

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
SME STEP FORWARD: SME DIGITALISATION GRANT CAMPAIGN**

This FAQ will be divided into the following sections:

- 1.0 The Campaign
- 2.0 Campaign Offering
- 3.0 General FAQ

**1.0 THE CAMPAIGN**

NO	QUESTION																										
1.1	<b>What is SME Step Forward: SME Digitalisation Grant Campaign?</b>	The SME Step Forward: SME Digitalisation Grant Campaign is the latest campaign by us to new and existing TM business customers. Enjoy special grant rebate in connectivity and solution throughout the contract of twelve (12) months when you sign up within this campaign period.																									
1.2	<b>When is the campaign period?</b>	The campaign period is from 21 <sup>st</sup> January 2022 until further notice.																									
1.3	<b>What is the campaign package?</b>	<p>The campaign offerings are as follows. Choose any one (1) unifi Biz plan from Category 1 and one (1) solution from Category 2:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Category</th> <th style="text-align: center;">Campaign Offering: SME Digitalisation Grant ("SDG Offering")</th> </tr> </thead> <tbody> <tr> <td rowspan="6" style="text-align: center;"><b>Category (1): Internet Connectivity</b></td> <td style="text-align: center;"><b>unifi Biz</b></td> </tr> <tr> <td style="text-align: center;">unifi Biz 30 Mbps</td> </tr> <tr> <td style="text-align: center;">unifi Biz 100 Mbps</td> </tr> <tr> <td style="text-align: center;">unifi Biz 300 Mbps</td> </tr> <tr> <td style="text-align: center;">unifi Biz 500 Mbps</td> </tr> <tr> <td style="text-align: center;">unifi Biz 800 Mbps</td> </tr> <tr> <td rowspan="12" style="text-align: center;"><b>Category (2): Solution</b></td> <td style="text-align: center;"><b>Microsoft 365<sup>1</sup></b></td> </tr> <tr> <td style="text-align: center;">Microsoft 365 Business Basic</td> </tr> <tr> <td style="text-align: center;">Microsoft 365 Business Standard</td> </tr> <tr> <td style="text-align: center;"><b>Digital Marketing Solutions</b></td> </tr> <tr> <td style="text-align: center;">Digital Marketing Solutions</td> </tr> <tr> <td style="text-align: center;"><b>cari@unifi</b></td> </tr> <tr> <td style="text-align: center;">cari@unifi Premium Listing</td> </tr> <tr> <td style="text-align: center;"><b>unifi eCommerce Hub</b></td> </tr> <tr> <td style="text-align: center;">unifi eCommerce Hub Starter</td> </tr> <tr> <td style="text-align: center;">unifi eCommerce Hub Standard</td> </tr> <tr> <td style="text-align: center;"><b>unifi Cloud Storage</b></td> </tr> <tr> <td style="text-align: center;">unifi Cloud Storage Basic</td> </tr> <tr> <td style="text-align: center;">unifi Cloud Storage Standard</td> </tr> <tr> <td style="text-align: center;"><b>Kaspersky Small Office Security<sup>2</sup></b></td> </tr> <tr> <td style="text-align: center;">Kaspersky Small Office Starter</td> </tr> </tbody> </table>	Category	Campaign Offering: SME Digitalisation Grant ("SDG Offering")	<b>Category (1): Internet Connectivity</b>	<b>unifi Biz</b>	unifi Biz 30 Mbps	unifi Biz 100 Mbps	unifi Biz 300 Mbps	unifi Biz 500 Mbps	unifi Biz 800 Mbps	<b>Category (2): Solution</b>	<b>Microsoft 365<sup>1</sup></b>	Microsoft 365 Business Basic	Microsoft 365 Business Standard	<b>Digital Marketing Solutions</b>	Digital Marketing Solutions	<b>cari@unifi</b>	cari@unifi Premium Listing	<b>unifi eCommerce Hub</b>	unifi eCommerce Hub Starter	unifi eCommerce Hub Standard	<b>unifi Cloud Storage</b>	unifi Cloud Storage Basic	unifi Cloud Storage Standard	<b>Kaspersky Small Office Security<sup>2</sup></b>	Kaspersky Small Office Starter
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<sup>1</sup> **Microsoft 365** (temporarily discontinued starting from 10<sup>th</sup> March 2022 until further notice)

<sup>2</sup> **Kaspersky Small Office Security** (temporarily discontinued starting from 1<sup>st</sup> June 2022 until further notice)

## 1.0 THE CAMPAIGN

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1.4	<b>What does the unifi Biz offers?</b>	<p>unifi Biz has all the essentials your business needs to operate; high speed fibre broadband up to 800 Mbps, value added voice plans and free devices all in one package!</p> <table border="1"> <thead> <tr> <th>Speed</th> <th>Connectivity</th> <th>Voice</th> <th>Device</th> </tr> </thead> <tbody> <tr> <td>30 Mbps</td> <td>DL: up to 30Mbps UP: up to 10Mbps</td> <td>Pay-as-you-use (“PAYU”)</td> <td>RG5 BTU DECT Phone</td> </tr> <tr> <td>100 Mbps</td> <td>DL: up to 100Mbps UP: up to 50Mbps</td> <td>SVP30</td> <td>Wi-Fi 6 certified router BTU DECT Phone</td> </tr> <tr> <td>300 Mbps</td> <td>DL: up to 300Mbps UP: up to 50Mbps</td> <td>SVP50</td> <td>Wi-Fi 6 certified router Wi-Fi 6 certified Mesh BTU DECT Phone</td> </tr> <tr> <td>500 Mbps</td> <td>DL: up to 500Mbps UP: up to 100Mbps</td> <td>SVP50</td> <td>Wi-Fi 6 certified router Wi-Fi 6 certified Mesh BTU DECT Phone</td> </tr> <tr> <td>800 Mbps</td> <td>DL: up to 800Mbps UP: up to 200Mbps</td> <td>SVP70</td> <td>Wi-Fi 6 certified router Wi-Fi 6 certified Mesh BTU DECT Phone</td> </tr> </tbody> </table>	Speed	Connectivity	Voice	Device	30 Mbps	DL: up to 30Mbps UP: up to 10Mbps	Pay-as-you-use (“PAYU”)	RG5 BTU DECT Phone	100 Mbps	DL: up to 100Mbps UP: up to 50Mbps	SVP30	Wi-Fi 6 certified router BTU DECT Phone	300 Mbps	DL: up to 300Mbps UP: up to 50Mbps	SVP50	Wi-Fi 6 certified router Wi-Fi 6 certified Mesh BTU DECT Phone	500 Mbps	DL: up to 500Mbps UP: up to 100Mbps	SVP50	Wi-Fi 6 certified router Wi-Fi 6 certified Mesh BTU DECT Phone	800 Mbps	DL: up to 800Mbps UP: up to 200Mbps	SVP70	Wi-Fi 6 certified router Wi-Fi 6 certified Mesh BTU DECT Phone
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1.5	<b>I am interested to subscribe to Microsoft 365. What are the offerings?</b>	<p>Microsoft 365 offerings are temporarily unavailable starting from 10<sup>th</sup> March 2022 until further notice. Explore our other value added offerings that are currently available; Digital Marketing Solutions, cari@unifi Premium Listing, unifi eCommerce Hub and unifi Cloud Storage.</p>																								
1.6	<b>What does the Digital Marketing Solutions offers?</b>	<p>Digital Marketing Solution offers the following:</p> <ul style="list-style-type: none"> <li>• Personal business website with payment gateway</li> <li>• Free Yellow Pages and cari@unifi Basic Listing</li> <li>• Free Facebook Ads 15-day campaign</li> <li>• Free Domain name</li> <li>• Basic performance report</li> </ul>																								

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1.10	<b>I am interested to subscribe to Kaspersky Small Office Security. What are the offerings?</b>	Kaspersky Small Office Security offerings are temporarily unavailable starting from 1 <sup>st</sup> June 2022 until further notice. Explore our other value added offerings that are currently available; Digital Marketing Solutions, cari@unifi Premium Listing, unifi eCommerce Hub and unifi Cloud Storage.		
1.11	<b>Where can I subscribe for this campaign's offerings?</b>	<ul style="list-style-type: none"> <li>• You can subscribe to the campaign's offerings from the following touchpoints:           <ul style="list-style-type: none"> <li>○ unifi portal at <a href="https://www.unifi.com.my/business">https://www.unifi.com.my/business</a></li> <li>○ Live chat in myunifi app</li> <li>○ Call TM 100 (choose option 4)</li> <li>○ TMpoint outlet/TM Authorised Dealer</li> <li>○ TM Authorised Resellers</li> <li>○ TM Biz Rovers sales representatives</li> <li>○ Your Account Executive</li> <li>○ TM Direct Sales representatives</li> </ul> </li> </ul>		
1.12	<b>Who can I contact for further enquiries?</b>	<p>Should there be any inquiries, you can reach out to us via:</p> <ul style="list-style-type: none"> <li>a. TM digital channels:           <ul style="list-style-type: none"> <li>i. myunifi app (available for Android and iOS)</li> <li>ii. unifi portal at <a href="https://www.unifi.com.my/business">https://www.unifi.com.my/business</a></li> <li>iii. Email - <a href="mailto:help@tm.com.my">help@tm.com.my</a></li> <li>iv. Facebook - <a href="https://www.facebook.com/weareunifi/">https://www.facebook.com/weareunifi/</a></li> <li>v. Twitter - <a href="https://twitter.com/helpmeunifi">https://twitter.com/helpmeunifi</a></li> </ul> </li> <li>b. TM physical touchpoints:           <ul style="list-style-type: none"> <li>i. Call TM 100 (choose option 4)</li> <li>ii. TMpoint outlet/TM Authorised Dealer</li> <li>iii. TM Authorised Resellers</li> <li>iv. TM Biz Rovers sales representative</li> <li>v. Your Account Executive</li> <li>vi. TM Direct Sales representatives</li> </ul> </li> </ul>		

## 2.0 CAMPAIGN OFFERING

NO	QUESTION	ANSWER												
2.1	<b>What is SME Digitalisation Grant?</b>	<ul style="list-style-type: none"> <li>It is a collaboration between TM and the Government in accelerating the digital adoption among Micro Small and Medium Enterprises (“MSME”).</li> <li>MSMEs are entitled for a matching grant of up to <b>RM5,000</b> for the purchase of digital system or bundle subscription of connectivity with solution.</li> <li>For this SME Digitalisation Grant, TM is offering recurring digital subscriptions grant concept with the following entitlement:</li> </ul> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Bundle to customer</th> <th style="text-align: center;">Element</th> <th style="text-align: center;">Monthly Charges to Customer (% from the monthly subscription)</th> <th style="text-align: center;">Rebate under the Grant (% from the monthly subscription)</th> </tr> </thead> <tbody> <tr> <td></td> <td>a) Internet Connectivity</td> <td style="text-align: center;">70%</td> <td style="text-align: center;">30%</td> </tr> <tr> <td></td> <td>b) Solution</td> <td style="text-align: center;">50%</td> <td style="text-align: center;">50%</td> </tr> </tbody> </table>	Bundle to customer	Element	Monthly Charges to Customer (% from the monthly subscription)	Rebate under the Grant (% from the monthly subscription)		a) Internet Connectivity	70%	30%		b) Solution	50%	50%
Bundle to customer	Element	Monthly Charges to Customer (% from the monthly subscription)	Rebate under the Grant (% from the monthly subscription)											
	a) Internet Connectivity	70%	30%											
	b) Solution	50%	50%											
2.2	<b>Who is eligible to apply for this SME Digitalisation Grant?</b>	<ul style="list-style-type: none"> <li>This matching grant is limited to one (1) application per applicant only. However, applicants are allowed to apply up to three (3) services.</li> <li>Applicants must fulfil all of the following criteria:               <ol style="list-style-type: none"> <li>The applicant is an SME, Cooperative (“Koperasi”), or local SME business authority licensed with professional bodies certificate (without SSM registration); any business registered under relevant business registration authorities in Malaysia;</li> <li>The SME is at least 60% owned by Malaysian;</li> <li>The SME/Coop has been in operation for at least six (6) months; and</li> <li>The SME/Coop has a minimum average annual sales turnover of RM50,000.</li> </ol> </li> </ul>												
2.3	<b>Are there any supporting documents required to be submitted to TM during the application?</b>	<ul style="list-style-type: none"> <li>You may apply for the Grant with the following supporting documents required to be submitted to TM during the application:</li> </ul> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">New TM business customers</th> <th style="text-align: center;">Existing Business Broadband customers who are interested to upgrade to unifi Biz</th> <th style="text-align: center;">Existing TM business customers</th> </tr> </thead> <tbody> <tr> <td> <ol style="list-style-type: none"> <li>SSM/Business Registration Form</li> <li>Minimum 6 months operating</li> <li>RM50,000 annual sales or Bank Statement</li> <li>Have not applied with other Technology Solution Provider (TSP)</li> </ol> </td> <td> <ol style="list-style-type: none"> <li>SSM/Business Registration Form</li> <li>Tenure with TM ≥ 6 months</li> <li>Passed the Auto Worthiness Checking (AWC)</li> <li>Have not applied with other Technology Solution Provider (TSP)               <ul style="list-style-type: none"> <li>If you have a different Business Broadband profile</li> </ul> </li> </ol> </td> <td> <ol style="list-style-type: none"> <li>Passed the Auto Worthiness Checking (AWC)</li> <li>Tenure with TM ≥ 6 months</li> <li>Have not applied with other Technology Solution Provider (TSP)</li> </ol> </td> </tr> </tbody> </table>	New TM business customers	Existing Business Broadband customers who are interested to upgrade to unifi Biz	Existing TM business customers	<ol style="list-style-type: none"> <li>SSM/Business Registration Form</li> <li>Minimum 6 months operating</li> <li>RM50,000 annual sales or Bank Statement</li> <li>Have not applied with other Technology Solution Provider (TSP)</li> </ol>	<ol style="list-style-type: none"> <li>SSM/Business Registration Form</li> <li>Tenure with TM ≥ 6 months</li> <li>Passed the Auto Worthiness Checking (AWC)</li> <li>Have not applied with other Technology Solution Provider (TSP)               <ul style="list-style-type: none"> <li>If you have a different Business Broadband profile</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>Passed the Auto Worthiness Checking (AWC)</li> <li>Tenure with TM ≥ 6 months</li> <li>Have not applied with other Technology Solution Provider (TSP)</li> </ol>						
New TM business customers	Existing Business Broadband customers who are interested to upgrade to unifi Biz	Existing TM business customers												
<ol style="list-style-type: none"> <li>SSM/Business Registration Form</li> <li>Minimum 6 months operating</li> <li>RM50,000 annual sales or Bank Statement</li> <li>Have not applied with other Technology Solution Provider (TSP)</li> </ol>	<ol style="list-style-type: none"> <li>SSM/Business Registration Form</li> <li>Tenure with TM ≥ 6 months</li> <li>Passed the Auto Worthiness Checking (AWC)</li> <li>Have not applied with other Technology Solution Provider (TSP)               <ul style="list-style-type: none"> <li>If you have a different Business Broadband profile</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>Passed the Auto Worthiness Checking (AWC)</li> <li>Tenure with TM ≥ 6 months</li> <li>Have not applied with other Technology Solution Provider (TSP)</li> </ol>												

## 2.0 CAMPAIGN OFFERING

NO	QUESTION	ANSWER
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and with tenure < 6 months, supporting documents required will be the same as the New TM business customers category.

**2.4 Under this offering, what are the pricing details for solution bundling with Internet Connectivity (unifi Biz) for new and existing TM business customers?**

Under this offering, the pricing details for solution bundling with Internet Connectivity (unifi Biz) are illustrated as below:

- Internet Connectivity (unifi Biz) with Solution (Digital Marketing Solutions)\*:

No	Speed	unifi Biz		Solution		Total Rebate unifi Biz + Solution (RM)	Total Price unifi Biz + Solution (Year 1)	Total Price unifi Biz + Solution (Year 2)
		Connectivity (RM)	Rebate Connectivity (RM)	Solution (RM)	Rebate Solution (RM)			
1	30Mbps	99	29	49.90	24	53	95.90	148.90
2	100Mbps (without Mesh)	139	41	49.90	24	65	123.90	188.90
3	300Mbps (Wi-Fi 6 certified Mesh)	249	74	49.90	24	98	200.90	298.90
4	500Mbps (Wi-Fi 6 certified Mesh)	299	89	49.90	24	113	235.90	348.90
5	800Mbps (Wi-Fi 6 certified Mesh)	349	104	49.90	24	128	270.90	398.90

- Internet Connectivity (unifi Biz) with Solution (cari@unifi Premium Listing)\*:

No	Speed	unifi Biz		Solution			Total Rebate unifi Biz + Solution (RM)	Total Price unifi Biz + Solution + Additional Discount (Year 1)	Total Price unifi Biz + Solution (Year 2)
		Connectivity (RM)	Rebate Connectivity (RM)	Solution (RM)	Rebate Solution (RM)	Additional Discount (RM)			
1	30Mbps	99	29	10	5	5	34	70	109
2	100Mbps (without Mesh)	139	41	10	5	5	46	98	149
3	300Mbps (Wi-Fi 6 certified Mesh)	249	74	10	5	5	79	175	259
4	500Mbps (Wi-Fi 6 certified Mesh)	299	89	10	5	5	94	210	309
5	800Mbps (Wi-Fi 6 certified Mesh)	349	104	10	5	5	109	245	359

- Internet Connectivity (unifi Biz) with Solution (unifi eCommerce Hub):

No	unifi Biz	Solution - eCommerce Hub	unifi Biz			Solution			Total Rebate unifi Biz + Solution (RM)	Total Price unifi Biz + Solution (Year 1)	Total Price unifi Biz + Solution (Year 2) (RM)
			unifi Biz Price (RM)	Grant Rebate Value 30% (RM)	Price After Rebate (RM)	Solution Price (RM)	Solution Grant Rebate 50% (RM)	Solution Price After Rebate (RM)			
1	30Mbps	eCommerce Hub Starter	99.00	29.70	69.30	49.00	24.50	24.50	54.20	93.80	148.00
2	100Mbps	eCommerce Hub Starter	139.00	41.70	97.30	49.00	24.50	24.50	66.20	121.80	188.00
3	300Mbps	eCommerce Hub Starter	249.00	74.70	174.30	49.00	24.50	24.50	99.20	198.80	298.00
4	500Mbps	eCommerce Hub Starter	299.00	89.70	209.30	49.00	24.50	24.50	114.20	233.80	348.00
5	800Mbps	eCommerce Hub Starter	349.00	104.70	244.30	49.00	24.50	24.50	129.20	268.80	398.00
6	30Mbps	eCommerce Hub Standard	99.00	29.70	69.30	129.00	64.50	64.50	94.20	133.80	228.00
7	100Mbps	eCommerce Hub Standard	139.00	41.70	97.30	129.00	64.50	64.50	106.20	161.80	268.00
8	300Mbps	eCommerce Hub Standard	249.00	74.70	174.30	129.00	64.50	64.50	139.20	238.80	378.00
9	500Mbps	eCommerce Hub Standard	299.00	89.70	209.30	129.00	64.50	64.50	154.20	273.80	428.00
10	800Mbps	eCommerce Hub Standard	349.00	104.70	244.30	129.00	64.50	64.50	169.20	308.80	478.00

## 2.0 CAMPAIGN OFFERING

NO	QUESTION	ANSWER
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- Internet Connectivity (unifi Biz) with Solution (unifi Cloud Storage):

No	unifi Biz	Solution - Cloud Storage	unifi Biz			Solution			Total Rebate unifi Biz + Solution (RM)	Total Price unifi Biz + Solution (Year 1)	Total Price unifi Biz + Solution (Year 2) (RM)
			unifi Biz Price (RM)	Grant Rebate Value 30% (RM)	Price After Rebate (RM)	Solution Price (RM)	Solution Grant Rebate 50% (RM)	Solution Price After Rebate (RM)			
1	30Mbps	Cloud Storage Basic	99.00	29.70	69.30	9.00	4.50	4.50	34.20	73.80	108.00
2	100Mbps	Cloud Storage Basic	139.00	41.70	97.30	9.00	4.50	4.50	46.20	101.80	148.00
3	300Mbps	Cloud Storage Basic	249.00	74.70	174.30	9.00	4.50	4.50	79.20	178.80	258.00
4	500Mbps	Cloud Storage Basic	299.00	89.70	209.30	9.00	4.50	4.50	94.20	213.80	308.00
5	800Mbps	Cloud Storage Basic	349.00	104.70	244.30	9.00	4.50	4.50	109.20	248.80	358.00
6	30Mbps	Cloud Storage Standard	99.00	29.70	69.30	31.50	15.75	15.75	45.45	85.05	130.50
7	100Mbps	Cloud Storage Standard	139.00	41.70	97.30	31.50	15.75	15.75	57.45	113.05	170.50
8	300Mbps	Cloud Storage Standard	249.00	74.70	174.30	31.50	15.75	15.75	90.45	190.05	280.50
9	500Mbps	Cloud Storage Standard	299.00	89.70	209.30	31.50	15.75	15.75	105.45	225.05	330.50
10	800Mbps	Cloud Storage Standard	349.00	104.70	244.30	31.50	15.75	15.75	120.45	260.05	380.50

*\*Calculation Note:*

- “Rebate” for Connectivity is calculated based on 30% from Commercial Package Rate (Connectivity) and rounded down to zero decimal point. For example, RM41.70 rounded down to RM41.00.
- “Rebate” for Solution is calculated based on 50% from Commercial Package Rate (Solution) and rounded down to zero decimal point. For example, RM41.70 rounded down to RM41.00.

**2.5 Under this offering, what are the pricing details for solution bundling with Internet Connectivity (unifi Biz) for existing Business Broadband customers?**

Under this offering, the pricing details for solution bundling with Internet Connectivity (unifi Biz) are illustrated as below:

- Internet Connectivity (unifi Biz) with Solution (Digital Marketing Solutions)\*:

No	Speed	unifi Biz		Solution		Total Rebate unifi Biz + Solution (RM)	Total Price unifi Biz + Solution (Year 1)	Total Price unifi Biz + Solution (Year 2)
		Connectivity (RM)	Rebate Connectivity (RM)	Solution (RM)	Rebate Solution (RM)			
1	30Mbps	99	29	49.90	24	53	95.90	148.90
2	100Mbps (without Mesh)	139	41	49.90	24	65	123.90	188.90
3	300Mbps (Wi-Fi 6 certified Mesh)	249	74	49.90	24	98	200.90	298.90
4	500Mbps (Wi-Fi 6 certified Mesh)	299	89	49.90	24	113	235.90	348.90
5	800Mbps (Wi-Fi 6 certified Mesh)	349	104	49.90	24	128	270.90	398.90

- Internet Connectivity (unifi Biz) with Solution (cari@unifi Premium Listing)\*:

No	Speed	unifi Biz		Solution			Total Rebate unifi Biz + Solution (RM)	Total Price unifi Biz + Solution + Additional Discount (Year 1)	Total Price unifi Biz + Solution (Year 2)
		Connectivity (RM)	Rebate Connectivity (RM)	Solution (RM)	Rebate Solution (RM)	Additional Discount (RM)			
1	30Mbps	99	29	10	5	5	34	70	109
2	100Mbps (without Mesh)	139	41	10	5	5	46	98	149
3	300Mbps (Wi-Fi 6 certified Mesh)	249	74	10	5	5	79	175	259
4	500Mbps (Wi-Fi 6 certified Mesh)	299	89	10	5	5	94	210	309

## 2.0 CAMPAIGN OFFERING

NO	QUESTION	ANSWER								
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5	800Mbps (Wi-Fi 6 certified Mesh)	349	104	10	5	5	109	245	359
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- Internet Connectivity (unifi Biz) with Solution (unifi eCommerce Hub):

No	unifi Biz	Solution - eCommerce Hub	unifi Biz			Solution			Total Rebate unifi Biz + Solution (RM)	Total Price unifi Biz + Solution (Year 1)	Total Price unifi Biz + Solution (Year 2) (RM)
			unifi Biz Price (RM)	Grant Rebate Value 30% (RM)	Price After Rebate (RM)	Solution Price (RM)	Solution Grant Rebate 50% (RM)	Solution Price After Rebate (RM)			
1	30Mbps	eCommerce Hub Starter	99.00	29.70	69.30	49.00	24.50	24.50	54.20	93.80	148.00
2	100Mbps	eCommerce Hub Starter	139.00	41.70	97.30	49.00	24.50	24.50	66.20	121.80	188.00
3	300Mbps	eCommerce Hub Starter	249.00	74.70	174.30	49.00	24.50	24.50	99.20	198.80	298.00
4	500Mbps	eCommerce Hub Starter	299.00	89.70	209.30	49.00	24.50	24.50	114.20	233.80	348.00
5	800Mbps	eCommerce Hub Starter	349.00	104.70	244.30	49.00	24.50	24.50	129.20	268.80	398.00
6	30Mbps	eCommerce Hub Standard	99.00	29.70	69.30	129.00	64.50	64.50	94.20	133.80	228.00
7	100Mbps	eCommerce Hub Standard	139.00	41.70	97.30	129.00	64.50	64.50	106.20	161.80	268.00
8	300Mbps	eCommerce Hub Standard	249.00	74.70	174.30	129.00	64.50	64.50	139.20	238.80	378.00
9	500Mbps	eCommerce Hub Standard	299.00	89.70	209.30	129.00	64.50	64.50	154.20	273.80	428.00
10	800Mbps	eCommerce Hub Standard	349.00	104.70	244.30	129.00	64.50	64.50	169.20	308.80	478.00

- Internet Connectivity (unifi Biz) with Solution (unifi Cloud Storage):

No	unifi Biz	Solution - Cloud Storage	unifi Biz			Solution			Total Rebate unifi Biz + Solution (RM)	Total Price unifi Biz + Solution (Year 1)	Total Price unifi Biz + Solution (Year 2) (RM)
			unifi Biz Price (RM)	Grant Rebate Value 30% (RM)	Price After Rebate (RM)	Solution Price (RM)	Solution Grant Rebate 50% (RM)	Solution Price After Rebate (RM)			
1	30Mbps	Cloud Storage Basic	99.00	29.70	69.30	9.00	4.50	4.50	34.20	73.80	108.00
2	100Mbps	Cloud Storage Basic	139.00	41.70	97.30	9.00	4.50	4.50	46.20	101.80	148.00
3	300Mbps	Cloud Storage Basic	249.00	74.70	174.30	9.00	4.50	4.50	79.20	178.80	258.00
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6	30Mbps	Cloud Storage Standard	99.00	29.70	69.30	31.50	15.75	15.75	45.45	85.05	130.50
7	100Mbps	Cloud Storage Standard	139.00	41.70	97.30	31.50	15.75	15.75	57.45	113.05	170.50
8	300Mbps	Cloud Storage Standard	249.00	74.70	174.30	31.50	15.75	15.75	90.45	190.05	280.50
9	500Mbps	Cloud Storage Standard	299.00	89.70	209.30	31.50	15.75	15.75	105.45	225.05	330.50
10	800Mbps	Cloud Storage Standard	349.00	104.70	244.30	31.50	15.75	15.75	120.45	260.05	380.50

*\*Calculation Note:*

- "Rebate" for Connectivity is calculated based on 30% from Commercial Package Rate (Connectivity) and rounded down to zero decimal point. For example, RM41.70 rounded down to RM41.00.
- "Rebate" for Solution is calculated based on 50% from Commercial Package Rate (Solution) and rounded down to zero decimal point. For example, RM41.70 rounded down to RM41.00.

<b>2.6</b>	<b>How long is the duration of the grant</b>	<ul style="list-style-type: none"> <li>The Solution (Digital Marketing Solutions/ cari@unifi Premium Listing/ unifi eCommerce Hub/ unifi Cloud Storage) contract period is <b>12 months</b>.</li> <li>The Internet Connectivity (unifi Biz) contract period is <b>24 months</b>.</li> </ul>
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## 2.0 CAMPAIGN OFFERING

NO	QUESTION	ANSWER															
	<p><b>rebate and contract period?</b></p>	<ul style="list-style-type: none"> <li>You will enjoy the grant rebate for 12 months throughout the grant period and will be automatically converted to the commercial package rate starting 13<sup>th</sup> month onwards.</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">No.</th> <th style="text-align: center;">Category</th> <th style="text-align: center;">Contract Term</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Internet Connectivity (unifi Biz) + Solution (Digital Marketing Solutions)</td> <td>24 months (Internet Connectivity) 12 months (Solution)</td> </tr> <tr> <td style="text-align: center;">2</td> <td>Internet Connectivity (unifi Biz) + Solution (cari@unifi Premium Listing)</td> <td>24 months (Internet Connectivity) 12 months (Solution)</td> </tr> <tr> <td style="text-align: center;">3</td> <td>Internet Connectivity (unifi Biz) + Solution (unifi eCommerce Hub)</td> <td>24 months (Internet Connectivity) 12 months (Solution)</td> </tr> <tr> <td style="text-align: center;">4</td> <td>Internet Connectivity (unifi Biz) + Solution (unifi Cloud Storage)</td> <td>24 months (Internet Connectivity) 12 months (Solution)</td> </tr> </tbody> </table>	No.	Category	Contract Term	1	Internet Connectivity (unifi Biz) + Solution (Digital Marketing Solutions)	24 months (Internet Connectivity) 12 months (Solution)	2	Internet Connectivity (unifi Biz) + Solution (cari@unifi Premium Listing)	24 months (Internet Connectivity) 12 months (Solution)	3	Internet Connectivity (unifi Biz) + Solution (unifi eCommerce Hub)	24 months (Internet Connectivity) 12 months (Solution)	4	Internet Connectivity (unifi Biz) + Solution (unifi Cloud Storage)	24 months (Internet Connectivity) 12 months (Solution)
No.	Category	Contract Term															
1	Internet Connectivity (unifi Biz) + Solution (Digital Marketing Solutions)	24 months (Internet Connectivity) 12 months (Solution)															
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4	Internet Connectivity (unifi Biz) + Solution (unifi Cloud Storage)	24 months (Internet Connectivity) 12 months (Solution)															
2.7	<p><b>What is the process of application status?</b></p>	<ul style="list-style-type: none"> <li>Upon application of the grant to TM, the status of the grant application will be further validated by BSN and the final status results shall be:</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Application Status</th> <th style="text-align: center;">Description</th> <th style="text-align: center;">Disclaimer</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Approved</td> <td>The grant application is approved and you will enjoy up to 50% of the grant value</td> <td> <ul style="list-style-type: none"> <li>You will be notified via Email, SMS or call by TM on the grant status.</li> <li>You will enjoy the grant value which will be reflected against the monthly charges for the Internet Connectivity and Solutions, for the period of the first twelve (12) months of the subscription.</li> <li>On the thirteenth (13) month onwards, the monthly charges for Internet Connectivity and the Solutions will automatically revert back to the commercial rate as set by TM.</li> </ul> </td> </tr> <tr> <td style="text-align: center;">Partial</td> <td>The grant application is approved with partial amount</td> <td> <ul style="list-style-type: none"> <li>You will be contacted via SME sales representative with the option to accept the partial or change the package.</li> </ul> </td> </tr> <tr> <td style="text-align: center;">Rejected</td> <td>The grant application is rejected due to requirement(s) not met</td> <td> <ul style="list-style-type: none"> <li>You will be notified via Email, SMS or call by TM on the grant status.</li> <li>Your application will be converted to the commercial package rate as set by TM.</li> </ul> </td> </tr> </tbody> </table>	Application Status	Description	Disclaimer	Approved	The grant application is approved and you will enjoy up to 50% of the grant value	<ul style="list-style-type: none"> <li>You will be notified via Email, SMS or call by TM on the grant status.</li> <li>You will enjoy the grant value which will be reflected against the monthly charges for the Internet Connectivity and Solutions, for the period of the first twelve (12) months of the subscription.</li> <li>On the thirteenth (13) month onwards, the monthly charges for Internet Connectivity and the Solutions will automatically revert back to the commercial rate as set by TM.</li> </ul>	Partial	The grant application is approved with partial amount	<ul style="list-style-type: none"> <li>You will be contacted via SME sales representative with the option to accept the partial or change the package.</li> </ul>	Rejected	The grant application is rejected due to requirement(s) not met	<ul style="list-style-type: none"> <li>You will be notified via Email, SMS or call by TM on the grant status.</li> <li>Your application will be converted to the commercial package rate as set by TM.</li> </ul>			
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2.8	<p><b>What are the categories of customers who are eligible to apply for this grant?</b></p>	<p>You are allowed to apply <b>ONLY ONE (1) CAMPAIGN OFFERING</b> with the following conditions:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">No</th> <th style="text-align: center;">Category of customers</th> <th style="text-align: center;">Description</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Owns single unifi Biz or Business Broadband account</td> <td> <ul style="list-style-type: none"> <li>At customer level</li> <li>Only one (1) campaign offering package is allowed</li> </ul> </td> </tr> </tbody> </table>	No	Category of customers	Description	1	Owns single unifi Biz or Business Broadband account	<ul style="list-style-type: none"> <li>At customer level</li> <li>Only one (1) campaign offering package is allowed</li> </ul>									
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## 2.0 CAMPAIGN OFFERING

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2.9	<b>Can I change to a different package within the grant period?</b>	<p>Due to the bundle is already tied-up with 12-months grant rebate:</p> <ul style="list-style-type: none"> <li>you will not be able to change, upgrade or downgrade the unifi Biz package and solution package within the 12-months grant period</li> </ul>																					
2.10	<b>Is relocation allowed during the grant period?</b>	Yes, you will be able to relocate during the grant period depending on infra readiness and slot availability.																					
2.11	<b>Is transfer of ownership allowed during the grant period?</b>	We're sorry, transfer of ownership is not allowed during the grant period of 12 months.																					
2.12	<b>What is the grant treatment during Temporary Out of Service ("TOS")?</b>	In the event your service is suspended within the grant subscription period, you will not be entitled to enjoy the grant rebate value during the impacted month. The grant rebate value is non-claimable.																					

### 3.0 GENERAL FAQ

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3.1	Will I be notified on the subscription of registered solution?	Yes, you will be notified via email from uBC ( <a href="mailto:ubc@email.unifi.com.my">ubc@email.unifi.com.my</a> ) on the action required by you to provide domain name and/or other necessary information for solution subscription.																				
3.2	What other privileges will I enjoy?	<p>You will enjoy other privileges related to Complete Business Solutions in order to meet your business needs:</p> <ul style="list-style-type: none"> <li>▪ Marketing and Omnichannel Solutions;</li> <li>▪ Financial Solutions;</li> <li>▪ Premium Support; and</li> <li>▪ Productivity Booster</li> </ul> <p>You may refer to the website link for more details: <a href="https://ubc.unifi.com.my/">https://ubc.unifi.com.my/</a></p>																				
3.3	Do I need to pay any advance payment during application of the packages?	If you are a new TM business customer, you are required to pay an advance payment of RM200 for these packages.																				
3.4	How will I be billed?	<p>You will receive one (1) or two (2) separate bill(s) from TM according to your subscription package as below:</p> <table border="1"> <thead> <tr> <th>No</th> <th>Subscription Package</th> <th>Description</th> <th>Bill No. 1: Connectivity Bill (billing period date as allocated)</th> <th>Bill No. 2: Solution Bill (billing period on every 22<sup>nd</sup> of the month)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>unifi Biz + Digital Marketing Solutions</td> <td>With grant</td> <td>In unifi (+ solution) Bill: With up to 30% connectivity rebate + up to 50% solution rebate</td> <td>Not applicable*</td> </tr> <tr> <td>2</td> <td>unifi Biz + cari@unifi Premium Listing</td> <td>With grant</td> <td>In unifi (+ solution) Bill: With up to 30% connectivity rebate + up to 50% solution rebate</td> <td>Not applicable*</td> </tr> <tr> <td>3</td> <td>unifi Biz + unifi Cloud Storage</td> <td>With grant</td> <td>In unifi Bill: With up to 30% rebate</td> <td>In solution bill: up to 50% solution rebate</td> </tr> </tbody> </table>	No	Subscription Package	Description	Bill No. 1: Connectivity Bill (billing period date as allocated)	Bill No. 2: Solution Bill (billing period on every 22 <sup>nd</sup> of the month)	1	unifi Biz + Digital Marketing Solutions	With grant	In unifi (+ solution) Bill: With up to 30% connectivity rebate + up to 50% solution rebate	Not applicable*	2	unifi Biz + cari@unifi Premium Listing	With grant	In unifi (+ solution) Bill: With up to 30% connectivity rebate + up to 50% solution rebate	Not applicable*	3	unifi Biz + unifi Cloud Storage	With grant	In unifi Bill: With up to 30% rebate	In solution bill: up to 50% solution rebate
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3.5	<p><b>What do I need to know if I want to terminate the package?</b></p>	<p>We hope that you can remain with us and do not terminate as you will lose the grant rebate entitlement:</p> <ul style="list-style-type: none"> <li>Any termination of unifi Biz or solution (Digital Marketing Solutions / cari@unifi Premium Listing / unifi eCommerce Hub / unifi Cloud Storage) within grant period will impact the grant rebate entitlement.</li> <li>Early termination charges based on the existing campaign package fee for the remaining months (calculated at the price before discount) will be imposed for termination within the contract period.</li> <li>The termination penalty will be based on the subscribed bundle as below:</li> </ul> <table border="1"> <thead> <tr> <th data-bbox="432 857 517 958">No.</th> <th data-bbox="517 857 826 958">Category</th> <th data-bbox="826 857 1139 958">Contract Term</th> <th data-bbox="1139 857 1445 958">Early Termination Fee (RM)</th> </tr> </thead> <tbody> <tr> <td data-bbox="432 958 517 1043">1</td> <td data-bbox="517 958 826 1043">unifi Biz + Digital Marketing Solutions</td> <td data-bbox="826 958 1139 1043">24 months (Internet Connectivity) 12 months (Solution)</td> <td data-bbox="1139 958 1445 1043">Package fee X remaining months</td> </tr> <tr> <td data-bbox="432 1043 517 1128">2</td> <td data-bbox="517 1043 826 1128">unifi Biz + cari@unifi Premium Listing</td> <td data-bbox="826 1043 1139 1128">24 months (Internet Connectivity) 12 months (Solution)</td> <td data-bbox="1139 1043 1445 1128">Package fee X remaining months</td> </tr> <tr> <td data-bbox="432 1128 517 1214">3</td> <td data-bbox="517 1128 826 1214">unifi Biz + unifi eCommerce Hub</td> <td data-bbox="826 1128 1139 1214">24 months (Internet Connectivity) 12 months (Solution)</td> <td data-bbox="1139 1128 1445 1214">Package fee X remaining months</td> </tr> <tr> <td data-bbox="432 1214 517 1296">4</td> <td data-bbox="517 1214 826 1296">unifi Biz + unifi Cloud Storage</td> <td data-bbox="826 1214 1139 1296">24 months (Internet Connectivity) 12 months (Solution)</td> <td data-bbox="1139 1214 1445 1296">Package fee X remaining months</td> </tr> </tbody> </table>	No.	Category	Contract Term	Early Termination Fee (RM)	1	unifi Biz + Digital Marketing Solutions	24 months (Internet Connectivity) 12 months (Solution)	Package fee X remaining months	2	unifi Biz + cari@unifi Premium Listing	24 months (Internet Connectivity) 12 months (Solution)	Package fee X remaining months	3	unifi Biz + unifi eCommerce Hub	24 months (Internet Connectivity) 12 months (Solution)	Package fee X remaining months	4	unifi Biz + unifi Cloud Storage	24 months (Internet Connectivity) 12 months (Solution)	Package fee X remaining months
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3.6	<p><b>What are the Terms and Conditions (T&amp;C) related to this campaign?</b></p>	<p>The T&amp;C for services below shall apply:</p> <ul style="list-style-type: none"> <li>SME Step Forward: SME Digitalisation Grant Campaign</li> <li>unifi Biz</li> <li>Mesh Wi-Fi</li> <li>unifi eCommerce Hub</li> <li>unifi Cloud Storage</li> <li>Kaspersky Small Office Security</li> </ul>																				

[End of FAQ]