

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
MIGRATE TO UNIFI HOME (FIBER SOLUTION)**

NO	QUESTION	ANSWER																																				
ABOUT MIGRATE TO UNIFI CAMPAIGN																																						
1.	Can you tell me more about this campaign?	<ul style="list-style-type: none"> We are calling out to all our unifi Lite customers (formerly known as Streamyx) to upgrade their existing subscription to unifi's Home on fibre solutions. 																																				
2.	What are the special offerings when I upgrade to unifi's fibre solutions?	<ul style="list-style-type: none"> Please see below offerings exclusive for you! <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #003366; color: white;">Plan Name</th> <th style="background-color: #003366; color: white;">unifi 300Mbps Extra Exclusive Promo</th> <th style="background-color: #003366; color: white;">unifi 100Mbps Extra Exclusive Promo</th> <th style="background-color: #003366; color: white;">unifi 30Mbps Exclusive Promo</th> </tr> </thead> <tbody> <tr> <td style="background-color: #e0e0e0;">Monthly Fee</td> <td style="text-align: center;">RM199</td> <td style="text-align: center;">RM129</td> <td style="text-align: center;">RM89</td> </tr> <tr> <td style="background-color: #e0e0e0;">Connectivity <i>DL: Download UP: Upload</i></td> <td>DL: up to 300Mbps UP: up to 50Mbps</td> <td>DL: up to 100Mbps UP: up to 50Mbps</td> <td>DL: up to 30Mbps UP: up to 10Mbps</td> </tr> <tr> <td style="background-color: #e0e0e0;">Content</td> <td>Ultimate Pack via unifi playTV for 2 devices</td> <td>Varnam/Aneka /Ruby Pack via unifi playTV for 2 devices</td> <td>14 FREE channels via unifi playTV</td> </tr> <tr> <td style="background-color: #e0e0e0;">Lifestyle</td> <td>Wireless Router (RG) & BTU (Modem) • Optional add-on - Mesh M4 (RM 15) - Mesh M9 (RM 35)</td> <td>Wireless Router (RG) & BTU (Modem) • Optional add-on - Mesh M4 (RM 15) - Mesh M9 (RM 35) - unifi Plus Box (RM 20)</td> <td>Wireless Router (RG) & BTU (Modem) • Optional add-on - Mesh M4 (RM 15) - Mesh M9 (RM 35) - unifi Plus Box (RM 20)</td> </tr> <tr> <td style="background-color: #e0e0e0;">Voice</td> <td><u>Entertainment</u> Comes with unifi plus box FREE 600 minutes to all fixed line and mobile phone Beyond 600 minutes: Fixed to fixed – FREE Fixed to mobile – 10 sen/min Optional: Add RM59 for unlimited data, calls and text (unifi Mobile 99)</td> <td><u>Entertainment (optional)</u> Add RM60 for Ultimate Pack + TV Box FREE 600 minutes to all fixed line and mobile phone Beyond 600 minutes: Fixed to fixed – FREE Fixed to mobile – 10 sen/min Optional: Add RM59 for unlimited data, calls and text (unifi Mobile 99)</td> <td><u>Entertainment (optional)</u> Add RM60 for Ultimate Pack + TV Box Pay Per Use: 20 sen/min Optional: Add RM20 – Voice Pack Optional: Add RM59 for unlimited data, calls and text (unifi Mobile 99)</td> </tr> <tr> <td style="background-color: #e0e0e0;">Commitment Period</td> <td colspan="3" style="text-align: center;">24 months</td> </tr> <tr> <td style="background-color: #e0e0e0;">Discount/Waiver</td> <td colspan="2" style="text-align: center;">1-month waiver on monthly package price</td> <td style="text-align: center;">Discount RM20 for 12 months</td> </tr> <tr> <td style="background-color: #e0e0e0;">Others</td> <td colspan="3" style="background-color: #003366; color: white; text-align: center;">FREE Non-Standard Installation Charges (selected scenario)</td> </tr> </tbody> </table> 	Plan Name	unifi 300Mbps Extra Exclusive Promo	unifi 100Mbps Extra Exclusive Promo	unifi 30Mbps Exclusive Promo	Monthly Fee	RM199	RM129	RM89	Connectivity <i>DL: Download UP: Upload</i>	DL: up to 300Mbps UP: up to 50Mbps	DL: up to 100Mbps UP: up to 50Mbps	DL: up to 30Mbps UP: up to 10Mbps	Content	Ultimate Pack via unifi playTV for 2 devices	Varnam/Aneka /Ruby Pack via unifi playTV for 2 devices	14 FREE channels via unifi playTV	Lifestyle	Wireless Router (RG) & BTU (Modem) • Optional add-on - Mesh M4 (RM 15) - Mesh M9 (RM 35)	Wireless Router (RG) & BTU (Modem) • Optional add-on - Mesh M4 (RM 15) - Mesh M9 (RM 35) - unifi Plus Box (RM 20)	Wireless Router (RG) & BTU (Modem) • Optional add-on - Mesh M4 (RM 15) - Mesh M9 (RM 35) - unifi Plus Box (RM 20)	Voice	<u>Entertainment</u> Comes with unifi plus box FREE 600 minutes to all fixed line and mobile phone Beyond 600 minutes: Fixed to fixed – FREE Fixed to mobile – 10 sen/min Optional: Add RM59 for unlimited data, calls and text (unifi Mobile 99)	<u>Entertainment (optional)</u> Add RM60 for Ultimate Pack + TV Box FREE 600 minutes to all fixed line and mobile phone Beyond 600 minutes: Fixed to fixed – FREE Fixed to mobile – 10 sen/min Optional: Add RM59 for unlimited data, calls and text (unifi Mobile 99)	<u>Entertainment (optional)</u> Add RM60 for Ultimate Pack + TV Box Pay Per Use: 20 sen/min Optional: Add RM20 – Voice Pack Optional: Add RM59 for unlimited data, calls and text (unifi Mobile 99)	Commitment Period	24 months			Discount/Waiver	1-month waiver on monthly package price		Discount RM20 for 12 months	Others	FREE Non-Standard Installation Charges (selected scenario)		
Plan Name	unifi 300Mbps Extra Exclusive Promo	unifi 100Mbps Extra Exclusive Promo	unifi 30Mbps Exclusive Promo																																			
Monthly Fee	RM199	RM129	RM89																																			
Connectivity <i>DL: Download UP: Upload</i>	DL: up to 300Mbps UP: up to 50Mbps	DL: up to 100Mbps UP: up to 50Mbps	DL: up to 30Mbps UP: up to 10Mbps																																			
Content	Ultimate Pack via unifi playTV for 2 devices	Varnam/Aneka /Ruby Pack via unifi playTV for 2 devices	14 FREE channels via unifi playTV																																			
Lifestyle	Wireless Router (RG) & BTU (Modem) • Optional add-on - Mesh M4 (RM 15) - Mesh M9 (RM 35)	Wireless Router (RG) & BTU (Modem) • Optional add-on - Mesh M4 (RM 15) - Mesh M9 (RM 35) - unifi Plus Box (RM 20)	Wireless Router (RG) & BTU (Modem) • Optional add-on - Mesh M4 (RM 15) - Mesh M9 (RM 35) - unifi Plus Box (RM 20)																																			
Voice	<u>Entertainment</u> Comes with unifi plus box FREE 600 minutes to all fixed line and mobile phone Beyond 600 minutes: Fixed to fixed – FREE Fixed to mobile – 10 sen/min Optional: Add RM59 for unlimited data, calls and text (unifi Mobile 99)	<u>Entertainment (optional)</u> Add RM60 for Ultimate Pack + TV Box FREE 600 minutes to all fixed line and mobile phone Beyond 600 minutes: Fixed to fixed – FREE Fixed to mobile – 10 sen/min Optional: Add RM59 for unlimited data, calls and text (unifi Mobile 99)	<u>Entertainment (optional)</u> Add RM60 for Ultimate Pack + TV Box Pay Per Use: 20 sen/min Optional: Add RM20 – Voice Pack Optional: Add RM59 for unlimited data, calls and text (unifi Mobile 99)																																			
Commitment Period	24 months																																					
Discount/Waiver	1-month waiver on monthly package price		Discount RM20 for 12 months																																			
Others	FREE Non-Standard Installation Charges (selected scenario)																																					

3.	What are the available add-ons to customers?	<ul style="list-style-type: none"> ▪ Below are the optional add-ons available to enhance your connectivity and entertainment needs: <table border="1" data-bbox="488 282 1552 954"> <thead> <tr> <th data-bbox="488 282 735 315">Add-ons</th> <th data-bbox="735 282 1038 315">Description</th> <th data-bbox="1038 282 1342 315">Price per month</th> <th data-bbox="1342 282 1552 315">Contract</th> </tr> </thead> <tbody> <tr> <td data-bbox="488 315 735 461">Unifi TV's Ultimate Pack (100Mbps and 30Mbps only)</td> <td data-bbox="735 315 1038 461">Enjoy all unifi TV channels with unifi Plus Box</td> <td data-bbox="1038 315 1342 461">RM60</td> <td data-bbox="1342 315 1552 461">12-month</td> </tr> <tr> <td data-bbox="488 461 735 595">unifi Plus Box</td> <td data-bbox="735 461 1038 595">unifi TV Multi room entertainment with additional unifi Plus Box</td> <td data-bbox="1038 461 1342 595">RM20 (For 24-month only)</td> <td data-bbox="1342 461 1552 595">24-month</td> </tr> <tr> <td data-bbox="488 595 735 775">Mesh Wi-Fi</td> <td data-bbox="735 595 1038 775">Better Wi-Fi experience for all your wireless devices at home</td> <td data-bbox="1038 595 1342 775">Deco M4:RM15 Deco M9 Plus:RM35 (For 24-month only)</td> <td data-bbox="1342 595 1552 775">24-month</td> </tr> <tr> <td data-bbox="488 775 735 954">unifi Mobile 99 (Promotion)</td> <td data-bbox="735 775 1038 954">Unlimited data, calls and text when you are on-the-go</td> <td data-bbox="1038 775 1342 954">RM 59</td> <td data-bbox="1342 775 1552 954">No contract</td> </tr> </tbody> </table>	Add-ons	Description	Price per month	Contract	Unifi TV's Ultimate Pack (100Mbps and 30Mbps only)	Enjoy all unifi TV channels with unifi Plus Box	RM60	12-month	unifi Plus Box	unifi TV Multi room entertainment with additional unifi Plus Box	RM20 (For 24-month only)	24-month	Mesh Wi-Fi	Better Wi-Fi experience for all your wireless devices at home	Deco M4:RM15 Deco M9 Plus:RM35 (For 24-month only)	24-month	unifi Mobile 99 (Promotion)	Unlimited data, calls and text when you are on-the-go	RM 59	No contract
Add-ons	Description	Price per month	Contract																			
Unifi TV's Ultimate Pack (100Mbps and 30Mbps only)	Enjoy all unifi TV channels with unifi Plus Box	RM60	12-month																			
unifi Plus Box	unifi TV Multi room entertainment with additional unifi Plus Box	RM20 (For 24-month only)	24-month																			
Mesh Wi-Fi	Better Wi-Fi experience for all your wireless devices at home	Deco M4:RM15 Deco M9 Plus:RM35 (For 24-month only)	24-month																			
unifi Mobile 99 (Promotion)	Unlimited data, calls and text when you are on-the-go	RM 59	No contract																			
4.	Who is eligible for this campaign?	<ul style="list-style-type: none"> ▪ This campaign is applicable to existing unifi Lite customers residing at our fibre-ready area. 																				
5.	How do I check for unifi service availability in my area?	<ul style="list-style-type: none"> ▪ You can check unifi service availability in your area via the following methods: <ul style="list-style-type: none"> ▪ Live Chat via unifi.com.my or myunifi app ▪ Tweet us @helpmeunifi ▪ Message us at facebook.com/weareunifi ▪ Visit any TMpoint outlets nationwide 																				
6.	My home is located at a non-unifi area. Can I still subscribe to these plans?	<ul style="list-style-type: none"> ▪ The package offer is subject to unifi service and coverage availability. ▪ We will update you from time-to-time on unifi service readiness available at your area. Alternatively, you can also check out our wireless broadband service at unifi.com.my/personal/home/wireless-broadband 																				
7.	Where can I subscribe?	<ul style="list-style-type: none"> ▪ You may subscribe to the plans via our channels below: <ol style="list-style-type: none"> 1. TMpoint outlets nationwide 2. TM Resellers 3. TM Authorised Dealer 4. TM Contact Centre (dial 100 and press 4) 																				
8.	I've subscribed to unifi 100Mbps / unifi 300Mbps. How will I enjoy the 1-month FREE waiver?	<ul style="list-style-type: none"> ▪ For subscriptions to unifi 300Mbps or unifi 100Mbps plan, your 1-month FREE waiver will be reflected in your first bill. ▪ Please also note that your first bill will include the pro-rated charges based on the activation date and billing period. 																				
9.	Will I be tied to any contract under this campaign?	<ul style="list-style-type: none"> ▪ Yes, all unifi Home plans come with a 24-month contract. 																				

10.	Is there any changes on my bill amount if I terminate my unifi TV content pack in this plan?	<ul style="list-style-type: none"> ▪ You are not allowed to terminate your unifi TV content pack for bundle packages; i.e. unifi 300Mbps and unifi 100Mbps. ▪ However, for unifi 30Mbps with TV content pack as add-on, early termination charges will be applicable.
11.	Where can I view my bill?	<ul style="list-style-type: none"> ▪ We will send your unifi bills to your preferred email address to enhance customer reachability. ▪ You can also download the myunifi app to enjoy seamless experience of making payment and viewing bills.
12.	How do I retrieve my unifi bill statement?	<ul style="list-style-type: none"> ▪ e-Bill (softcopy) – e-Bill sent to your preferred email address for FREE ▪ SMS – You will also receive SMS text notification within four (4) days after the bill is ready. The SMS will inform you your bill amount, bill due date and unifi portal link to view the bill. ▪ unifi Portal – You can view your bills for the past six (6) months via online by logging to unifi.com.my.
13.	Do I need to pay any upfront payment during application?	<ul style="list-style-type: none"> ▪ Good news! No upfront payment is required for existing unifi Lite customers, provided that you are registering with the same IC number. ▪ For non-Malaysians, there will be an advance payment of RM500.
14.	I have upgraded from unifi Lite to unifi Home plan, can I change my plan to Broadband (Internet) only package?	<ul style="list-style-type: none"> ▪ Yes, you can opt for a Broadband only plan. However, if you are still within contract period, the rule applies as below: <ul style="list-style-type: none"> ✓ For Broadband: Your contract will be refreshed to 24-month ✓ For unifi TV: Early termination fee on the remaining months
15.	What will happen if I remove my add-ons?	<ul style="list-style-type: none"> ▪ If the add-ons are still within contract period, there will be early termination fees on the remaining months of the contract.
16.	Can I maintain my current fixed line telephone number when migrate to unifi?	<ul style="list-style-type: none"> ▪ Yes, you are allowed to carry the same fixed line number provided that the account is registered under the same IC number and at the same installation address for unifi Lite and unifi Home.
17.	What are the charges for installation fee and equipment?	<ul style="list-style-type: none"> ▪ You'll get to enjoy FREE installation, inclusive of all equipment worth approximately RM1,000. ▪ However, if your premise requires non-standard installation or additional cabling, extra charges will be imposed by TM Contractor. The good news is you can now enjoy FREE non-standard installation during the campaign period.

18.	I am currently subscribed to TM Autopay service with my unifi Lite account. Can I continue this service with my fibre account?	<ul style="list-style-type: none"> ▪ Your current Autopay subscription with unifi Lite service will be discontinued upon acceptance of the speed upgrade to unifi. ▪ You are advised to submit a new application for Autopay for your new unifi service via unifi.com.my.
19.	Currently I am enjoying value-added service (VAS) (i.e. Home Gadget Protection (HGPP), Call Plan). Can I maintain the service?	<ul style="list-style-type: none"> ▪ All value added services (VAS) (e.g. Home Gadget Protection programme (HGPP), Call Plan and etc.) will be subjected to availability upon subscription to the new package. ▪ If you are interested, please make your request to us during the speed upgrade process. Your VAS contract will be refreshed or activated upon your request.
20.	What if I need to relocate my service within 30 days from the installation date? Will I get to enjoy the 1-month FREE waiver?	<ul style="list-style-type: none"> ▪ If you are subscribing to unifi 100Mbps or 300Mbps plan, you will still enjoy your 1-month FREE waiver. The waiver will be reflected in your first bill.
21.	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none"> ▪ Should you require additional info on the package, please contact us via these channels as below: <ul style="list-style-type: none"> • Live Chat via unifi.com.my or myunifi app • Community at community.unifi.com.my/ • Facebook at facebook.com/weareunifi • Twitter at @helpmeunifi • TMpoint outlets nationwide for face-to-face interaction