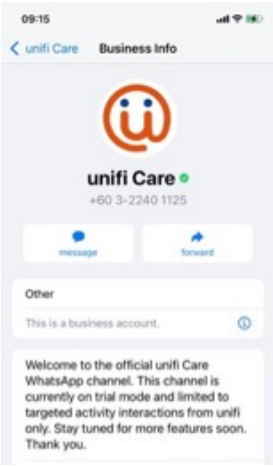
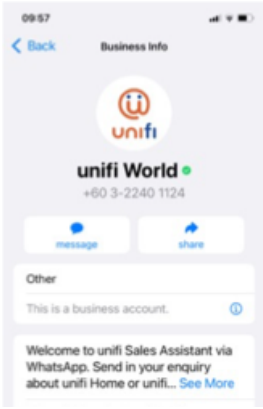
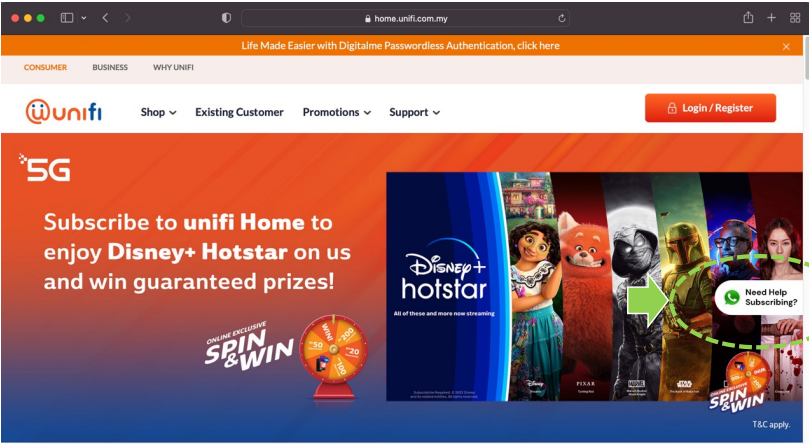
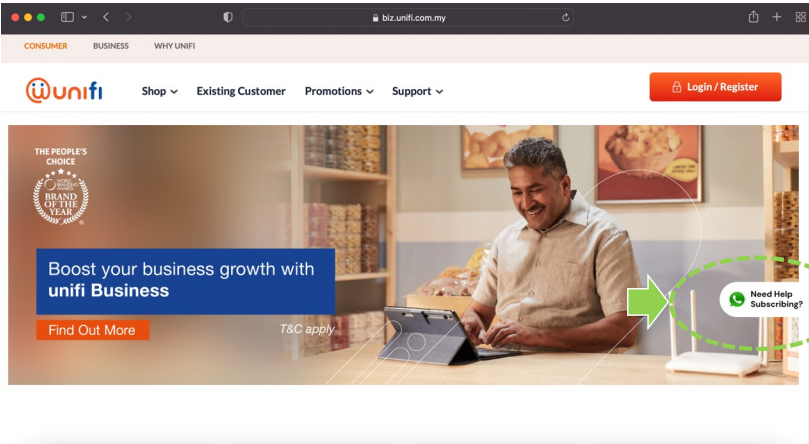
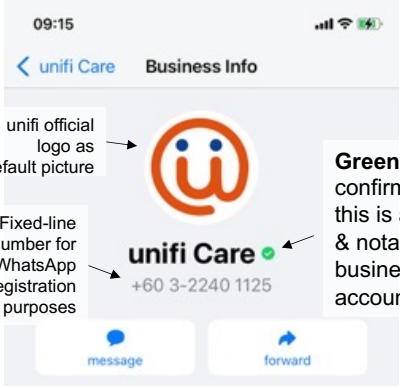


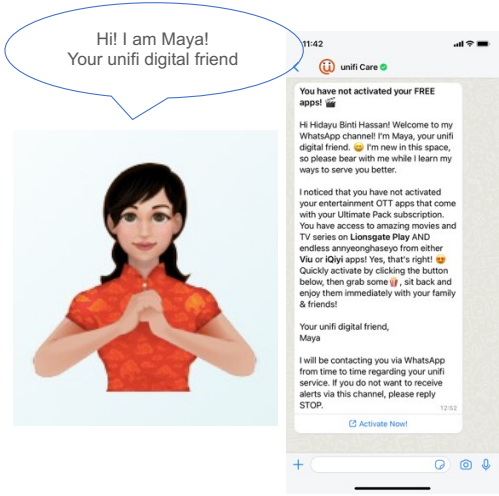
**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
TM OFFICIAL WHATSAPP CHANNEL  
(UNIFI CARE & UNIFI WORLD)**

NO	QUESTION	ANSWER
1.	<b>What are unifi Care &amp; unifi World WhatsApp channels?</b>	<p>These are unifi official and verified WhatsApp channel accounts. unifi Care serves as a communication and engagement channel to existing unifi customers regarding their service notifications and alerts.</p> <p>unifi World serves as a sales consultative channel for customers who wants to seek further advice regarding unifi packages and offerings.</p>
2.	<b>What are the differences between unifi Care &amp; unifi World channels?</b>	 <p>The screenshot shows the WhatsApp Business profile for 'unifi Care'. It includes the unifi logo, the name 'unifi Care', a verified green checkmark, and the phone number '+60 3-2240 1125'. Below the profile information are buttons for 'message' and 'forward'. A note states 'This is a business account.' and a welcome message reads: 'Welcome to the official unifi Care WhatsApp channel. This channel is currently on trial mode and limited to targeted activity interactions from unifi only. Stay tuned for more features soon. Thank you.'</p> <p><b>unifi Care</b></p> <ul style="list-style-type: none"> <li>▪ It is a communication channel dedicated for existing unifi customers to <b>notify and alert them on their existing unifi service</b> (i.e.: service alerts, activation expiry alerts, promotions, etc)</li> <li>▪ This channel is hosted by Maya, unifi bot.</li> <li>▪ All communication from unifi Care are initiated by unifi</li> <li>▪ There will be a combination of 1-way broadcast messages, and 2-way messages that requires customers' replies such as proactive service alert and etc.</li> <li>▪ Registered phone number is +60 3 2240 1125 and is for WhatsApp channel purposes only.</li> <li>▪ Logo used is unifi's icon</li> </ul>

NO	QUESTION	ANSWER
		 <p><b>unifi World</b></p> <ul style="list-style-type: none"> <li>▪ It is a <b>sales consultative channel</b> to assist customers with the right unifi package and offerings</li> <li>▪ The operation hours are between 9am – 5pm on Monday to Friday.</li> <li>▪ Customers can initiative the conversation directly or from the WhatsApp link on unifi.com.my and selected communication from unifi.</li> <li>▪ Customer will be served by our highly trained unifi Sales agents.</li> <li>▪ Registered phone number is +60 3 2240 1124 and is for WhatsApp channel purposes only</li> <li>▪ Logo used is an unifi’s icon with unifi wordings</li> </ul>
<p>3.</p>	<p><b>How can I reach out to unifi Sales representative via unifi World?</b></p>	<p>You can follow the easy steps below:</p> <p><b>For Consumer segment</b></p> <ol style="list-style-type: none"> <li>1. Go to unifi.com.my</li> <li>2. Click “Shop” in the drop-menu at the top of the screen</li> <li>3. Choose either “unifi Home” or unifi Mobile”</li> <li>4. You can see a WhatsApp sticky at the right side of the screen. Click on the sticky and start chatting with our sales agents</li> </ol>

NO	QUESTION	ANSWER
		 <p><b>For Business segment</b></p> <ol style="list-style-type: none"> <li>1. Go to <a href="https://unifi.com.my/business">unifi.com.my/business</a></li> <li>2. Click “For Your Business” in the drop-menu at the top of the screen</li> <li>3. Click “Fibre Broadband”</li> <li>4. You can see a WhatsApp sticky at the right side of the screen. Click on the sticky and start chatting with our sales agents</li> </ol>  <p>As a unifi existing customers may also connect to unifi World sales representatives from WhatsApp link in targeted communication such as offering emails from unifi.</p>

NO	QUESTION	ANSWER
4.	<p><b>Will I be receiving messages on my unifi service via WhatsApp?</b></p>	<p>Starting 8 Feb 2022, selected unifi customers, including yourself may have started to receive targeted communications regarding your unifi service from unifi Care WhatsApp channel.</p> <p>As this channel is still new, the interaction will mostly be a one-way communication as we upgrade progressively. Notification on your services including relevant add on offering will be communicated via this channel.</p> <p>There will be selected messages that will be on 2-way communication such as proactive service alert starting July 2022 that will require you to reply to in the chat.</p>
5.	<p><b>How can I know if the channel is authentic and not a fraud?</b></p>	<p>You can look for these unique characteristics:</p> <ul style="list-style-type: none"> <li>▪ An authentic WhatsApp account will be verified with a green tick at the right side of the registered name. Both of our channels had been verified and given green tick</li> </ul> <div data-bbox="699 919 1209 1304" style="text-align: center;">  <p>unifi official logo as default picture</p> <p>Fixed-line number for WhatsApp registration purposes</p> <p><b>Green badge</b> confirms that this is authentic &amp; notable business account</p> </div> <ul style="list-style-type: none"> <li>▪ Our registered phone numbers are:             <ul style="list-style-type: none"> <li>▪ unifi Care: +60 3 2240 1125</li> <li>▪ unifi World: +60 3 2240 1124</li> </ul> </li> <li>▪ In our messages, “Maya” is our unifi digital correspondent</li> </ul>

NO	QUESTION	ANSWER
		 <p>Please be vigilant of fraud or scam accounts by looking out for green tick and registered phone number.</p> <p>Do not reveal your personal information if your are unsure of the channel's authenticity.</p>
6.	<p><b>Can I reply and have a two-way communication via unifi Care WhatsApp channel?</b></p>	<p>Only on selected activities, such as Proactive Service Alert that has a pre-programmed 2-way chat with Maya, unifi digital friend. Other than that, you will receive a default auto-reply to your replies, while we work on improving the features and experience on this channel.</p>
7.	<p><b>Can I call WhatsApp numbers: 03-22401124 / 03-22401125 for enquiry?</b></p>	<p>No. These numbers are specifically for WhatsApp chat purposes only. For enquiries, you can call 100 or live chat at <a href="http://maya.unifi.com.my">maya.unifi.com.my</a></p>
8.	<p><b>Will I be charged if I reply to the message via WhatsApp?</b></p>	<p>No, don't worry. Your replies will not be charged.</p>
9.	<p><b>Can I still get WhatsApp messages from unifi Care if I change their phone number?</b></p>	<p>No. You will need to update you contact number with us to receive the message. Please Live Chat at <a href="http://maya.unifi.com.my">maya.unifi.com.my</a>, call 100 or visit the nearest TMpoint to get your mobile no. updated.</p>

NO	QUESTION	ANSWER
10.	<b>Can I request for alerts via WhatsApp on my unifi service to be sent to a different mobile no.?</b>	Yes, you can by simply updating their contact details with unifi. Please live chat at <a href="https://maya.unifi.com.my">maya.unifi.com.my</a> , call 100 or visit the nearest TMpoint to update their details.
11.	<b>Can I select their preferred language?</b>	Not at the moment. Soon, we will offer this option to you via WhatsApp.
14.	<b>How can I stop receiving the unifi Care WhatsApp messages?</b>	Oh no. we would hate to stop communicating with you via WhatsApp. But if you insist, simply reply "STOP" in unifi Care WhatsApp channel to stop receiving future messages.