

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
SIGN UP AND DRIVE-AWAY CAMPAIGN**

NO	QUESTION	ANSWER																						
1.	<b>What is the Sign Up and Drive Away campaign all about?</b>	<ul style="list-style-type: none"> <li>▪ Subscribe to unifi Biz plans 100Mbps and above or Biz broadband 4Mbps and above during the campaign period, and you will stand a chance to win attractive monthly prizes and grand prize worth up to RM 1.4 million!</li> <li>▪ You will also enjoy unifi Business Club (uBC) offerings and privileges. <ul style="list-style-type: none"> <li>a) Marketing Solutions: Amplify and broaden your business presence on multiple platforms.</li> <li>b) Premium Support: Get your issues attended within two (2) hours.</li> <li>c) Financial Solutions: Get financial support and advice for your business.</li> <li>d) Productivity Booster: Boost your business productivity and ease your operations.</li> </ul> </li> </ul>																						
2.	<b>What are the broadband plans eligible for this promotion?</b>	<ul style="list-style-type: none"> <li>▪ The selected unifi Biz / Biz Broadband packages entitled for this campaign are as below:</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #cccccc;">unifi Biz Plan</th> <th style="background-color: #cccccc;">Price/Month</th> </tr> </thead> <tbody> <tr> <td>unifi Biz 800Mbps - Sign Up &amp; Drive Away (Mesh M9 Plus)</td> <td>RM 349</td> </tr> <tr> <td>unifi Biz 500Mbps - Sign Up &amp; Drive Away (Mesh M9 Plus)</td> <td>RM 299</td> </tr> <tr> <td>unifi Biz 300Mbps - Sign Up &amp; Drive Away (Mesh M9 Plus)</td> <td>RM 269</td> </tr> <tr> <td>unifi Biz 300Mbps - Sign Up &amp; Drive Away (Mesh M4)</td> <td>RM 249</td> </tr> <tr> <td>unifi Biz 100Mbps - Sign Up &amp; Drive Away (Mesh M9 Plus)</td> <td>RM 169</td> </tr> <tr> <td>unifi Biz 100Mbps - Sign Up &amp; Drive Away (Mesh M4)</td> <td>RM 154</td> </tr> <tr> <td>unifi Biz 100Mbps - Sign Up &amp; Drive Away</td> <td>RM 139</td> </tr> <tr> <th style="background-color: #cccccc;">Biz Broadband Plan</th> <th style="background-color: #cccccc;">Price/Month</th> </tr> <tr> <td>Biz Broadband 8Mbps - Sign Up &amp; Drive Away</td> <td>RM 248</td> </tr> <tr> <td>Biz Broadband 4Mbps - Sign Up &amp; Drive Away</td> <td>RM 208</td> </tr> </tbody> </table> <p style="text-align: center;"><i>*Promotion price is perpetual.</i></p>	unifi Biz Plan	Price/Month	unifi Biz 800Mbps - Sign Up & Drive Away (Mesh M9 Plus)	RM 349	unifi Biz 500Mbps - Sign Up & Drive Away (Mesh M9 Plus)	RM 299	unifi Biz 300Mbps - Sign Up & Drive Away (Mesh M9 Plus)	RM 269	unifi Biz 300Mbps - Sign Up & Drive Away (Mesh M4)	RM 249	unifi Biz 100Mbps - Sign Up & Drive Away (Mesh M9 Plus)	RM 169	unifi Biz 100Mbps - Sign Up & Drive Away (Mesh M4)	RM 154	unifi Biz 100Mbps - Sign Up & Drive Away	RM 139	Biz Broadband Plan	Price/Month	Biz Broadband 8Mbps - Sign Up & Drive Away	RM 248	Biz Broadband 4Mbps - Sign Up & Drive Away	RM 208
unifi Biz Plan	Price/Month																							
unifi Biz 800Mbps - Sign Up & Drive Away (Mesh M9 Plus)	RM 349																							
unifi Biz 500Mbps - Sign Up & Drive Away (Mesh M9 Plus)	RM 299																							
unifi Biz 300Mbps - Sign Up & Drive Away (Mesh M9 Plus)	RM 269																							
unifi Biz 300Mbps - Sign Up & Drive Away (Mesh M4)	RM 249																							
unifi Biz 100Mbps - Sign Up & Drive Away (Mesh M9 Plus)	RM 169																							
unifi Biz 100Mbps - Sign Up & Drive Away (Mesh M4)	RM 154																							
unifi Biz 100Mbps - Sign Up & Drive Away	RM 139																							
Biz Broadband Plan	Price/Month																							
Biz Broadband 8Mbps - Sign Up & Drive Away	RM 248																							
Biz Broadband 4Mbps - Sign Up & Drive Away	RM 208																							

NO	QUESTION	ANSWER																																																																							
3.	What are the offerings for the unifi Biz/Biz Broadband package?	<p>▪ The offerings for unifi Biz packages are as below:</p> <table border="1" data-bbox="424 360 1490 1003"> <thead> <tr> <th></th> <th>unifi Biz 800Mbps</th> <th>unifi Biz 500Mbps</th> <th colspan="2">unifi Biz 300Mbps</th> <th colspan="2">unifi Biz 100Mbps</th> </tr> </thead> <tbody> <tr> <td>Speed</td> <td>Download: 800Mbps Upload: 200Mbps</td> <td>Download: 500Mbps Upload: 100Mbps</td> <td colspan="2">Download: 300Mbps Upload: 50Mbps</td> <td colspan="2">Download: 100Mbps Upload: 50Mbps</td> </tr> <tr> <td>Quota</td> <td colspan="6">Unlimited</td> </tr> <tr> <td>Complimentary Voice</td> <td>FREE calls worth RM70 Beyond call rates: <ul style="list-style-type: none"> <li>Free calls to TM fixed line</li> <li>8 sen/min calls to mobile and other fixed lines</li> </ul> </td> <td colspan="3">FREE calls worth RM50 Beyond call rates: <ul style="list-style-type: none"> <li>Free calls to TM fixed line</li> <li>12 sen/min calls to mobile and other fixed lines</li> </ul> </td> <td colspan="2">FREE calls worth RM30 Beyond call rates: <ul style="list-style-type: none"> <li>3 sen/min calls to TM fixed line</li> <li>12 sen/min calls to mobile and other fixed lines</li> </ul> </td> </tr> <tr> <td>Wi-Fi</td> <td colspan="6">Unlimited Wi-Fi access available at more than 12,000 locations around Malaysia.</td> </tr> <tr> <td>Equipment</td> <td colspan="5">Wireless Router DECT Phone Two (2) Mesh WiFi</td> <td>Wireless Router DECT Phone</td> </tr> <tr> <td>Promo Price (monthly)</td> <td>RM349</td> <td>RM299</td> <td>RM269</td> <td>RM249</td> <td>RM169</td> <td>RM154</td> <td>RM139</td> </tr> </tbody> </table> <p>▪ The offerings for Biz broadband plans are as below:</p> <table border="1" data-bbox="424 1070 1490 1601"> <thead> <tr> <th></th> <th>Biz Broadband 8Mbps</th> <th>Biz Broadband 4Mbps</th> </tr> </thead> <tbody> <tr> <td>Speed</td> <td>Download: 8Mbps Upload: 512Kbps</td> <td>Download: 4Mbps Upload: 512kbps</td> </tr> <tr> <td>Quota</td> <td colspan="2">unlimited</td> </tr> <tr> <td>Complimentary Voice</td> <td colspan="2">FREE calls worth RM88 a month for local and national calls. Beyond call rates: <ul style="list-style-type: none"> <li>8 sen/min for local calls</li> <li>10 sen/min calls to fixed line</li> <li>15 sen/min calls to mobile and other fixed lines</li> </ul> </td> </tr> <tr> <td>Wi-Fi</td> <td colspan="2">Unlimited Wi-Fi access available at more than 12,000 locations around Malaysia.</td> </tr> <tr> <td>Equipment</td> <td colspan="2">Wireless Router DECT Phone</td> </tr> <tr> <td>Promo Price (monthly)</td> <td>RM248</td> <td>RM208</td> </tr> </tbody> </table>		unifi Biz 800Mbps	unifi Biz 500Mbps	unifi Biz 300Mbps		unifi Biz 100Mbps		Speed	Download: 800Mbps Upload: 200Mbps	Download: 500Mbps Upload: 100Mbps	Download: 300Mbps Upload: 50Mbps		Download: 100Mbps Upload: 50Mbps		Quota	Unlimited						Complimentary Voice	FREE calls worth RM70 Beyond call rates: <ul style="list-style-type: none"> <li>Free calls to TM fixed line</li> <li>8 sen/min calls to mobile and other fixed lines</li> </ul>	FREE calls worth RM50 Beyond call rates: <ul style="list-style-type: none"> <li>Free calls to TM fixed line</li> <li>12 sen/min calls to mobile and other fixed lines</li> </ul>			FREE calls worth RM30 Beyond call rates: <ul style="list-style-type: none"> <li>3 sen/min calls to TM fixed line</li> <li>12 sen/min calls to mobile and other fixed lines</li> </ul>		Wi-Fi	Unlimited Wi-Fi access available at more than 12,000 locations around Malaysia.						Equipment	Wireless Router DECT Phone Two (2) Mesh WiFi					Wireless Router DECT Phone	Promo Price (monthly)	RM349	RM299	RM269	RM249	RM169	RM154	RM139		Biz Broadband 8Mbps	Biz Broadband 4Mbps	Speed	Download: 8Mbps Upload: 512Kbps	Download: 4Mbps Upload: 512kbps	Quota	unlimited		Complimentary Voice	FREE calls worth RM88 a month for local and national calls. Beyond call rates: <ul style="list-style-type: none"> <li>8 sen/min for local calls</li> <li>10 sen/min calls to fixed line</li> <li>15 sen/min calls to mobile and other fixed lines</li> </ul>		Wi-Fi	Unlimited Wi-Fi access available at more than 12,000 locations around Malaysia.		Equipment	Wireless Router DECT Phone		Promo Price (monthly)	RM248	RM208
	unifi Biz 800Mbps	unifi Biz 500Mbps	unifi Biz 300Mbps		unifi Biz 100Mbps																																																																				
Speed	Download: 800Mbps Upload: 200Mbps	Download: 500Mbps Upload: 100Mbps	Download: 300Mbps Upload: 50Mbps		Download: 100Mbps Upload: 50Mbps																																																																				
Quota	Unlimited																																																																								
Complimentary Voice	FREE calls worth RM70 Beyond call rates: <ul style="list-style-type: none"> <li>Free calls to TM fixed line</li> <li>8 sen/min calls to mobile and other fixed lines</li> </ul>	FREE calls worth RM50 Beyond call rates: <ul style="list-style-type: none"> <li>Free calls to TM fixed line</li> <li>12 sen/min calls to mobile and other fixed lines</li> </ul>			FREE calls worth RM30 Beyond call rates: <ul style="list-style-type: none"> <li>3 sen/min calls to TM fixed line</li> <li>12 sen/min calls to mobile and other fixed lines</li> </ul>																																																																				
Wi-Fi	Unlimited Wi-Fi access available at more than 12,000 locations around Malaysia.																																																																								
Equipment	Wireless Router DECT Phone Two (2) Mesh WiFi					Wireless Router DECT Phone																																																																			
Promo Price (monthly)	RM349	RM299	RM269	RM249	RM169	RM154	RM139																																																																		
	Biz Broadband 8Mbps	Biz Broadband 4Mbps																																																																							
Speed	Download: 8Mbps Upload: 512Kbps	Download: 4Mbps Upload: 512kbps																																																																							
Quota	unlimited																																																																								
Complimentary Voice	FREE calls worth RM88 a month for local and national calls. Beyond call rates: <ul style="list-style-type: none"> <li>8 sen/min for local calls</li> <li>10 sen/min calls to fixed line</li> <li>15 sen/min calls to mobile and other fixed lines</li> </ul>																																																																								
Wi-Fi	Unlimited Wi-Fi access available at more than 12,000 locations around Malaysia.																																																																								
Equipment	Wireless Router DECT Phone																																																																								
Promo Price (monthly)	RM248	RM208																																																																							
4.	Is this promotion open to all?	<ul style="list-style-type: none"> <li>▪ The promotion is open to all new subscriptions from business segment customers only.</li> <li>▪ This is subject to the service and coverage availability.</li> <li>▪ Kindly refer to the Campaign T&amp;C for more details.</li> </ul>																																																																							

NO	QUESTION	ANSWER
5.	<b>How long is the campaign period?</b>	<ul style="list-style-type: none"> <li>▪ The campaign runs from 15 April 2021 until 31 December 2021.</li> <li>▪ So hurry up and subscribe to unifi Biz or Biz Broadband plans now and you could be one of the lucky winners to walk away with monthly prizes or even the Grand Prize!</li> </ul>
6.	<b>What are the prizes to be won?</b>	<ul style="list-style-type: none"> <li>▪ The attractive prizes to be won are as follows:               <ol style="list-style-type: none"> <li>i. One [1] monthly Grand prize of Four-wheel drive (4WD)</li> <li>ii. Three [3] monthly prizes of laptops.</li> <li>iii. Three [3] monthly prizes of Surface.</li> <li>iv. Three [3] monthly prizes of smartphones.</li> <li>v. Thirty [30] monthly prizes of Shopee eWallet vouchers.</li> </ol> </li> </ul>
7.	<b>How will the monthly and Grand prize winners be selected?</b>	<ul style="list-style-type: none"> <li>▪ Business customers who are shortlisted will receive a link (<a href="https://smecommunity.unifi.com.my">https://smecommunity.unifi.com.my</a>) via email and SMS from TM to complete the final step before being selected as the final winner.</li> <li>▪ From the link, the shortlisted customers will be required to:               <ul style="list-style-type: none"> <li>• Answer three (3) questions about uBC</li> <li>• Answer three (3) questions about this campaign</li> <li>• Submit a creative slogan</li> </ul> </li> </ul>
8.	<b>How would I know if I am selected as a winner? How will TM notify me and receive the prize?</b>	<ul style="list-style-type: none"> <li>▪ Final winners will be notified via email and SMS.</li> </ul> <p><i>Important Note: TM will notify/contact the selected winners for any updates regarding the prizes/event.</i></p>
9.	<b>Can I win a monthly Prize and the Grand Prize?</b>	<ul style="list-style-type: none"> <li>▪ No, Business customers are only entitled to win one (1) prize throughout the campaign period.</li> </ul>
10.	<b>How will I receive the prizes?</b>	<ul style="list-style-type: none"> <li>▪ The selected winners will receive the prizes via the following methods:               <ol style="list-style-type: none"> <li>i. Shopee eWallet vouchers - via email</li> <li>ii. Other prizes - via event</li> </ol> </li> </ul> <p><i>Important Note: TM will notify/contact the selected winners for any updates regarding the prizes/event.</i></p>

NO	QUESTION	ANSWER											
11.	<b>Will TM announce the selected winner's name?</b>	<ul style="list-style-type: none"> <li>▪ Yes, the list of winners for a particular month will be made available on uBC portal at <a href="https://smecomunity.unifi.com.my/">https://smecomunity.unifi.com.my/</a>.</li> </ul>											
12.	<b>How many times can I participate?</b>	<ul style="list-style-type: none"> <li>▪ You may participate based on the maximum number of unifi Biz / Biz broadband services allowed for each customer.</li> </ul>											
13.	<b>Do I get an official warranty for the prize that they get?</b>	<ul style="list-style-type: none"> <li>▪ Yes, standard manufacturer's warranties apply.</li> </ul>											
14.	<b>Can I convert / change the prizes to cash?</b>	<ul style="list-style-type: none"> <li>▪ Please note that the prizes' model, brand and specifications are determined by TM and cannot be changed to cash term and non-transferrable.</li> </ul>											
15.	<b>Do I need to pay any advance payment during application of the packages?</b>	<ul style="list-style-type: none"> <li>▪ The advance payment collection depends on the touchpoint where the subscription is made, as below: <table border="1" data-bbox="424 1256 1449 1503"> <thead> <tr> <th data-bbox="424 1256 643 1364" rowspan="2">Category</th> <th colspan="2" data-bbox="643 1256 1449 1299">Subscription touchpoints</th> </tr> <tr> <th data-bbox="643 1299 943 1364">TMpoint</th> <th data-bbox="943 1299 1449 1364">Subscription through TM Staff / Reseller</th> </tr> </thead> <tbody> <tr> <td data-bbox="424 1364 643 1435"><b>Business Registration</b></td> <td data-bbox="643 1364 943 1435">NA</td> <td data-bbox="943 1364 1449 1435">RM200</td> </tr> <tr> <td data-bbox="424 1435 643 1503"><b>Company without BRN</b></td> <td data-bbox="643 1435 943 1503">NA</td> <td data-bbox="943 1435 1449 1503">RM200</td> </tr> </tbody> </table> </li> <li>▪ If the service application is made without the verification of Business Registration Number (BRN), the customer is subject to an advance payment of RM200.</li> </ul>	Category	Subscription touchpoints		TMpoint	Subscription through TM Staff / Reseller	<b>Business Registration</b>	NA	RM200	<b>Company without BRN</b>	NA	RM200
Category	Subscription touchpoints												
	TMpoint	Subscription through TM Staff / Reseller											
<b>Business Registration</b>	NA	RM200											
<b>Company without BRN</b>	NA	RM200											
16.	<b>Where can I subscribe to this promo?</b>	<ul style="list-style-type: none"> <li>▪ You can subscribe to this promotion from the following touchpoints: <ol style="list-style-type: none"> <li>i. Any TMpoint outlet/TM Authorised Dealer</li> <li>ii. Resellers nationwide</li> <li>iii. SME Consultant</li> <li>iv. TM Direct Sales</li> <li>v. unifi portal at <a href="https://www.unifi.com.my/business">https://www.unifi.com.my/business</a></li> </ol> </li> </ul>											

NO	QUESTION	ANSWER
17.	<b>Will I be tied to any contract for broadband package subscription?</b>	<ul style="list-style-type: none"> <li>▪ Yes, all unifi Biz and Biz Broadband packages come with a 24-months contract per subscription.</li> </ul>
18.	<b>Can I enjoy the promo price after the 24-months contract ended?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you will continue to enjoy the promo price, as long as the account remains active.</li> </ul>
19.	<b>What will happen if I terminate my unifi Biz or Biz broadband package before the contract period ended? Is there any penalty fee that I have to pay?</b>	<ul style="list-style-type: none"> <li>▪ <b>unifi Biz:</b> If you terminate their subscription before the contract period ends, a penalty fee equivalent to the fees of remaining months will be imposed (calculated at the price before discount).</li> <li>▪ <b>Biz Broadband:</b> If you terminate your subscription before the contract period ends, a penalty fee of RM600 will be charged.</li> </ul>
20.	<b>Can I subscribe to multiple unifi Biz or Biz Broadband line under one (1) user account?</b>	<ul style="list-style-type: none"> <li>▪ The maximum number of customer for every installed address, is one (1).</li> <li>▪ The maximum number of services allowed for each customer is three (3) services for every subscription address.</li> </ul>
21.	<b>Does my subscription come with any equipment from TM?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you will receive these items for FREE:             <ol style="list-style-type: none"> <li>i. Telephone set (DECT phone)</li> <li>ii. Wireless modem</li> <li>iii. Two (2) Mesh Wi-Fi. (<i>applicable for unifi Biz 100Mbps plan @ RM154 and above only</i>)</li> </ol> </li> </ul>

NO	QUESTION	ANSWER
22.	<b>Who should I contact if they need any assistance or service inquiry?</b>	<ul style="list-style-type: none"><li>▪ You may contact via TM's digital channels such as:<ul style="list-style-type: none"><li>i. myunifi app (available for Android and iOS)</li><li>ii. unifi portal – unifi.com.my</li><li>iii. unifi online community forum at community.unifi.com.my</li><li>iv. Email – <a href="mailto:help@tm.com.my">help@tm.com.my</a></li><li>v. Facebook - <a href="https://www.facebook.com/weareunifi/">https://www.facebook.com/weareunifi/</a></li><li>vi. Twitter - <a href="https://twitter.com/helpmeunifi">https://twitter.com/helpmeunifi</a></li></ul></li> <li>▪ Should you require a face-to-face interaction, you may visit the nearest TMpoint outlets nationwide for further assistance.</li></ul>