

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
SME UPGRADE & DRIVE AWAY (UDA) CAMPAIGN**

NO	QUESTION	ANSWER																													
1.	What is the SME Upgrade & Drive Away (UDA) campaign all about?	<ul style="list-style-type: none"> ▪ A campaign for existing unifi Biz subscribers to upgrade their unifi Biz plan speed, Add-On Mesh Wi-Fi package and/or Add-On Microsoft 365 Business package. You'll get a guaranteed giveaway (for upgrade speed only) and stand a chance to win a weekly or quarterly prize worth more than RM1 million! ▪ You will also enjoy the offerings and privileges of unifi Business Club (uBC), as below: <ul style="list-style-type: none"> a) Marketing Solutions: Amplify and broaden your business presence on multiple platforms. b) Premium Support: Get your issues attended within two (2) hours. c) Financial Solutions: Get financial support and advice for your business. d) Productivity Booster: Boost your business productivity and ease your operations. 																													
2.	What are the packages that eligible for this promotion?	<ul style="list-style-type: none"> ▪ The selected packages entitled for this campaign are as below: <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="background-color: #d9e1f2;">Category 1: Upgrade to Higher Speed</th> <th style="background-color: #d9e1f2;">Category 2: Add-On Mesh</th> <th style="background-color: #d9e1f2;">Category 3: Add-On Solution</th> </tr> </thead> <tbody> <tr> <td style="background-color: #d9e1f2;">unifi Biz</td> <td style="background-color: #d9e1f2;">Add-On Mesh Wi-Fi</td> <td style="background-color: #d9e1f2;">Add-On Microsoft 365 Business</td> </tr> <tr> <td>100Mbps</td> <td>Mesh Wi-Fi</td> <td>Basic</td> </tr> <tr> <td>300Mbps</td> <td>Deco M4</td> <td>Standard</td> </tr> <tr> <td>500Mbps</td> <td>Mesh Wi-Fi</td> <td>Premium</td> </tr> <tr> <td>800Mbps</td> <td>Deco M9 Plus</td> <td>Apps</td> </tr> </tbody> </table>	Category 1: Upgrade to Higher Speed	Category 2: Add-On Mesh	Category 3: Add-On Solution	unifi Biz	Add-On Mesh Wi-Fi	Add-On Microsoft 365 Business	100Mbps	Mesh Wi-Fi	Basic	300Mbps	Deco M4	Standard	500Mbps	Mesh Wi-Fi	Premium	800Mbps	Deco M9 Plus	Apps											
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3.	What are the offerings for the unifi Biz's speed upgrade package?	<ul style="list-style-type: none"> ▪ The offerings for unifi Biz upgrade speed packages are as below: <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="background-color: #d9e1f2;">Current Speed</th> <th style="background-color: #d9e1f2;">Destination Speed</th> <th style="background-color: #d9e1f2;">Speed</th> <th style="background-color: #d9e1f2;">Complimentary Voice</th> <th style="background-color: #d9e1f2;">Destination Package (RM)</th> <th style="background-color: #d9e1f2;">Mesh Wi-Fi</th> </tr> </thead> <tbody> <tr> <td>30 Mbps</td> <td>100 Mbps</td> <td>Download: Up to 100Mbps Upload: Up to 50Mbps</td> <td> FREE calls worth RM30 Beyond call rates: <ul style="list-style-type: none"> • 3 sen/min calls to TM fixed line • 12 sen/min calls to mobile and other fixed lines </td> <td> RM 139 RM 154 RM 169 </td> <td> Without Mesh Wi-Fi With Mesh Wi-Fi Deco M4 With Mesh Wi-Fi Deco M9 Plus </td> </tr> <tr> <td>100 Mbps</td> <td>300 Mbps</td> <td>Download: Up to 300Mbps Upload: Up to 50Mbps</td> <td rowspan="2"> FREE calls worth RM50 Beyond call rates: <ul style="list-style-type: none"> • Free calls to TM fixed line • 12 sen/min calls to mobile and other fixed lines </td> <td> RM 249 RM 269 </td> <td> With Mesh Wi-Fi Deco M4 With Mesh Wi-Fi Deco M9 Plus </td> </tr> <tr> <td>300 Mbps</td> <td>500 Mbps</td> <td>Download: Up to 500Mbps Upload: Up to 100Mbps</td> <td> RM 299 </td> <td> With Mesh Wi-Fi Deco M9 Plus </td> </tr> <tr> <td>500 Mbps</td> <td>800 Mbps</td> <td>Download: Up to 800Mbps Upload: Up to 200Mbps</td> <td> FREE calls worth RM70 Beyond call rates: <ul style="list-style-type: none"> • Free calls to TM fixed line • 8 sen/min calls to mobile and other fixed lines </td> <td> RM 349 </td> <td> With Mesh Wi-Fi Deco M9 Plus </td> </tr> </tbody> </table> <p><i>*Promotion price is perpetual.</i></p>	Current Speed	Destination Speed	Speed	Complimentary Voice	Destination Package (RM)	Mesh Wi-Fi	30 Mbps	100 Mbps	Download: Up to 100Mbps Upload: Up to 50Mbps	FREE calls worth RM30 Beyond call rates: <ul style="list-style-type: none"> • 3 sen/min calls to TM fixed line • 12 sen/min calls to mobile and other fixed lines 	RM 139 RM 154 RM 169	Without Mesh Wi-Fi With Mesh Wi-Fi Deco M4 With Mesh Wi-Fi Deco M9 Plus	100 Mbps	300 Mbps	Download: Up to 300Mbps Upload: Up to 50Mbps	FREE calls worth RM50 Beyond call rates: <ul style="list-style-type: none"> • Free calls to TM fixed line • 12 sen/min calls to mobile and other fixed lines 	RM 249 RM 269	With Mesh Wi-Fi Deco M4 With Mesh Wi-Fi Deco M9 Plus	300 Mbps	500 Mbps	Download: Up to 500Mbps Upload: Up to 100Mbps	RM 299	With Mesh Wi-Fi Deco M9 Plus	500 Mbps	800 Mbps	Download: Up to 800Mbps Upload: Up to 200Mbps	FREE calls worth RM70 Beyond call rates: <ul style="list-style-type: none"> • Free calls to TM fixed line • 8 sen/min calls to mobile and other fixed lines 	RM 349	With Mesh Wi-Fi Deco M9 Plus
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4.	What are the offerings for the Add-On Mesh Wi-Fi package?	<ul style="list-style-type: none"> The offerings for Add-On Mesh Wi-Fi packages are as below: <table border="1" data-bbox="440 259 1538 378"> <thead> <tr> <th>Add-On Mesh Wi-Fi Deco</th> <th>Add-On Value (RM)</th> </tr> </thead> <tbody> <tr> <td>M4</td> <td>RM 15</td> </tr> <tr> <td>M9 Plus</td> <td>RM 30</td> </tr> </tbody> </table> <p><i>*Promotion price is perpetual.</i></p> 	Add-On Mesh Wi-Fi Deco	Add-On Value (RM)	M4	RM 15	M9 Plus	RM 30														
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6.	Who is eligible for this promotion?	<ul style="list-style-type: none"> The promotion is open to all existing unifi Biz subscribers from business segment customers only. This is subject to the service and coverage availability. Kindly refer to the Campaign Term & Conditions (T&C) for more details. 																				
7.	How long is the campaign period?	<ul style="list-style-type: none"> The campaign runs from 17 May 2021 until 30 September 2021. So, hurry up and upgrade your unifi Biz plan and/or Add-On another package and you could be one of the lucky winners to walk away with a guaranteed prize, weekly prize or even the quarterly prize! 																				
8.	What are the prizes to be won?	<ul style="list-style-type: none"> The attractive prizes to be won are as follows: <ol style="list-style-type: none"> Three (3) quarterly Grand Prize of Four-Wheel Drive (4WD) 36 weekly prizes of laptops Shopee e-Wallet vouchers per speed subscription (for upgrade speed only) 																				
9.	How do I know if I eligible to participate in the contest ?	<ul style="list-style-type: none"> You may participate in the contest based on the following table: <table border="1" data-bbox="488 1458 1538 1682"> <thead> <tr> <th>No</th> <th>Type / Eligibility</th> <th>Shopee Voucher</th> <th>Stand a chance to win Weekly Prize (Laptop)</th> <th>Stand a chance to win Quarterly Prize (Four Wheel Drive)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Upgrade Speed</td> <td>√ (Yes)</td> <td>√ (Yes)</td> <td>√ (Yes)</td> </tr> <tr> <td>2</td> <td>Add On Mesh Wi-Fi</td> <td>X (No)</td> <td>√ (Yes)</td> <td>√ (Yes)</td> </tr> <tr> <td>3</td> <td>Add On Microsoft Office 365 Business Packages</td> <td>X (No)</td> <td>√ (Yes)</td> <td>√ (Yes)</td> </tr> </tbody> </table> 	No	Type / Eligibility	Shopee Voucher	Stand a chance to win Weekly Prize (Laptop)	Stand a chance to win Quarterly Prize (Four Wheel Drive)	1	Upgrade Speed	√ (Yes)	√ (Yes)	√ (Yes)	2	Add On Mesh Wi-Fi	X (No)	√ (Yes)	√ (Yes)	3	Add On Microsoft Office 365 Business Packages	X (No)	√ (Yes)	√ (Yes)
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3	Add On Microsoft Office 365 Business Packages	X (No)	√ (Yes)	√ (Yes)																		
10.	How will the weekly and quarterly prize winners be selected?	<ul style="list-style-type: none"> Each customer will receive an email/SMS from TM to participate in the Campaign by answering three (3) questions on uBC, and create the most creative slogan on how unifi Biz helps in improving their business: <p><i>“unifi Biz membantu perniagaan saya ...” OR “unifi Biz enhances my business ...”</i></p> 																				

11.	How would I know if I am selected as a winner? How will TM notify me and receive the prize?	<ul style="list-style-type: none"> ▪ Winners will be notified via email or SMS. <p><i>Important note: TM will notify/contact the selected winners for any updates regarding the prizes/event.</i></p>
12.	Can I win a weekly prize and the quarterly prize?	<ul style="list-style-type: none"> ▪ No, business customers are only entitled to win one (1) prize throughout the campaign period.
13.	How will I receive the Shopee voucher for my Speed Upgrade?	<ul style="list-style-type: none"> ▪ You will receive the Shopee voucher via an email from uBC.
14.	How will I receive the weekly and quarterly prizes?	<ul style="list-style-type: none"> ▪ The selected winners for Weekly Prizes (laptop) and Quarterly Prizes (4WD) will receive their prizes in an event. <p><i>Important note: TM will notify/contact the selected winners for any updates regarding the prizes/event.</i></p>
15.	Will TM announce the selected winner's name?	<ul style="list-style-type: none"> ▪ Yes, the winners' list will be made available on uBC portal at https://unifi.com.my/business
16.	How many times can I participate?	<ul style="list-style-type: none"> ▪ You may participate for one (1) time only. Multiple submissions of the Campaign Entry is not permitted.
17.	Do I get an official warranty for the prize that I get?	<ul style="list-style-type: none"> ▪ Yes, standard manufacturer's warranties apply.
18.	Can I convert/change the prizes to cash?	<ul style="list-style-type: none"> ▪ Please note that the prizes' model, brand, and specifications are determined by TM and cannot be changed to cash term and non-transferable.
19.	Do I need to pay any advance payment during the application of the packages?	<ul style="list-style-type: none"> ▪ The advance payment is not applicable to existing unifi Biz subscribers.
20.	Where can I subscribe to this promo?	<ul style="list-style-type: none"> ▪ You can subscribe to this promotion from the following touchpoints: <ol style="list-style-type: none"> i. TM Sales Center (TMSC) ii. TMpoint outlets iii. Selected TM Authorized Dealer (TAD)

		<ul style="list-style-type: none"> iv. SME Consultant v. TM Direct Sales vi. unifi Portal at https://www.unifi.com.my/business
21.	Will I be tied to any contract for the packages' subscription?	<ul style="list-style-type: none"> ▪ Yes, all unifi Biz upgrade speed packages come with a 24-months contract per subscription. ▪ The contract for Add-On Mesh Wi-Fi packages is for 24 months. ▪ The contract for Add-On Microsoft 365 Business package is for 12 months. ▪ Please also note that the T&C for Mesh Wi-Fi and Microsoft 365 Business shall apply.
22.	Can I enjoy the promo price after the subscription's contract ended?	<ul style="list-style-type: none"> ▪ Yes, you will continue to enjoy the promo price if the account remains active.
23.	What will happen if I terminate my subscription's package before the contract period ended? Is there any penalty fee that I must pay?	<ul style="list-style-type: none"> ▪ unifi Biz Plan: Early termination charges based on the Campaign Package fee remaining months (calculated at the price before discount) will be imposed for termination before the contract period ends. ▪ Add-On Mesh Wi-Fi: Early termination of Mesh Wi-Fi Deco M4 and Mesh Wi-Fi Deco M9 Plus will be imposed with the remaining months' fee. ▪ Add-On Microsoft 365 Business: Early termination of Microsoft 365 ala carte packages will be imposed with the remaining months' fee.
24.	Can I subscribe to multiple unifi Biz line under one (1) user account?	<ul style="list-style-type: none"> ▪ The maximum number of customers for every installed address is one (1). ▪ The maximum number of services allowed for each customer is three (3) for every subscription address.
25.	Who should I contact if they need any assistance or service inquiry?	<ul style="list-style-type: none"> ▪ You may contact via TM's digital channels such as: <ul style="list-style-type: none"> i. myunifi app (available for Android and iOS) ii. unifi portal – https://unifi.com.my/business iii. Email – help@tm.com.my iv. Facebook – https://www.facebook.com/weareunifi/ v. Twitter – https://twitter.com/helpmeunifi ▪ Should you require face-to-face interaction, you may visit the nearest TMpoint outlets nationwide for further assistance.