

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
SME TURBO 2021**

Disclaimer: This FAQ is intended to selected eligible customers for SME Turbo 2021 campaign.

NO	QUESTION	ANSWER
1	What is SME Turbo 2021 speed upgrade?	<ul style="list-style-type: none"> ▪ Turbo Speed Upgrade is an initiative to give the right speed to the identified customers and better high speed broadband experience at the same monthly subscription fee. ▪ We are now rolling out turbo speed upgrades to eligible and selected existing unifi Biz customers by providing them with a higher speed upgrade based on their current package price. ▪ The upgrade is subject to network and technology infrastructure readiness at their areas.
2	How does this work?	<ul style="list-style-type: none"> ▪ The selected unifi Biz customers will be upgraded in phases to a higher speed (100Mbps / 300Mbps / 500Mbps / 800Mbps) based on their existing plan at the same monthly subscription fee. ▪ This speed upgrade will not involve any contract renewal.
3	Is there any equipment change required at my premise due to the speed upgrade activity?	<ul style="list-style-type: none"> ▪ Change of equipment is not required for this upgrading activity. Thus, customers can continue using their existing equipment.
4	What is the eligibility for this SME turbo upgrade?	<ul style="list-style-type: none"> ▪ This upgrade is offered to our selected SME customers on Fibre-to-the-Home (FTTH) infrastructure. The speed offered to the customers are based on the value worth of their current subscription fee. ▪ The upgraded speed ranges from 100 Mbps to 800 Mbps. ▪ The eligibility is also subject to network and technology infrastructure readiness at the customers' areas.
5	How do I know if I'm eligible for the speed upgrade?	<ul style="list-style-type: none"> ▪ This upgrade will be automatically provided to the eligible customers. These eligible customers will receive an SMS from 66555 or email informing them that their broadband speed has been successfully upgraded.
6	I am an existing unifi Biz customer but why I did not receive the upgrade notification?	<ul style="list-style-type: none"> ▪ We are currently working on the best solutions for you, so stay tuned and you will be updated on the latest offers and progress.

7	Can I downgrade to my previous speed after I've been Turbo-ed?	<ul style="list-style-type: none"> ▪ We encourage you to maintain the upgraded speed so you can fully enjoy an enhanced digital lifestyle. Rest assured that your monthly subscription fee will remain the same and no contract renewal.
8	Is there any change to my existing monthly bill? Do I have to pay more?	<ul style="list-style-type: none"> ▪ There will be a pro-rated charges reflected in your bill for the following month after the speed upgrade is successful. ▪ For the subsequent months, you will only see your existing monthly subscription charges. ▪ However, the turbo upgrade does not involve any additional cost, so rest assured that you are paying the same price as before.
9	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none"> ▪ Should you need further assistance, you may: <ul style="list-style-type: none"> ▪ Walk-in to the nearest TMpoint (<u>TMpoint outlet nationwide</u>) ▪ Contact your SME Consultant ▪ Contact us via TM's digital platforms. (https://unifi.com.my/support/contact-us)

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