

**FAQ  
UNIFI BASIC**

NO	QUESTION	ANSWER
<b>UNIFI BASIC PLAN</b>		
1	<b>Can you provide the details of the package deals for unifi Basic?</b>	<ul style="list-style-type: none"> <li>▪ The unifi Basic plan comes with attractive offerings for customers which include:               <ul style="list-style-type: none"> <li>▪ Broadband access with download speed at 30Mbps and upload speed at 10Mbps</li> <li>▪ Monthly quota of 60GB</li> <li>▪ playTV@unifi with 17 free channels</li> <li>▪ Voice service at RM0.20/minute</li> </ul> </li> <li>▪ This will be subject to network and technical availability.</li> </ul>
2	<b>What are the criteria required to be eligible to apply for this package?</b>	<ul style="list-style-type: none"> <li>▪ Eligible customers must be Malaysians above 18 years old with household monthly income of RM4,500 and below.</li> <li>▪ We invite customers to pre-order the plan via <a href="http://www.unifi.com.my/unifi-basic">www.unifi.com.my/unifi-basic</a>, beginning 15 July 2018.</li> </ul>
3	<b>How do I determine my household income?</b>	<ul style="list-style-type: none"> <li>▪ Let us help you with this. Household income is the combined income of all individuals sharing a place of residence. It includes every form of income inclusive allowance (gross income), e.g. salaries and wages, retirement income and investment gain.</li> </ul>
4	<b>Looks like I am eligible. How will I be contacted upon pre-ordering?</b>	<ul style="list-style-type: none"> <li>▪ Customers who have successfully placed their order and are eligible for the plan will be notified by TM through e-mail / phone starting 1 August 2018.</li> </ul>
5	<b>I'm interested! What do I need for registration?</b>	<ul style="list-style-type: none"> <li>▪ Starting 15 July 2018, customers may begin to pre-order the plan at <a href="http://www.unifi.com.my/unifi-basic">www.unifi.com.my/unifi-basic</a> and complete the required details for verification purposes. We strongly recommend that you read the qualifiers carefully prior to registering your interest.</li> <li>▪ Please ensure that you have these supporting documents and send them to <a href="mailto:unifibasic@unifi.com.my">unifibasic@unifi.com.my</a> for verification process:               <ul style="list-style-type: none"> <li>▪ Recent salary slip (if employed) OR</li> <li>▪ Present a copy of BR1M acceptance letter</li> <li>▪ Supporting documents stating gross income figures and verified in current year by local authorities e.g District Officer, Pegawai Kerajaan Kumpulan A, registered Persatuan Penduduk (if self employed) OR</li> </ul> </li> </ul>

NO	QUESTION	ANSWER																								
6	<p><b>Why is the unifi Basic plan only applicable for targeted income segments?</b></p>	<ul style="list-style-type: none"> <li>▪ This is because the unifi Basic plan is designed to allow customers from the lower income segment to be able to experience high speed internet at an affordable rate. This in turn will allow more customers to be on the bandwagon and be entitled to fast connectivity, expanding our offerings to Malaysians from different segment groups.</li> </ul>																								
7	<p><b>Will there be any contract tied to this plan? If any, how long is the contract period and will you impose any penalty fee if I decide to terminate within the contract period?</b></p>	<ul style="list-style-type: none"> <li>▪ For unifi Basic plan, there will be a contract period of 24 months.</li> <li>▪ For any termination of contract within the contract period, customers will be charged the penalty fee of the remaining months' package fee.</li> </ul>																								
8	<p><b>What is the difference between unifi Basic plan and the existing unifi Advance plan (30Mbps) offered by TM?</b></p>	<ul style="list-style-type: none"> <li>▪ Kindly refer to the table below for comparison between unifi Basic &amp; unifi Advance:</li> </ul> <table border="1" data-bbox="691 999 1560 1455"> <thead> <tr> <th></th> <th style="text-align: center;">unifi Basic 30Mbps RM79</th> <th style="text-align: center;">unifi Advance 30Mbps RM179</th> </tr> </thead> <tbody> <tr> <td><b>Speed Download</b></td> <td style="text-align: center;">30Mbps</td> <td style="text-align: center;">30Mbps</td> </tr> <tr> <td><b>Speed Upload</b></td> <td style="text-align: center;">10Mbps</td> <td style="text-align: center;">10Mbps</td> </tr> <tr> <td><b>Quota</b></td> <td style="text-align: center;">60GB</td> <td style="text-align: center;">Unlimited</td> </tr> <tr> <td><b>PlayTV</b></td> <td style="text-align: center;">Free-to-Air channels</td> <td style="text-align: center;">Varnam / Aneka / Ruby / Ultimate</td> </tr> <tr> <td><b>Voice Charging</b></td> <td style="text-align: center;">RM0.20 sen / minute</td> <td style="text-align: center;">RM0.20 sen / minute</td> </tr> <tr> <td><b>Set-Top-Box</b></td> <td style="text-align: center;">Not applicable</td> <td style="text-align: center;">Inclusive</td> </tr> <tr> <td><b>Telephone Set</b></td> <td style="text-align: center;">Not applicable</td> <td style="text-align: center;">Inclusive</td> </tr> </tbody> </table>		unifi Basic 30Mbps RM79	unifi Advance 30Mbps RM179	<b>Speed Download</b>	30Mbps	30Mbps	<b>Speed Upload</b>	10Mbps	10Mbps	<b>Quota</b>	60GB	Unlimited	<b>PlayTV</b>	Free-to-Air channels	Varnam / Aneka / Ruby / Ultimate	<b>Voice Charging</b>	RM0.20 sen / minute	RM0.20 sen / minute	<b>Set-Top-Box</b>	Not applicable	Inclusive	<b>Telephone Set</b>	Not applicable	Inclusive
	unifi Basic 30Mbps RM79	unifi Advance 30Mbps RM179																								
<b>Speed Download</b>	30Mbps	30Mbps																								
<b>Speed Upload</b>	10Mbps	10Mbps																								
<b>Quota</b>	60GB	Unlimited																								
<b>PlayTV</b>	Free-to-Air channels	Varnam / Aneka / Ruby / Ultimate																								
<b>Voice Charging</b>	RM0.20 sen / minute	RM0.20 sen / minute																								
<b>Set-Top-Box</b>	Not applicable	Inclusive																								
<b>Telephone Set</b>	Not applicable	Inclusive																								
9	<p><b>I'm wondering what can I do with 60GB monthly data?</b></p>	<ul style="list-style-type: none"> <li>▪ Let us help you out, with 60GB, you will be able to: <ul style="list-style-type: none"> <li>▪ Receive and send 3,565 emails</li> <li>▪ Stream music for 1,091 hours</li> <li>▪ Surf the web for 390 hours</li> <li>▪ Update photos &amp; status on social media for 1,239 posts</li> <li>▪ Stream Standard Definition (SD) Video for 68 hours</li> <li>▪ Play online games for 152 hours</li> </ul> </li> <li>or</li> <li>▪ Stream High-Definition (HD) Video for 22 hours</li> <li>▪ Update photos &amp; status on social media for 961 posts</li> </ul>																								

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> <li>▪ <i>Note: The activities listed above is an illustration of combination household activities with 60GB data.</i></li> </ul>
10	<p><b>What if my 60GB monthly quota has reached its limit? Can I purchase add-ons quota?</b></p>	<ul style="list-style-type: none"> <li>▪ Don't worry, your 60GB data will be refreshed on the 1<sup>st</sup> of the month. Once the 60GB ends, your connection speed will be adjusted to 128kbps.</li> <li>▪ There will be no add-ons quota in the mean time, however if you need unlimited connection, we strongly urge you to upgrade to unifi Lite or unifi Advance plan.</li> </ul>
11	<p><b>You mentioned about the Free-to-Air channels that comes with the plan. What are the channels under this listing?</b></p>	<ul style="list-style-type: none"> <li>▪ The free channels offered as listed below: <ol style="list-style-type: none"> <li>1. TV1</li> <li>2. TV2</li> <li>3. TV3</li> <li>4. CJ Wow Shop</li> <li>5. NTV7</li> <li>6. 8TV</li> <li>7. TV9</li> <li>8. Salam HD</li> <li>9. TV AlHijrah HD</li> <li>10. LAKU Mall HD</li> <li>11. LUXE.TV HD</li> <li>12. Channel NewsAsia</li> <li>13. Bloomberg TV</li> <li>14. Parlimen Malaysia</li> <li>15. Channel W</li> <li>16. NHK WORLD-JAPAN</li> <li>17. Outdoor Channel HD</li> </ol> </li> </ul>
12	<p><b>How can I get playTV@unifi free channels?</b></p>	<ul style="list-style-type: none"> <li>▪ This is easy! Just follow these 3 simple steps: <ol style="list-style-type: none"> <li>1) Download playTV@unifi app from Google Play Store or Apple Store</li> <li>2) Sign-up for first registration using your mobile number or Facebook account</li> <li>3) Sign-in and start viewing</li> </ol> </li> </ul>
13	<p><b>Can I add-on unifi TV packs to my playTV@unifi Free-To-Air channels (Varnam plus/ Aneka plus/ Ruby plus/ Ultimate)?</b></p>	<ul style="list-style-type: none"> <li>▪ You may opt to upgrade to unifi Advance plan.</li> <li>▪ With this package, you can enjoy various entertainment at the comfort of your home or while on-the-go via the playTV@unifi app.</li> </ul>

NO	QUESTION	ANSWER
14	<b>Is there any limit for no. of devices for the playTV@unifi apps?</b>	<ul style="list-style-type: none"> <li>▪ There is no limit for no. of devices if you download our playTV@unifi apps, in addition you can enjoy 30-days free viewing of all channels on unifi playTV.</li> <li>▪ After the 30-days free viewing of all channels, you still can enjoy these channels for free:               <ol style="list-style-type: none"> <li>1. TV1</li> <li>2. TV2</li> <li>3. TV3</li> <li>4. CJ Wow Shop</li> <li>5. NTV7</li> <li>6. 8TV</li> <li>7. TV9</li> <li>8. Salam HD</li> <li>9. TV AlHijrah HD</li> <li>10. LAKU Mall HD</li> <li>11. LUXE.TV HD</li> <li>12. Channel NewsAsia</li> <li>13. Bloomberg TV</li> <li>14. Parlimen Malaysia</li> <li>15. Channel W</li> <li>16. NHK WORLD-JAPAN</li> <li>17. Outdoor Channel HD</li> </ol> </li> </ul>
15	<b>Am I eligible to get a unifi TV Set-Top Box (STB) set if I subscribe to unifi basic?</b>	<ul style="list-style-type: none"> <li>▪ Oh no, to experience our content offerings on unifi TV (via Set-Top-Box), we strongly urge you to upgrade your plan to unifi Advance plan.</li> </ul>
16	<b>I am currently subscribing to unifi advance 30Mbps, can I change my current plan to unifi Basic?</b>	<ul style="list-style-type: none"> <li>▪ We do not recommend you to change your current package to unifi Basic as you will lose these benefits:               <ul style="list-style-type: none"> <li>- Unlimited Internet connection</li> <li>- Content viewing experience from attractive channels to limited Free-to-Air Channels</li> </ul> </li> <li>▪ Most importantly, you must meet the eligibility criteria to subscribe to unifi Basic plan.</li> </ul>
17	<b>I noticed that TM is giving away the Liga Super jersey when customers registered their interest online. Will I be able to get the jersey too?</b>	<ul style="list-style-type: none"> <li>▪ Upon successful installation of the unifi Basic plan, TM will contact the customers to arrange for the delivery of the jersey.</li> <li>▪ However, please note that this jersey give away is on first come first serve basis only.</li> </ul>

NO	QUESTION	ANSWER
18	<b>I just started my business, can I subscribe to the unifi Basic?</b>	<ul style="list-style-type: none"> <li>▪ The unifi Basic is offered to targeted income consumer segments and the plan is not suitable for business purpose.</li> <li>▪ For business broadband package, please visit <a href="http://www.unifi.com.my">www.unifi.com.my</a>, and select Business.</li> </ul>
19	<b>The plan also comes with a fixed line. Can I make calls there?</b>	<ul style="list-style-type: none"> <li>▪ Of course! There will be a charge of RM0.20/minute.</li> <li>▪ However, you will need to purchase your own telephone set by visiting the nearest TMpoint or any telecommunications outlets.</li> </ul>
20	<b>Where can I get the telephone set?</b>	<ul style="list-style-type: none"> <li>▪ Our voice service is compatible with any telephone set. You can get your phone set at the nearest TMpoint or any telecommunications outlets.</li> </ul>
21	<b>Can I subscribe to multiple unifi Basic under one (1) user account?</b>	<ul style="list-style-type: none"> <li>▪ The unifi Basic is limited to one (1) subscription per IC only.</li> </ul>
22	<b>Is the price offered for a promotional period only?</b>	<ul style="list-style-type: none"> <li>▪ The plan is available until further notice. So, sign up now before the promotion ends!</li> </ul>
23	<b>What about the customers who are not within the unifi coverage area?</b>	<ul style="list-style-type: none"> <li>▪ For customers not in unifi areas, we are offering our unifi Wireless Broadband which allows customers to be connected through our portable, plug and play device at the price of RM79 for 60GB of quota.</li> </ul>
24	<b>I'm interested with the plan but I live in a high-rise building. Can I subscribe to this plan as well?</b>	<ul style="list-style-type: none"> <li>▪ Great! If you're eligible, you may begin to pre-order the plan at <a href="http://www.unifi.com.my/unifi-basic">www.unifi.com.my/unifi-basic</a> and complete the pre-order form for submission.</li> <li>▪ TM representative will contact you on the subscription status starting 1 August 2018.</li> <li>▪ Please note that the subscription will be subjected to network and technical availability.</li> </ul>
25	<b>Oh no, I'm not qualified to subscribe to unifi Basic. Are there any other unifi packages for me?</b>	<ul style="list-style-type: none"> <li>▪ We have other available packages that you might be interested in. You may choose to subscribe to unifi Lite / Advance / Pro plan. For further information, kindly visit <a href="http://unifi.com.my">unifi.com.my</a>.</li> </ul>

