


FREQUENTLY ASKED QUESTIONS (FAQ) FOR UNIFI BIZ CAMPAIGN – JANUARY 2020

NO	QUESTION	ANSWER																																								
NEW INSTALLATION																																										
1.	What are the latest promo for unifi Biz?	<ul style="list-style-type: none"> ▪ Starting 22 January 2020, the unifi Biz plans available for subscription are as below: <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <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 Lite 100Mbps - 2020</td> <td>RM139</td> </tr> <tr> <td>unifi Biz 300Mbps – 2020 (MESH WiFi)</td> <td>RM249</td> </tr> <tr> <td>unifi Biz 500Mbps – 2020 (MESH WiFi)</td> <td>RM299</td> </tr> <tr> <td>unifi Biz 800Mbps – 2020 (MESH WiFi)</td> <td>RM349</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • <i>Promotion price is perpetual.</i> 	unifi Biz Plan	Price/Month	unifi Biz Lite 100Mbps - 2020	RM139	unifi Biz 300Mbps – 2020 (MESH WiFi)	RM249	unifi Biz 500Mbps – 2020 (MESH WiFi)	RM299	unifi Biz 800Mbps – 2020 (MESH WiFi)	RM349																														
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2.	What are the offerings for the unifi Biz plans?	<ul style="list-style-type: none"> ▪ The offerings for unifi Biz plans are as below : <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr style="background-color: #4f81bd; color: white;"> <th></th> <th>unifi Biz 100Mbps</th> <th>unifi Biz 300Mbps</th> <th>unifi Biz 500Mbps</th> <th>unifi Biz 800Mbps</th> </tr> </thead> <tbody> <tr> <td style="background-color: #d9e1f2;">Speed</td> <td>Download: 100Mbps Upload: 50Mbps</td> <td>Download: 300Mbps Upload: 50Mbps</td> <td>Download: 500Mbps Upload: 100Mbps</td> <td>Download: 800Mbps Upload: 200Mbps</td> </tr> <tr> <td style="background-color: #d9e1f2;">Quota</td> <td colspan="4" style="text-align: center;">unlimited</td> </tr> <tr> <td style="background-color: #d9e1f2;">Complimentary Voice</td> <td> FREE calls up to RM30 a month for local and national calls. Beyond call rates: <ul style="list-style-type: none"> • Calls to local numbers 4sen/minute • Calls to fixed line numbers 3sen/minute • Calls to mobile numbers 12sen/minute </td> <td> FREE calls up to RM50 a month for local and national calls. Beyond call rates: <ul style="list-style-type: none"> • Free calls to fixed line • Calls to mobile at 12sen/min </td> <td> FREE calls up to RM50 a month for local and national calls. Beyond call rates: <ul style="list-style-type: none"> • Free calls to fixed line • Calls to mobile at 12sen/min </td> <td> FREE calls up to RM70 a month for local and national calls. Beyond call rates: <ul style="list-style-type: none"> • Free calls to fixed line • Calls to mobile at 8sen/min </td> </tr> <tr> <td style="background-color: #d9e1f2;">WiFi</td> <td colspan="4" style="text-align: center;">Unlimited wifi access available at more than 12,000 locations around Malaysia.</td> </tr> <tr> <td style="background-color: #d9e1f2;">Equipment</td> <td>Wireless Router DECT Phone</td> <td colspan="3" style="text-align: center;">Wireless Router FREE Mesh Wi-Fi DECT Phone</td> </tr> <tr> <td style="background-color: #d9e1f2;">Promo Price (monthly)</td> <td>RM139</td> <td>RM249</td> <td>RM299</td> <td>RM349</td> </tr> <tr> <td style="background-color: #d9e1f2;">Retail price (monthly)</td> <td>RM199</td> <td>RM299</td> <td>RM349</td> <td>RM399</td> </tr> </tbody> </table>		unifi Biz 100Mbps	unifi Biz 300Mbps	unifi Biz 500Mbps	unifi Biz 800Mbps	Speed	Download: 100Mbps Upload: 50Mbps	Download: 300Mbps Upload: 50Mbps	Download: 500Mbps Upload: 100Mbps	Download: 800Mbps Upload: 200Mbps	Quota	unlimited				Complimentary Voice	FREE calls up to RM30 a month for local and national calls. Beyond call rates: <ul style="list-style-type: none"> • Calls to local numbers 4sen/minute • Calls to fixed line numbers 3sen/minute • Calls to mobile numbers 12sen/minute 	FREE calls up to RM50 a month for local and national calls. Beyond call rates: <ul style="list-style-type: none"> • Free calls to fixed line • Calls to mobile at 12sen/min 	FREE calls up to RM50 a month for local and national calls. Beyond call rates: <ul style="list-style-type: none"> • Free calls to fixed line • Calls to mobile at 12sen/min 	FREE calls up to RM70 a month for local and national calls. Beyond call rates: <ul style="list-style-type: none"> • Free calls to fixed line • Calls to mobile at 8sen/min 	WiFi	Unlimited wifi access available at more than 12,000 locations around Malaysia.				Equipment	Wireless Router DECT Phone	Wireless Router FREE Mesh Wi-Fi DECT Phone			Promo Price (monthly)	RM139	RM249	RM299	RM349	Retail price (monthly)	RM199	RM299	RM349	RM399
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NO	QUESTION	ANSWER											
3.	Who is eligible for this promotion?	<ul style="list-style-type: none"> ▪ The promotion is open to all new unifi business segment customers only. ▪ This is subject to the service and coverage availability. 											
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" data-bbox="448 568 1267 846"> <thead> <tr> <th data-bbox="448 568 663 689" rowspan="2">Category</th> <th colspan="2" data-bbox="663 568 1267 607">Subscription Channel</th> </tr> <tr> <th data-bbox="663 607 965 689">TMpoint / Reseller</th> <th data-bbox="965 607 1267 689">Subscription through TM Staff</th> </tr> </thead> <tbody> <tr> <td data-bbox="448 689 663 768">Business Registration</td> <td data-bbox="663 689 965 768">NA</td> <td data-bbox="965 689 1267 768">RM200</td> </tr> <tr> <td data-bbox="448 768 663 846">Company without BRN</td> <td data-bbox="663 768 965 846">NA</td> <td data-bbox="965 768 1267 846">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	Subscription Channel		TMpoint / Reseller	Subscription through TM Staff	Business Registration	NA	RM200	Company without BRN	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"> ▪ Live Chat ▪ Any TMpoint Outlet/TM Authorised Dealer ▪ Resellers nationwide ▪ SME Consultant 											
7.	Will I be tied to any contract for my unifi Biz plan subscription?	<ul style="list-style-type: none"> ▪ Yes, all unifi Biz plans come with a 24-month contract. 											
8.	Can I subscribe to multiple unifi Biz 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 is THREE (3). 											
9.	Am I eligible to get a telephone set if I subscribe to this campaign?	<ul style="list-style-type: none"> ▪ Yes, you will receive a FREE telephone set (DECT phone) upon installation. 											

NO	QUESTION	ANSWER
10.	What is the benefit of subscribing to this package?	<ul style="list-style-type: none"> ▪ You will get a high-speed internet access and Mesh Wi-Fi for FREE which is worth of RM300.
11.	What is Mesh Wi-Fi?	<ul style="list-style-type: none"> ▪ TP-LINK M4 Mesh Wi-Fi is an evolution of Wi-Fi extender. It uses mesh technology to provide a wider Wi-Fi coverage to the premise by connecting two (2) or more devices that act as a beacon that will engulf your entire house. ▪ For detailed information on TP-LINK M4 Mesh Wi-Fi, you may refer to the below link: https://www.tp-link.com/my/home-networking/deco/deco-m4/
12	What is the model of the Mesh Wi-Fi?	<ul style="list-style-type: none"> ▪ The device name is TP-Link Deco M4: AC1200 TP-LINK DECO M4: AC1200 WHOLE HOME MESH WI-FI SYSTEM ▪ Refer this link for more details: https://www.tp-link.com/my/homenetworking/deco/deco-m4/
13	How will I receive the Mesh Wi-Fi?	<ul style="list-style-type: none"> ▪ Your Mesh Wi-Fi will be delivered to you by J&T Express. The tracking number will be sent to your registered email and mobile number. ▪ It will be delivered within three (3) to seven (7) days from you receive the email/SMS on the tracking number.
14	Do I have to connect my devices to unifi Biz in order to use the Mesh Wi-Fi?	<ul style="list-style-type: none"> ▪ Once the Mesh Wi-Fi is connected to your unifi Biz, you will be able to use the device anywhere as long as there is an internet connection.
15	What are the minimum requirements for using the Mesh Wi-Fi?	<ul style="list-style-type: none"> ▪ Customers will require an Internet connection, a unifi Biz router and power supply to use the Mesh Wi-Fi via unifi network.
16	Which unifi modem / RG / router is the Mesh Wi-Fi compatible with?	<ul style="list-style-type: none"> ▪ The TP-LINK M4 Mesh Wi-Fi is compatible with all unifi devices.
17	If I use a third party router, will the Mesh Wi-Fi work?	<ul style="list-style-type: none"> ▪ Yes, the Mesh Wi-Fi will still work.

NO	QUESTION	ANSWER
18	<p>Do I need to plug in the Mesh Wi-Fi to a power outlet?</p>	<ul style="list-style-type: none"> • Yes, you will need to plug in the TP-LINK M4 Mesh Wi-Fi unit to a power outlet. Below is a simple step by step instruction: <div data-bbox="660 427 1267 1055" data-label="Diagram">  <p>The diagram illustrates the setup process for TP-Link Deco. It is titled "Setup Just Got a Lot Easier" and contains three numbered steps:</p> <ol style="list-style-type: none"> 1 Connect Deco to your cable modem and turn on both devices. The illustration shows a cable modem connected to a Deco unit. 2 Download and launch the Deco app. The illustration shows a smartphone with the Deco app interface. 3 Follow the in-app instructions to configure your Deco system. The illustration shows a smartphone displaying the app's configuration screen next to a Deco unit. </div>
19	<p>How should I set up the Mesh Wi-Fi?</p>	<ul style="list-style-type: none"> • The TP-LINK M4 Mesh Wi-Fi extender comes in a pair per box. The Mesh Wi-Fi nodes can be paired easily using TP-Link DECO app. • Simply download the DECO app from Play Store/App Store for FREE and follow the instructions in the app. Click HERE for detailed guidelines.
20	<p>What is the warranty period for the Mesh Wi-Fi?</p>	<ul style="list-style-type: none"> • The device comes with a three (3) years warranty from the manufacturer, TP-Link.
21	<p>Is there any penalty if I terminate this package?</p>	<ul style="list-style-type: none"> • If you terminated the package within the contract period, you will be charged with remaining months times the unifi Biz package price.

NO	QUESTION	ANSWER
22	Who should I contact for any enquiries on the Mesh Wi-Fi configuration or further assistance?	<ul style="list-style-type: none"> • For TP-Link After-Sales Support for the Mesh Wi-Fi, you may contact the manufacturer directly via the following channels: <u>TP Link Contact Technical Support:</u> <ol style="list-style-type: none"> 1. Toll Free: 1800 22 8887 / 03-2141 4358 (Mon - Sun, 10am - 7pm) 2. Warranty & RMA support: +603 2141 4358 (Mon - Sun, 10am - 7pm) 3. E-mail: support.my@tp-link.com (Mon - Sun, 10am - 7pm) 4. Sales E-mail: request.malaysia@tp-link.com 5. Website: www.tp-link.com.my
EXISTING CUSTOMER		
1.	I am a Business Broadband customer and interested to upgrade to unifi Biz 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.	I am an existing customer and my current package is bundled with a call plan. What will happen to my call plan if I subscribe to this package?	<ul style="list-style-type: none"> ▪ Existing customers will not be able to carry the call plan from their existing package. ▪ The call plan will be based on the new package subscribed i.e. with unifi Biz 300Mbps and 500Mbps subscription, customers will enjoy free calls up to RM70 monthly for local and national calls.
3.	Can I upgrade / downgrade my current unifi Biz package to this promotion plan?	<ul style="list-style-type: none"> ▪ Yes, you may upgrade/downgrade your current unifi biz package to this plan. However, you are not entitled to get a FREE Mesh Wi-Fi. ▪ For upgrade and downgrade package, there will be no penalty charge, however your subscription contract will be refreshed based on the terms and conditions of the new package subscribed.

NO	QUESTION	ANSWER
4.	I want to enjoy the Mesh Wi-Fi. Can I purchase the Mesh Wi-Fi only?	<ul style="list-style-type: none"> ▪ For existing customer you may add on RM15/month for a 24 months period.
5.	Is there any penalty if I remove the Mesh Wi-Fi add on?	<ul style="list-style-type: none"> ▪ Yes, you will be charged with the fees of the remaining months balance upon removal or termination of Mesh Wi-Fi.
6.	Where can I sign up to this promotion?	<ul style="list-style-type: none"> ▪ You may subscribe to the promotion from all touchpoints below: <ul style="list-style-type: none"> ▪ Live Chat ▪ Any TMpoint Outlet/TM Authorised Dealer ▪ Resellers nationwide ▪ SME Consultant
7.	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.

GENERAL FREQUENTLY ASKED QUESTIONS (FAQ) FOR UNIFI BIZ

NO	QUESTION	ANSWER										
GETTING TO KNOW												
1	What is unifi?	<ul style="list-style-type: none"> unifi, a premier brand under Telekom Malaysia Berhad (TM), is the one and only convergence brand that brings you four technology leading products – unifi Home, unifi Mobile, unifi TV and unifi Wifi, for residential and business customers all under one roof. For more information on unifi, you can visit unifi.com.my. 										
2	What is unifi Biz?	<ul style="list-style-type: none"> unifi Bz includes High Speed Internet of up to 800Mbps, Voice and complete Business Solution of customer's choice that can boost their sales and maximise their profits. More information on unifi biz is available via unifi.com.my or kindly visit any of our TMpoint outlets nationwide. 										
3	How can unifi Biz benefit businesses?	<ul style="list-style-type: none"> unifi Biz will enhance customer experience by providing fast internet speed and an array of business solutions that suits their business needs. unifi Biz will enable business customers to boost their business operations and maximise their profits by offering affordable packages with great value and savings. unifi Biz also allows customers to maintain their existing TM phone number with NO additional fee. 										
5	Are there any extra features that I will receive with the unifi Biz offering?	<ul style="list-style-type: none"> You can enjoy the below features along with unifi Biz offering: <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="text-align: left;">Features</th> <th style="text-align: left;">Benefit</th> </tr> </thead> <tbody> <tr> <td>Installation & activation</td> <td>WAIVED</td> </tr> <tr> <td>wifi@unifi</td> <td>UNLIMITED (until further notice)</td> </tr> <tr> <td>Wireless router</td> <td>INCLUSIVE</td> </tr> <tr> <td>Restoration</td> <td>up to 12 working hours</td> </tr> </tbody> </table> <p><i>* Wireless router is applicable to new installation only.</i></p>	Features	Benefit	Installation & activation	WAIVED	wifi@unifi	UNLIMITED (until further notice)	Wireless router	INCLUSIVE	Restoration	up to 12 working hours
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6	Among the benefits of unifi Biz is "Restoration time of up to 12 working hours". What does this mean?	<ul style="list-style-type: none"> Should there be any service downtime, TM will try its best to restore the services within 12 working hours. The 12-working hours is based on TM's operation hours – from 8:30 am to 5:30 pm (from Sunday to Thursday for Kedah, Kelantan, Johor and Terengganu; from Monday to Friday for other states) excluding public holidays. 										

7

What are the Add-Ons offered to customers of unifi Biz?

- Customers can pick and choose their preferred Add-Ons that will boost their broadband experience. Add-Ons for unifi Biz are as below:

NO	ADD-ONS	DESCRIPTION	OFFERING
1.	Simple Voice Plus Plan	Voice package for national call with affordable monthly commitment	Additional from as low as RM30/month <ul style="list-style-type: none"> Inclusive usage up to RM70 RM30 rebate for usage more than RM150
2.	Voice IDD	Voice package for international call with affordable monthly commitment	Additional RM30/month <ul style="list-style-type: none"> Inclusive 500 minutes to selected 8 countries. Beyond rate at 20sen/min
3	Additional voice line	Multiple voice line solution to unifi customers	Additional from as low as RM45/month <ul style="list-style-type: none"> Free Single Line Telephone (SLT) or DECT Phone per line Call rates: <ul style="list-style-type: none"> 5 sen/min to fixed and 15 sen/min to mobile
4	unifi Mobile	Unlimited experience for never-ending data, calls and SMS with our unifi mobilebiz postpaid plan	Plans from as low as RM99/month <ul style="list-style-type: none"> Unlimited Data Unlimited Calls Unlimited SMS Additional plans from as low as RM79/month per line when you subscribe to 5 lines or more <ul style="list-style-type: none"> Unlimited Data Unlimited Calls Unlimited SMS
5	Fixed IP	Fixed IP assigned for hosting capabilities and easy maintenance with lower cost	Additional from <ul style="list-style-type: none"> 1 Fixed IP RM200/month 5 Fixed IP RM300/month
6	SurePay™	Payment and collection solution that accept debit and credit card with mobile Point of sales (POS)	Additional from as low as RM25/month <ul style="list-style-type: none"> Accept debit & credit card payment Secure & easy accessible

		<table border="1"> <tr> <td>7</td> <td>SurePay POS™</td> <td>Payment and collection solution that accept cash with Cloud Point of Sales (POS)</td> <td> Additional from as low as RM99/month <ul style="list-style-type: none"> • GST Ready • Accept cash payment • Secure & easy accessible </td> </tr> <tr> <td>8</td> <td>Security and Surveillance</td> <td>Provide a complete business and home security solution with real-time monitoring service</td> <td> Additional from as low as RM99 / 1 unit IP camera/month <ul style="list-style-type: none"> • Real time monitoring service </td> </tr> <tr> <td>9</td> <td>unifi TV for Business</td> <td>More than 100 channels to choose from</td> <td> Additional from as low as RM70/month <ul style="list-style-type: none"> • Best world class entertainment • Choose from over 100 channels (Fun Pack or Corporate Pack or Sports Pack) </td> </tr> <tr> <td>10</td> <td>Instaweb</td> <td>Instantly convert your Facebook page into a website</td> <td> Additional from as low as RM49.90/month <ul style="list-style-type: none"> • 1-Year domain with webhosting • Unlimited pages with maintenance & support </td> </tr> </table>	7	SurePay POS™	Payment and collection solution that accept cash with Cloud Point of Sales (POS)	Additional from as low as RM99/month <ul style="list-style-type: none"> • GST Ready • Accept cash payment • Secure & easy accessible 	8	Security and Surveillance	Provide a complete business and home security solution with real-time monitoring service	Additional from as low as RM99 / 1 unit IP camera/month <ul style="list-style-type: none"> • Real time monitoring service 	9	unifi TV for Business	More than 100 channels to choose from	Additional from as low as RM70/month <ul style="list-style-type: none"> • Best world class entertainment • Choose from over 100 channels (Fun Pack or Corporate Pack or Sports Pack) 	10	Instaweb	Instantly convert your Facebook page into a website	Additional from as low as RM49.90/month <ul style="list-style-type: none"> • 1-Year domain with webhosting • Unlimited pages with maintenance & support 																				
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8	<p>What is the contract period for unifi Biz and its Add-Ons? Is there any penalty imposed if I terminate the services within the contract period?</p>	<ul style="list-style-type: none"> ▪ The contract period and penalty for unifi Biz and its Add-Ons vary. Please refer to the table below for more information: <table border="1"> <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>unifi Biz</td> <td>24 months</td> <td>The remaining months of monthly subscription fee of unifi Biz package (price before discount).</td> </tr> <tr> <td>2.</td> <td>unifi Mobile</td> <td>Not Applicable</td> <td>Not Applicable</td> </tr> <tr> <td>3.</td> <td>Simple Voice Plus</td> <td>Not Applicable</td> <td>Not Applicable</td> </tr> <tr> <td>4.</td> <td>Voice IDD</td> <td>1 month</td> <td>1 month of subscription fee</td> </tr> <tr> <td>5.</td> <td>Additional voice line</td> <td>24 month</td> <td>RM200/line</td> </tr> <tr> <td>6.</td> <td>Fixed IP</td> <td>12 months</td> <td>RM200</td> </tr> <tr> <td>7.</td> <td>SurePay™</td> <td>Not Applicable</td> <td>Not Applicable</td> </tr> <tr> <td>8.</td> <td>SurePay POS™</td> <td>24 months</td> <td>2 months of subscription fees</td> </tr> </tbody> </table>	NO.	ITEMS	CONTRACT PERIOD	PENALTY IF TERMINATION WITHIN CONTACT PERIOD	1.	unifi Biz	24 months	The remaining months of monthly subscription fee of unifi Biz package (price before discount).	2.	unifi Mobile	Not Applicable	Not Applicable	3.	Simple Voice Plus	Not Applicable	Not Applicable	4.	Voice IDD	1 month	1 month of subscription fee	5.	Additional voice line	24 month	RM200/line	6.	Fixed IP	12 months	RM200	7.	SurePay™	Not Applicable	Not Applicable	8.	SurePay POS™	24 months	2 months of subscription fees
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9.	Security and Surveillance	36 months	Up to maximum 6 months subscription fee											
10.	unifi TV for Business	12 months	The remaining months of monthly subscription fee of unifi TV pack											
11.	Instaweb	12 months	The remaining months of monthly subscription fee											

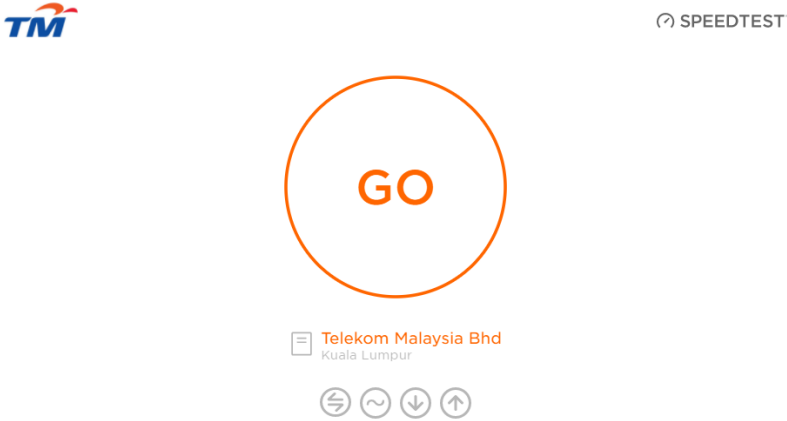
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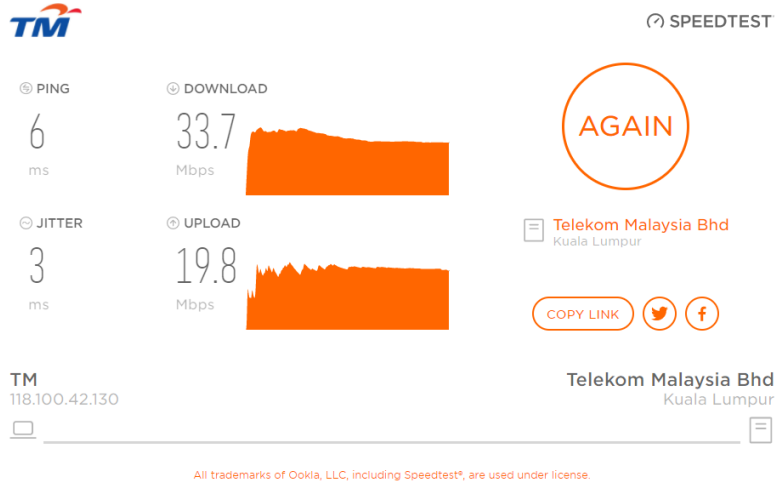
9	Who is eligible to subscribe to unifi Biz?	<ul style="list-style-type: none"> unifi Biz packages are open to all new and existing customers, subject to service and coverage availability.
10	Are Non-Malaysians eligible to subscribe to the packages?	<ul style="list-style-type: none"> Yes, the packages are also open for non-Malaysians to subscribe.

VOICE OFFERING, DOWNLOAD & UPLOAD SPEED

11	What are the voice call charges under the unifi Biz packages?	<ul style="list-style-type: none"> Under unifi Biz packages, calls from Fixed to Fixed and Fixed to Mobile will be charged 20 sen/min (including local calls). Check out our latest campaign on the complimentary voice minutes.
12	Why is the upload speed different from the download speed?	<ul style="list-style-type: none"> unifi is committed to providing higher bandwidth to our customers. Based on our findings on consumer behavior, most of their activities spent on the Internet require higher download speed for seamless internet experience, for instance: video streaming, social networking, downloading materials, etc. The upload speed for unifi Biz plans is sufficient to provide good experience to our subscribers. From the usage statistics of our current unifi biz customers, 90% of total users only use less than 5Mbps upload speed. Common genuine usage includes VoIP, FTP, CCTV and video streaming and other high latency applications.
13	I need higher upload speed. Do you have any packages that can suit that requirement?	<ul style="list-style-type: none"> The upload speed for all unifi Biz plans is sufficient to provide a trusted internet experience to our subscribers. For customers that require higher upload speed, we encourage them to subscribe to our unifi Biz lite 100Mbps plan™ to enjoy maximum upload speed that we can offer.

SERVICE AVAILABILITY		
14	How do I check the service availability in my area?	<ul style="list-style-type: none"> You can check service availability in your area online at www.unifi.com.my, via Live Chat at care@unifi app or unifi.com.my/chat, visit any TMpoint outlets nationwide, tweet us @helpmeunifi or message us at facebook.com/weareunifi.
REGISTRATION		
15	How do I subscribe to unifi Biz?	<ul style="list-style-type: none"> Customers may register at any nearest TMpoint, TM Authorised Dealer (TAD), resellers, SME consultants & TM Sales Center. Registration via unifi portal unifi.com.my will be made available soon.
16	I'm not a Malaysian, can I subscribe to unifi Biz via online, TM Authorised Dealer (TAD) or resellers?	<ul style="list-style-type: none"> You can register to our unifi Biz plans at any TMpoint outlets.
UPGRADE / DOWNGRADE		
17	Can I change my existing plan to the new unifi Biz plans?	<ul style="list-style-type: none"> Yes, you are allowed to change to the higher/lower speed package at any time. However, you will be tied to a new contract period regardless if you are within or beyond the contract period. Depending on the promotion, contract renewal may not be applicable. Do check our latest promotion campaign.
18	Can I change or subscribe to BIZ5 / BIZ10 / BIZ20 / BIZ30 / BIZ50 / BIZ100 / business broadband packages?	<ul style="list-style-type: none"> With the introduction of unifi Biz, the previous packages i.e. BIZ5 / BIZ10 / BIZ20 / BIZ30 / BIZ50 / BIZ100 will NO longer be available. Therefore, customers will not be able to subscribe to those plans.
19	My current BIZ package is still within the contract period and I wish to upgrade to the new unifi Biz plan. Will I be penalised?	<ul style="list-style-type: none"> No, you will not be penalised. By subscribing or changing to a new plan, you will be tied to a new 24-month contract.
20	Where can I change my unifi Biz plan?	<ul style="list-style-type: none"> Any request to change your unifi Biz plans can be done at all TMpoint outlets nationwide, TM Authorised Dealer (TAD), resellers, SME consultants & TM Sales Center. Registration via unifi portal unifi.com.my will be made available soon.

21	If I am an existing unifi Biz subscriber with unifi TV Media Box (Set-Top-Box) and I have changed to the new unifi Biz plan, can I still use my existing unifi TV STB?	<ul style="list-style-type: none"> Yes, you can still experience the unifi TV content from your existing Media Box (STB provided that you are subscribing to any of the unifi TV pack whether it is biz sport/ biz fun/ biz corporate.
22	If I am subscribing to unifi Biz plan with unifi TV pack, am I eligible to subscribe to the unifi TV pack with Media box?	<ul style="list-style-type: none"> unifi Biz plan with unifi TV media box will be offered during limited time promotion only. You may check out the promotion packages we have from time to time.
SPEED TEST		
23	How do I check the speed of my unifi Biz?	<ul style="list-style-type: none"> Once your unifi Biz has been activated, you can run a speed test via http://speedtest.tm.com.my/.
24	I am an existing unifi Biz customer and planning to upgrade to unifi Biz. What do I need to do after TM has successfully upgraded my speed / package?	<ul style="list-style-type: none"> Step 1: You are required to turn off your wireless router for 10 minutes to allow new configuration to take place before you can enjoy your new speed. Step 2: Once done, you can start testing your unifi speed at this link http://speedtest.tm.com.my/. Step 3: Click the 'GO' button on the front page and wait for the test to complete. <div style="text-align: center;">  <p style="font-size: small; color: red;">All trademarks of Ookla, LLC, including Speedtest®, are used under license.</p> </div> <ul style="list-style-type: none"> Step 4: The test will show the result of your current upload and download speeds.



IMPORTANT NOTES:

- Before you perform the speed test, please stop any ongoing downloading activities and shut down any programmes that may be utilizing your connection i.e P2P, streaming, etc.
- Speed test can be done over wireless, however, for accurate results, it is recommended that the test to be done over wired connection by using LAN cable provided during your unifi biz installation.
- Simply plug the LAN cable from your computer to your wireless router LAN port LAN1 to LAN3 (any of them).



LAN cable



Wireless Router LAN ports

36 Why didn't I get the speed as advertised?

- unifi Biz is a wired broadband service. Wireless connectivity is a complimentary feature offered to our customer via the wireless router and it is subject to interference and obstructions factor. Check out our website <https://unifi.com.my/better-unifi-experience/index.html> to learn more.
- Internet access speed may be affected due to several factors such as:
 - (a) Locations of websites; where users may experience lower speed from international websites;
 - (b) Capacity of visited web server, where some web servers cannot cope with huge traffic demand from users OR do not have enough capacity OR where download speed is restricted to ensure fair level of service;
 - (c) Network congestion as a result of network maintenance or outages
 - (d) Running multiple applications simultaneously like user other applications such as Peer-to-Peer e.g.: Bittorent
 - (e) Multiple users sharing the unifi Home bandwidth at customer's premise at the same time.

25	<p>What can I do to improve the speed via wireless connectivity?</p>	<ul style="list-style-type: none"> ▪ We recommend customers to practice these tips in order to improve the speed via wireless connectivity: <ul style="list-style-type: none"> (a) HEAT - Place your wireless router away from areas with high temperature as heat will affect the router performance and browsing experience. <ul style="list-style-type: none"> a. Wireless router should be placed in an open area to allow heat ventilation. b. Place the broadband equipment next to each other instead of stacking it up to reduce the risk of overheating. (b) DISTANCE – Wireless router has distance limitations when it comes to signal range. As distance increases, the signal becomes weaker. <ul style="list-style-type: none"> a. Consider placing your Wireless router in an area where you would frequently do your browsing activities (c) OBSTRUCTION – WiFi signal efficiency will decrease when it passes through physical obstruction e.g.: thick walls, metals and solid objects. <ul style="list-style-type: none"> a. Consider placing your Wireless router in an open area to maximise signal reception b. Avoid placing your router in a closed cabinet, secluded room or under the stairs. (d) ELECTROMAGNETIC INTERFERENCE – Signal waves generated by home appliances such as microwave ovens, refrigerators, baby monitors can interfere with your WiFi connectivity. <ul style="list-style-type: none"> a. Place your Wireless router away from the home appliances b. Avoid sharing the power socket that is connected with the home appliances. (e) WIFI SECURITY PASSWORD – A user may hack into your WiFi security password to get free connectivity. The more users connected to your Internet, the more bandwidth will be consumed; thus affecting your browsing experience. <ul style="list-style-type: none"> a. Consider setting a unique and strong WiFi security password. b. Consider changing your WiFi security password from time to time. ▪ Alternatively, customers can visit this link for further information on tips to enhance your wireless connectivity speed.
RELOCATION		
26	<p>What if I need to relocate my unifi Biz service? Are there any charges that I need to pay?</p>	<ul style="list-style-type: none"> ▪ Relocation request can be made at any TMpoint outlets and is subject to service availability at the new area where you wish to relocate the service. The relocation fee of RM300 shall be waived. ▪ For internal relocation within premise, there will be a relocation fee of RM300 for Entry Wall movement, and RM200 if without Entry Wall movement.

27	I'm subscribing to unifi Biz and I wish to relocate to an area that cannot be served with unifi Biz service. Can I terminate my unifi Biz service if my unifi Biz still within the contract period?	<ul style="list-style-type: none"> ▪ If you relocate to a unifi non-serviceable area: <ul style="list-style-type: none"> ➢ You have the option to subscribe to any Broadband plan available depending on the area served. ➢ If you do not wish to subscribe to any of the Broadband packages available, unifi has the right to charge early termination fee of your unifi Biz account (if applicable). ➢ You will not be charged if you relocate to an address where unifi Biz or Broadband is not available.
UNIFI INSTALLATION & ACTIVATION		
28	When will my unifi Biz service be activated?	<ul style="list-style-type: none"> ▪ The lead time for your unifi service to be activated is up to seven (7) days from the date of registration.
29	How long does a typical unifi Biz installation and testing take?	<ul style="list-style-type: none"> ▪ Installation and testing are expected to take approximately 4 to 8 hours depending on the type of customer's premise due to the sensitive nature of and the complexity involved in fibre installations. ▪ The installation processes include site survey, ducting, piping, electrical work and equipment configurations.
30	Does TM allow customers to appoint their own contractor to perform internal wiring?	<ul style="list-style-type: none"> ▪ Yes, we do. You may call your own contractors to fix the internal wiring but unifi will not be liable for any damages resulting from any works done by third parties.
31	What are the charges for installation fee and equipment?	<ul style="list-style-type: none"> • Installation charge for unifi Biz is RM200 (currently waived for standard installation for the first 50 meters only). If your premise requires non-standard installation or additional cabling, extra charges will be imposed by TM Contractor. • The standard package is also inclusive of equipment worth approximately RM1,000 that will be given free-of-charge to customers.
TRANSFER OF OWNERSHIP		
32	Are there any charges if I request for change of ownership?	<ul style="list-style-type: none"> ▪ Yes, change of ownership is subject to a one-off fee of RM10 per change request.
33	Where can I request for change of ownership?	<ul style="list-style-type: none"> ▪ Change of ownership request can be made at any TMpoint outlets. Both existing and new owners must be present with their respective NRICs and related documents.

UPFRONT PAYMENT		
34	Do I need to pay any upfront payment during application?	<ul style="list-style-type: none"> ▪ Yes. For unifi Biz 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.
PAYMENT & BILLING		
35	When will I get my first bill after I subscribe to unifi Biz package?	<ul style="list-style-type: none"> ▪ The first bill can be expected around one (1) month after your service has been activated. The first bill will include pro-rated package fee (current usage) and one (1) month advance payment.
36	Do I pay a separate bill for the services bundled in the unifi Biz?	<ul style="list-style-type: none"> ▪ All services offered under unifi Biz including unifi TV for Business will be in a single bill. ▪ For SurePay™, SurePay POS™, Security & Surveillance, unifi Mobile and services maintained after subscribing to unifi Biz (i.e. business broadband, TM Business line), customers will receive a separate bill.
37	Where can I pay my unifi Biz bill?	<ul style="list-style-type: none"> ▪ You can pay your bill through several payment channels such as: <ul style="list-style-type: none"> ➢ care@unifi app ➢ unifi portal via unifi.com.my ➢ any nearest TMpoint or TMpoint Authorised Dealer (TAD) outlets ➢ POS Malaysia and branches of selected preferred online banking channels ▪ For hassle-free payment transactions, it is highly recommended that you subscribe to TM Autopay service. ▪ For the list of our authorised bill payment channels, click here.
38	How do I retrieve my unifi Biz bill statement?	<ul style="list-style-type: none"> ▪ e-Bill (softcopy) – TM will send the e-Bill to your preferred email address, and it's FREE! ▪ SMS – You will also receive SMS text notification within 7 days after the bill is ready. The content is the bill amount, bill due date and unifi portal link to view the bill.
39	How do I change my email billing address?	<ul style="list-style-type: none"> ▪ To change your billing profile, you may chat with us via Live Chat at unifi.com.my/chat, send an email request to help@tm.com.my or by making a request at your nearest TMpoint outlet.
40	I cannot open the unifi Biz softcopy bill attachment received in my email. What should I do?	<ul style="list-style-type: none"> ▪ In order to view unifi e-Bill, please ensure your device is installed with Adobe Reader (version 7 or above). ▪ If you do not have the software installed in your device, you can download it for free from Adobe website.

41	I did not receive my unifi Biz monthly statements. What should I do?	<ul style="list-style-type: none"> ▪ We will send your monthly unifi Biz bills to your registered email address. ▪ To ensure that you will not miss your monthly bills, please verify that your preferred email address for billing purposes is correct. Your unifi Biz bill may have been sent to your junk mail folder, so we would like to advise that the email address tmbilling@tm.com.my is added to your Address Book and/or the “Approved Sender” list.
42	Can I request to change my softcopy bill to hardcopy bill?	<ul style="list-style-type: none"> ▪ You may change your bill type from hardcopy to softcopy via Live Chat at unifi.com.my/chat, send an email request to help@tm.com.my or by making a request at your nearest TMpoint. However, please note that you will be charged RM 2.00 per month for a hardcopy bill.
43	Can I check my previous month’s statement?	<ul style="list-style-type: none"> ▪ To check your previous bill, you may request your bill statements up to six (6) previous months via TM Sales Center or visit your nearest TMpoint outlet.
44	How do I make online payments via unifi portal?	<ul style="list-style-type: none"> ▪ Step 1: Sign in to unifi portal at unifi.com.my ▪ Step 2: Select account ▪ Step 3: Click “Pay Now” button ▪ Step 4: Click “I Agree & Pay Now” button ▪ Step 5: Select payment method either Credit Card or Online Banking ▪ Step 6: Click “Proceed” to proceed with the payment.
TELEPHONE SET		
45	Am I eligible to get a telephone set if I subscribe to unifi Biz plan?	<ul style="list-style-type: none"> ▪ All unifi Biz plans come with telephone set. Your telephone set model varies according to the unifi plans subscribed.
46	Where can I get another type of telephone set? (e.g.: cordless phone)	<ul style="list-style-type: none"> ▪ Our voice service is compatible with any telephone set. You can get your phone set at the nearest TMpoint outlet or any telecommunications outlets.
47	If I have my own telephone set, who will install that phone for me? Any guideline?	<ul style="list-style-type: none"> ▪ You can connect the phone on your own. It is as simple as the steps below: <ul style="list-style-type: none"> i) Connect telephone cable (RJ11) to telephone set ii) Connect the telephone cable (RJ11) to the Splitter’s “Phone” port iii) Test your telephone set. Ensure there is a dial tone

OTHER EQUIPMENT

48	What should I do if I have a problem with my unifi Biz?	<ul style="list-style-type: none"> ▪ For unifi bBz service inquiry or further assistance, you may contact us via TM's digital channels such as: <ul style="list-style-type: none"> • Live Chat via the care@unifi app • unifi self-help portal at unifi.com.my/chat • Facebook at facebook.com/weareunifi • Community at https://community.unifi.com.my/ • Twitter at @helpmeunifi.
49	What should I do if my unifi Biz equipment is faulty?	<ul style="list-style-type: none"> ▪ If the fault is due to a manufacturing defect and the equipment is still under warranty, the equipment will be replaced for FREE. ▪ If the fault is due to customer, customer has an option to replace the equipment either by purchasing a new set of equipment at their own cost without the service contract period being extended or opt for renewal of service in which the contract period of subscribed service will be refreshed effective from the date of the equipment replacement and the equipment will be replaced for FREE. ▪ If any of your unifi Biz equipment is faulty, you may contact us via Live Chat at unifi portal unifi.com.my/chat, reach us via Twitter at @HelpMeunifi or message us at facebook.com/weareunifi.
50	Will I get a new equipment if I upgrade from business broadband/BIZ to unifi Biz packages?	<ul style="list-style-type: none"> ▪ For existing broadband subscribers who upgrade to any of the unifi Biz plan, unifi will provide you with a new equipment. ▪ For the change of plan from BIZ package to unifi Biz plan, your equipment will not be changed.
51	Will the equipment warranty be refreshed if I upgrade to unifi Biz plan?	<ul style="list-style-type: none"> ▪ Your equipment warranty will be refreshed for another one (1) year from the date of upgrade. ▪ The warranty will not be refreshed if customer upgrade within unifi biz packages and no new equipment is provided.
52	What are the other things that I should know about unifi Biz?	<ul style="list-style-type: none"> • These are additional information that may help you understand more about unifi Biz services: <ol style="list-style-type: none"> 1. If your premise located in a high rise building served via copper, you are required to terminate your existing business broadband service (if any) before subscribing to unifi Biz. 2. Minimal drilling is required for fibre installation to the premise. You will be responsible for providing a TV set and 4-socket extension cord to complete the installation. No installation appointment will be made for premise under renovation.

		<ol style="list-style-type: none"> 3. unifi Biz is a wired broadband service. Wireless connectivity is an additional feature that TM provides for free and is subject to interference and obstructions factor which may affect its quality. 4. unifi Biz account owner or authorised contact person must be available during the service installation. For high rise premises, owners are required to make arrangement with Building Management Office for installation permission, internal cabling and access to telecommunication room. 5. For internal cabling, additional charges will be applied for standard cables more than 50 meters and payment will be made directly to the contractor. 6. For other optional installation e.g. wiring inside ceiling or external cabling (pole to ground with surface cabling to premise), you may appoint your own contractor or deal directly with TM appointed contractor. Payment will be made directly to the contractor. 7. Please provide a correct and valid billing e-mail address and hand phone number. TM will send your monthly bill via e-Bill to your registered email address. Apart from e-Bill, you will also receive SMS text notification within 7 days after the bill is ready. The content of SMS is the bill amount, bill due date and unifi portal link to view the bill. 8. All unifi Biz equipment provided by unifi is covered by 12 months manufacturer's warranty.
TERMINATION		
53	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. Email at help@tm.com.my d. 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.
54	What document do I need to bring for termination procedure at TMpoint?	<ul style="list-style-type: none"> ▪ Just bring along your MyKad and Business Registration related form for verification.

55	<p>What if I couldn't go to the TMpoint personally to terminate the service?</p>	<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: <table border="1" data-bbox="480 371 1533 1323"> <thead> <tr> <th data-bbox="480 371 778 443">Scenario</th> <th data-bbox="778 371 1533 443">Supporting document required from an authorised representative</th> </tr> </thead> <tbody> <tr> <td data-bbox="480 443 778 678">You have serious medical problem /unable to walk-in to TMpoint/ Critical Illness</td> <td data-bbox="778 443 1533 678"> <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 </td> </tr> <tr> <td data-bbox="480 678 778 882">You are not in Malaysia (resides / working overseas)</td> <td data-bbox="778 678 1533 882"> <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 </td> </tr> <tr> <td data-bbox="480 882 778 1050">OKU</td> <td data-bbox="778 882 1533 1050"> <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 </td> </tr> <tr> <td data-bbox="480 1050 778 1187">Senior Citizen (60 years and above)</td> <td data-bbox="778 1050 1533 1187"> <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 </td> </tr> <tr> <td data-bbox="480 1187 778 1323">Demise of the account owner</td> <td data-bbox="778 1187 1533 1323"> <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 </td> </tr> </tbody> </table> 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: <ul style="list-style-type: none"> A copy of the Director's IC/Passport The representative's IC/Passport Original Authorisation letter with the company letterhead Business Registration related Form 	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
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56	<p>Where can I get sample of the authorisation letter?</p>	<ul style="list-style-type: none"> You may view a sample of authorisation letter here. 												
57	<p>Do I need to return my device (phone/modem/router etc.) upon termination?</p>	<ul style="list-style-type: none"> Please note that you are required to return your Broadband Termination Unit (BTU). During your service termination request, we will advise on the type of devices that need to be returned. 												

58	What will happen if I didn't return the device?	<ul style="list-style-type: none">▪ Please note that you will be charged with a penalty of RM 500 if you didn't return the BTU.
59	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.