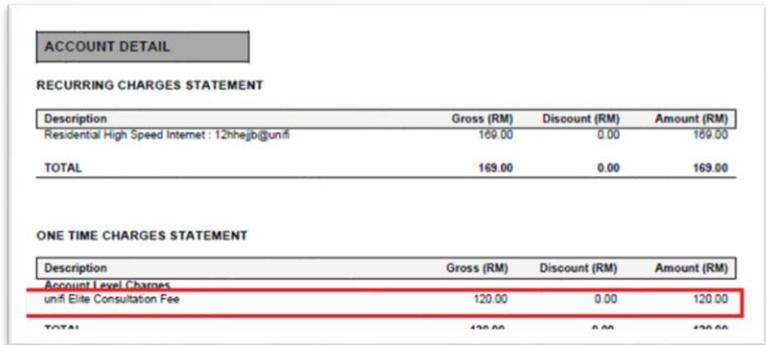


**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNIFI ELITE ONE TIME CHARGE**

NO	QUESTION	ANSWER
1	What is unifi Elite Team?	<ul style="list-style-type: none"> unifi Elite team is a team of Internet experts, that provides Wi-Fi assessment and consultation to improve customer's unifi connectivity experience.
2	What can unifi Elite Team offers to unifi customers?	<ul style="list-style-type: none"> unifi Elite team offers professional assessment and consultation to existing unifi customers to improve the wireless/Wi-Fi coverage at their premise. The services include: - <ol style="list-style-type: none"> An assessment of your home network coverage from the experts with the use of enterprise grade Wi-Fi analyzer tools. Recommended placement of Wi-Fi point against dead zone coverage/s placement based on your home signal interferences and structural impediments for optimum coverage and additional devices to support. A customized Wi-Fi report entailing your home Wi-Fi signal strength and optimum Wi-Fi point/s placement.
3	Who can leverage on the service from unifi Elite team?	<ul style="list-style-type: none"> unifi Elite is a value-added service to unifi customers who face wireless coverage issues, particularly in large build-up properties. Currently, the service available for existing unifi Residential customers only (exclude unifi lite and unifi mobile customers)
4	Is unifi Elite service chargeable?	<ul style="list-style-type: none"> Yes, starting 2nd December 2019, there will be a one-time consultancy charge of RM120 (without SST) for unifi Elite service. This fee however does not include the purchase of equipment, installation of the equipment and other prevailing charges.
5	Will I receive any information or confirmation slip once my Consultation is completed?	<ul style="list-style-type: none"> Yes, once the consultation activity completed, you will receive an email from TM as an acknowledgement on the service provided and / or equipment purchased.
6	When will the unifi Elite Consultation Charge reflected? How is the view in the bill?	<ul style="list-style-type: none"> The consultation fee will be charged in your next upcoming unifi bill. Below is the sample view in your bill for the charging of Consultation fee: <div style="text-align: center;">  </div>

7	Where does the service of this unifi Elite team available?	<ul style="list-style-type: none"> ▪ Currently, the unifi Elite team is available at selected areas / towns nationwide as of December 2019. ▪ The list of locations all below: <table border="1" data-bbox="568 360 1302 734"> <thead> <tr> <th>STATE</th> <th>ZONE / PTT</th> <th>AREA</th> </tr> </thead> <tbody> <tr> <td>KUALA LUMPUR</td> <td>ALL</td> <td>ALL</td> </tr> <tr> <td>PETALING JAYA</td> <td>ALL</td> <td>ALL</td> </tr> <tr> <td>SELANGOR</td> <td>ALL</td> <td>ALL</td> </tr> <tr> <td>MSC</td> <td>ALL</td> <td>ALL</td> </tr> <tr> <td>NEGERI SEMBILAN</td> <td>ALL</td> <td>ALL</td> </tr> <tr> <td>MELAKA</td> <td>ALL</td> <td>ALL</td> </tr> <tr> <td>PULAU PINANG</td> <td>ALL</td> <td>ALL</td> </tr> <tr> <td>JOHOR</td> <td>JOHOR SELATAN</td> <td>Johor Bahru, Nusajaya, Pontian, Senai, Pelangi, Skudai</td> </tr> <tr> <td>PERAK</td> <td>PERAK SELATAN</td> <td>Ipoh, Batu Gajah, Tasek</td> </tr> <tr> <td>KEDAH/PERLIS</td> <td>ALOR SETAR</td> <td>Alor Setar, Pendang, Kulim, Sg Petani, Jitra, Kangar, Langkawi</td> </tr> <tr> <td>PAHANG</td> <td>PAHANG TIMUR, PAHANG BARAT</td> <td>Kuantan, Teruntum, Pekan, Temerloh, Maran, Raub</td> </tr> <tr> <td>TERENGGANU</td> <td>KUALA TERENGGANU</td> <td>Kuala Terengganu</td> </tr> <tr> <td>KELANTAN</td> <td>KOTA BHARU, PASIR MAS</td> <td>Kota Bharu, Pengkalan Chepa, Pasir Mas, Tanah Merah</td> </tr> <tr> <td>SABAH</td> <td>KOTA KINABALU</td> <td>Kota Kinabalu, Sadong Jaya, Pantai Barat Pedalaman, Labuan</td> </tr> <tr> <td>SARAWAK</td> <td>KUCHING</td> <td>Kuching, Stampin, Petra Jaya</td> </tr> </tbody> </table>	STATE	ZONE / PTT	AREA	KUALA LUMPUR	ALL	ALL	PETALING JAYA	ALL	ALL	SELANGOR	ALL	ALL	MSC	ALL	ALL	NEGERI SEMBILAN	ALL	ALL	MELAKA	ALL	ALL	PULAU PINANG	ALL	ALL	JOHOR	JOHOR SELATAN	Johor Bahru, Nusajaya, Pontian, Senai, Pelangi, Skudai	PERAK	PERAK SELATAN	Ipoh, Batu Gajah, Tasek	KEDAH/PERLIS	ALOR SETAR	Alor Setar, Pendang, Kulim, Sg Petani, Jitra, Kangar, Langkawi	PAHANG	PAHANG TIMUR, PAHANG BARAT	Kuantan, Teruntum, Pekan, Temerloh, Maran, Raub	TERENGGANU	KUALA TERENGGANU	Kuala Terengganu	KELANTAN	KOTA BHARU, PASIR MAS	Kota Bharu, Pengkalan Chepa, Pasir Mas, Tanah Merah	SABAH	KOTA KINABALU	Kota Kinabalu, Sadong Jaya, Pantai Barat Pedalaman, Labuan	SARAWAK	KUCHING	Kuching, Stampin, Petra Jaya
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8	How will I know that unifi Elite Team will attend to my Wi-Fi Consultation?	<ul style="list-style-type: none"> ▪ No worries, you may provide your contact details, we will create a ticket for you and our unifi Elite team will be in contact with you soon. 																																																
9	Can unifi Elite attend to my home during weekend?	<ul style="list-style-type: none"> ▪ Currently, unifi Elite team only attending customer's premise during working hours on working days. 																																																
10	If I buy an equipment from the unifi Elite team, how the payment will be made?	<ul style="list-style-type: none"> ▪ You may pay with your credit / debit card or online transfer. You will be guided by our unifi Elite team during the visit. 																																																
11	If I buy an equipment from the unifi Elite team, will it be covered under the warranty?	<ul style="list-style-type: none"> ▪ Kindly note that the device warranty and after sales support for third party equipment and devices purchased through unifi Elite team is provided by the manufacturer of the equipment and devices. ▪ You may liaise directly with the manufacturer or its appointed distributor as stated in the warranty card or printed on the box for warranty and after sales support for the devices purchased. 																																																
12	I already have an equipment; can I still request for unifi Elite on Wi-Fi assessment and configuration?	<ul style="list-style-type: none"> ▪ Yes, our unifi Elite team will be happy to provide professional assessment and consultation to existing unifi customers to improve the wireless/Wi-Fi coverage at your premise. 																																																