboration</td> <td></td> </tr> <tr> <td>Teams</td> <td style="text-align: center;">●</td> </tr> <tr> <td>SharePoint</td> <td style="text-align: center;">●</td> </tr> <tr> <td colspan="2" style="text-align: center;"><b>Advanced Security</b></td> </tr> <tr> <td>Advanced Security &amp; Device Management</td> <td style="text-align: center;">●</td> </tr> <tr> <td>Campaign Monthly Retail Price per user</td> <td style="text-align: center;">RM 0</td> </tr> <tr> <td>Contract Period</td> <td style="text-align: center;">No contract</td> </tr> </tbody> </table>	Plans	Premium	No. of Eligible Users	Up to 25 Users (applicable for one month free trial license only)	<b>Office Applications</b>		Word	●	Excel	●	PowerPoint	●	Access (PC only)	●	Publisher (PC only)	●	Outlook	●	Version	Web version and Desktop version Up to 5 mobiles, 5 tablets, 5 PC/Macs per user	<b>Email &amp; Cloud Storage</b>		Exchange (50GB mailbox per user)	●	OneDrive (1TB cloud storage per user)	●	Collaboration		Teams	●	SharePoint	●	<b>Advanced Security</b>		Advanced Security & Device Management	●	Campaign Monthly Retail Price per user	RM 0	Contract Period	No contract
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7.	<b>I have already subscribed to Microsoft Personal plan. How does the Microsoft 365 Premium one month free trial plan differs from the Personal subscription?</b>	<ul style="list-style-type: none"> <li>In general, you will enjoy more features via Microsoft 365 Business Premium plan as below:</li> </ul> <table border="1" data-bbox="577 1518 1466 1968"> <thead> <tr> <th></th> <th>Microsoft 365 Personal</th> <th>Microsoft 365 Business Premium one month free trial</th> </tr> </thead> <tbody> <tr> <td>No. of users</td> <td>Only 1 user</td> <td>Up to 25 users (only for one month free trial license)</td> </tr> <tr> <td>Account type</td> <td>Sign in via Microsoft account, such as live.com account &amp; outlook.com</td> <td>Sign in via a user ID, also known as a Microsoft 365 work account</td> </tr> <tr> <td>Email Access &amp; OneDrive</td> <td>Inclusive</td> <td>Inclusive</td> </tr> <tr> <td>Teams &amp; SharePoint</td> <td>Not inclusive</td> <td>Inclusive</td> </tr> <tr> <td>Office Applications</td> <td>Word, Excel, PowerPoint</td> <td>Web and desktop versions of Word, Excel, PowerPoint, Access (PC Only), Publisher (PC only)</td> </tr> </tbody> </table>		Microsoft 365 Personal	Microsoft 365 Business Premium one month free trial	No. of users	Only 1 user	Up to 25 users (only for one month free trial license)	Account type	Sign in via Microsoft account, such as live.com account & outlook.com	Sign in via a user ID, also known as a Microsoft 365 work account	Email Access & OneDrive	Inclusive	Inclusive	Teams & SharePoint	Not inclusive	Inclusive	Office Applications	Word, Excel, PowerPoint	Web and desktop versions of Word, Excel, PowerPoint, Access (PC Only), Publisher (PC only)																						
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8.	<b>How do I apply for this free trial?</b>	<ul style="list-style-type: none"> <li>▪ During this campaign period, existing unifi SME customers can apply via:               <ol style="list-style-type: none"> <li>i. Online at <a href="https://unifi.com.my/business">https://unifi.com.my/business</a></li> <li>ii. TM Sales Centre (TMSC) - Dial 100, press 4</li> <li>iii. TM SME Consultants and TM Direct Sales</li> <li>iv. <a href="#">TMpoint Outlets Nationwide</a></li> <li>v. <a href="#">TM Authorized Dealers (TAD)</a> and Resellers</li> </ol> </li>   <li>▪ For non- unifi SME customers, you can only apply via online at <a href="https://unifi.com.my/business">https://unifi.com.my/business</a></li> </ul>
9.	<b>I have completed the registration process. How do I know that my application is successful?</b>	<ul style="list-style-type: none"> <li>▪ For a new unifi Biz/Biz Broadband customer, subscription of Microsoft 365 Business Premium one-month free trial will only be processed after the broadband installation is complete. Within three (3)-working days after your broadband order has completed, you will receive an order confirmation on the successful order creation.</li>   <li>▪ For existing unifi Biz/Biz Broadband and non-unifi SME customers, you will be notified within three (3) to six (6) working days on the successful order creation of Microsoft 365 Business Premium one-month free trial.</li>   <li>▪ You will be notified on the successful order creation via an email from <a href="mailto:unifiVAS@tm.com.my">unifiVAS@tm.com.my</a></li> </ul>
10.	<b>How do I subscribe to unifi Biz or Biz Broadband so I can enjoy the one month free trial ?</b>	<ul style="list-style-type: none"> <li>▪ You may subscribe any unifi Biz or Biz Broadband plans via our Sign Up &amp; Drive Away campaign that comes with a one-month free trial Microsoft 365 Business Premium plan.</li>   <li>▪ Please proceed to subscribe via:               <ol style="list-style-type: none"> <li>i. Online at <a href="https://unifi.com.my/business">https://unifi.com.my/business</a></li> <li>ii. TM Sales Centre (TMSC) - Dial 100, press 4</li> <li>iii. TM SME Consultants and TM Direct Sales</li> <li>iv. <a href="#">TMpoint Outlets Nationwide</a></li> <li>v. <a href="#">TM Authorized Dealers (TAD)</a> and Resellers</li> </ol> </li>   <li>▪</li> </ul>
11.	<b>Can I enjoy the one (1) month free trial license for other Microsoft 365 Business plans e.g. Microsoft 365 Business Basic?</b>	<ul style="list-style-type: none"> <li>▪ No, the one month free trial license is only available for Microsoft 365 Business Premium package.</li> </ul>

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12.	<b>How many free trial licenses that I am entitled to subscribe?</b>	<ul style="list-style-type: none"> <li>▪ You are only entitled to one (1) month free trial license for each business registration during the campaign period.</li> <li>▪ With the one (1) month free trial license, you will able to give access to 25 users / staff / employees.</li> </ul>
13.	<b>I only have 3 employees. Can I reduce the free license from 25 users to 3 users?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you may have a minimum of 1 user and up to 25 users per license.</li> </ul>
14.	<b>I have utilised the maximum 25 users capacity during the free trial period. If I decide to proceed with paid subscription, do I need to pay for all 25 users as well?</b>	<ul style="list-style-type: none"> <li>▪ Don't worry! Your one (1) month free trial license will not be automatically converted to paid subscription.</li> <li>▪ We will notify you via email (from <a href="mailto:unifiVAS@tm.com.my">unifiVAS@tm.com.my</a>) within one (1) week before the license expiry to remind you on the free license expiration date.</li> <li>▪ If you choose to proceed with paid subscription, you can decrease the number of users/licenses for paid plans.</li> <li>▪ You will have an option to *add up to a maximum of five (5) Microsoft 365 Business per paid license / user in one (1) unifi service ID.</li> <li>▪ For further details on the paid subscription, kindly view General Microsoft 365 Business <a href="#">Frequently Asked Questions</a> and <a href="#">Terms &amp; Conditions</a></li> </ul> <p><i>*Note: One (1) unifi Biz account can only hold up to five (5) device/service add-ons.</i></p>
15.	<b>Where do I find the license expiry date?</b>	<ul style="list-style-type: none"> <li>▪ We will notify you via email (<a href="mailto:unifiVAS@tm.com.my">unifiVAS@tm.com.my</a>) within one (1) week before the license expiry date.</li> </ul>
16.	<b>What if I do not receive the email reminder upon the expiry date?</b>	<ul style="list-style-type: none"> <li>▪ We suggest you to provide the correct email address during registration to ensure that you receive our updates and notification email.</li> <li>▪ If you do not wish to proceed with the paid subscription, you are not required to respond or contact us.</li> <li>▪ Should you have decided to proceed with paid subscription after the 30 days, but yet do not receive any email reminder on the expiry date, please reach us via:             <ol style="list-style-type: none"> <li>i. Online at <a href="https://unifi.com.my/business">https://unifi.com.my/business</a></li> <li>ii. TM Sales Centre (TMSC) - Dial 100, press 4</li> <li>iii. TM SME Consultants and TM Direct Sales</li> <li>iv. <a href="#">TMpoint Outlets Nationwide</a></li> <li>v. <a href="#">TM Authorized Dealers (TAD)</a> and Resellers</li> </ol> </li> </ul>

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17.	<b>How do I inform TM if I noticed that I have wrongly registered my email address for the free trial?</b>	<ul style="list-style-type: none"> <li>▪ You may contact <a href="#">TM Live Chat</a> or TM Sales Centre (TMSC) by dialing 100 and press 4 to update your correct email address.</li> <li>▪ Alternatively, our TM representatives (back end order processing team) may contact you if we found out the registered email address bounced during the order registration process.</li> </ul>
18.	<b>Can I proceed with paid plans within the one month free trial period, before the expiry date ends?</b>	<ul style="list-style-type: none"> <li>▪ If you are an existing unifi Biz/Biz Broadband customer, you can proceed to subscribe via:               <ol style="list-style-type: none"> <li>i. Online at <a href="https://unifi.com.my/business">https://unifi.com.my/business</a></li> <li>ii. TM Sales Centre (TMSC) - Dial 100, press 4</li> <li>iii. TM SME Consultants and TM Direct Sales</li> <li>iv. <a href="#">TMpoint Outlets Nationwide</a></li> <li>v. <a href="#">TM Authorized Dealers (TAD)</a> and Resellers</li> </ol> </li> <li>▪ However, for non- unifi SME customers, you must first subscribe to unifi Biz/Biz Broadband in order to proceed with Microsoft 365 Business plans paid subscription. Just reach us out via TM sales channels mentioned above.</li> </ul>
19.	<b>What should I do if I decide to decline the paid subscription after the end of the free-trial?</b>	<ul style="list-style-type: none"> <li>▪ The one (1) month free trial license is valid for 30 days only, hence you will not be able to access any Microsoft 365 Business Premium applications after the trial period ends.</li> <li>▪ You are not required to contact us if you do not wish to proceed with paid subscription plan.</li> </ul>
20.	<b>Can I cancel or terminate the one (1) month free trial license?</b>	<ul style="list-style-type: none"> <li>▪ We're sorry, you will not be able to cancel or terminate the one month free trial license.</li> </ul>
21.	<b>Is there any contract for the one (1) month free trial plan and early termination charges if I decide to terminate during the trial period?</b>	<ul style="list-style-type: none"> <li>▪ There is no contract for the one (1) month free trial offering and you will not be imposed any early termination penalty / charges.</li> </ul>
22.	<b>Will I receive any bills indicating the one (1) month free trial usage?</b>	<ul style="list-style-type: none"> <li>▪ You will not receive any bill or invoice from unifi for the free trial usage.</li> </ul>

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23.	<p><b>How do I set up the Microsoft 365 Business Premium one (1) month free trial license?</b></p>	<ul style="list-style-type: none"> <li>Kindly visit our <a href="#">unifi community portal</a> and follow the provided unifi Tips &amp; Guides for Microsoft 365 Business.</li> <li>You can also refer to the After Sales and Technical Support section via <a href="#">Frequently Asked Questions</a></li> <li>Alternatively, you can refer to <a href="#">Microsoft Admin Center Help</a> or <a href="#">Microsoft 365 Help &amp; Learning</a></li> </ul>																																																																																					
24.	<p><b>Are there any non-contract plans offered by unifi? Would Microsoft 365 Business Premium benefit my business if I were to proceed to subscribe after the one-month trial period ends?</b></p>	<ul style="list-style-type: none"> <li>We're sorry, right now we do not have non-contract plans for paid subscription.</li> <li>Our paid subscription plan offers 12-months contract period with available Promo Price packages.</li> <li>We believe you will utilise and gain benefits from all its features and applications to support your business productivity, hence the contract period should not be a concern.</li> </ul>																																																																																					
26.	<p><b>What are the offerings for the paid subscription plan?</b></p>	<ul style="list-style-type: none"> <li>You may continue to subscribe the Microsoft 365 Business packages by choosing any of the four (4) packages available that suit your business needs.</li> </ul> <table border="1" data-bbox="576 1176 1460 2007"> <thead> <tr> <th>Plans</th> <th>Basic</th> <th>Apps for Business</th> <th>Standard</th> <th>Premium</th> </tr> </thead> <tbody> <tr> <td></td> <td>For light usage business user</td> <td>For business user with 2010 office application</td> <td>For business user on the move and require high level of collaboration</td> <td>For business user on the move, require high level of collaboration and advanced security</td> </tr> <tr> <td><b>No. of Users</b></td> <td colspan="4">Up to 300 users</td> </tr> <tr> <td colspan="5"><b>Office Applications</b></td> </tr> <tr> <td>Word</td> <td>●</td> <td>●</td> <td>●</td> <td>●</td> </tr> <tr> <td>Excel</td> <td>●</td> <td>●</td> <td>●</td> <td>●</td> </tr> <tr> <td>PowerPoint</td> <td>●</td> <td>●</td> <td>●</td> <td>●</td> </tr> <tr> <td>Access (PC only)</td> <td>-</td> <td>●</td> <td>●</td> <td>●</td> </tr> <tr> <td>Publisher (PC only)</td> <td>-</td> <td>●</td> <td>●</td> <td>●</td> </tr> <tr> <td>Outlook</td> <td>●</td> <td>●</td> <td>●</td> <td>●</td> </tr> <tr> <td>Version</td> <td>Web version only</td> <td colspan="3">Web version and Desktop version Up to 5 mobiles, 5 tablets, 5 PC/Macs per user</td> </tr> <tr> <td colspan="5"><b>Email &amp; Cloud Storage</b></td> </tr> <tr> <td>Exchange (50GB mailbox per user)</td> <td>●</td> <td>-</td> <td>●</td> <td>●</td> </tr> <tr> <td>OneDrive (1TB cloud storage per user)</td> <td>●</td> <td>●</td> <td>●</td> <td>●</td> </tr> <tr> <td colspan="5"><b>Collaboration</b></td> </tr> <tr> <td>Teams</td> <td>●</td> <td>-</td> <td>●</td> <td>●</td> </tr> <tr> <td>SharePoint</td> <td>●</td> <td>-</td> <td>●</td> <td>●</td> </tr> </tbody> </table>	Plans	Basic	Apps for Business	Standard	Premium		For light usage business user	For business user with 2010 office application	For business user on the move and require high level of collaboration	For business user on the move, require high level of collaboration and advanced security	<b>No. of Users</b>	Up to 300 users				<b>Office Applications</b>					Word	●	●	●	●	Excel	●	●	●	●	PowerPoint	●	●	●	●	Access (PC only)	-	●	●	●	Publisher (PC only)	-	●	●	●	Outlook	●	●	●	●	Version	Web version only	Web version and Desktop version Up to 5 mobiles, 5 tablets, 5 PC/Macs per user			<b>Email &amp; Cloud Storage</b>					Exchange (50GB mailbox per user)	●	-	●	●	OneDrive (1TB cloud storage per user)	●	●	●	●	<b>Collaboration</b>					Teams	●	-	●	●	SharePoint	●	-	●	●
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