

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
PROACTIVE SERVICE ALERTS**

NO	QUESTION	ANSWER
1.	<b>Can you tell me more about this proactive notification to unifi customers?</b>	This exercise is an enhanced service where TM remotely detects unifi connectivity/physical service failure and notify customers via SMS and notifications through the myunifi app.
2.	<b>What should I do if my internet connection is resolved?</b>	You will receive an SMS for your feedback on the activity. We would appreciate if you can submit the feedback rating, for our future improvements.
3.	<b>Are there any charges to me after I confirmed the fault?</b>	There should be no charges. However, if the issue is due to customer's equipment/premise, existing On-Site Support Charges will be applicable to you.
4.	<b>What should I do when I receive the notification?</b>	<ul style="list-style-type: none"> <li>• You have to click the link provided in the notification message ie: Click <a href="http://i.unifi.my/fixmyunifi">i.unifi.my/fixmyunifi</a> if you want us to check it out.</li> <li>• In the link, you have to verify by keying-in your last 6 digits of NRIC.</li> <li>• Information of your account will be displayed.</li> <li>• Click the SUBMIT button, and the fault ticket will be generated and TM will proceed with the restoration activities.</li> </ul>
5.	<b>What kind of scenario is covered under the proactive notifications?</b>	<p>At the moment, proactive notifications cover faults due to physical connection between TM pole/street &amp; customer premise.</p> <p>Proactive notifications criteria:</p> <ul style="list-style-type: none"> <li>• Account status is active; i.e not suspended</li> <li>• No open trouble ticket / reports</li> <li>• No service disruptions in customer's area</li> </ul>

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6.	<b>My connection is down due to fibre cable cut damage; can I add some info in the service detail?</b>	Additional info can be added after acknowledging the page in the SMS link. You can add info on the issues via our live chat, and mentioning your report number.
7.	<b>I did not install myunifi app in my phone, can I still get the notification?</b>	Yes. You can still get notification of service restoration progress via SMS. But it is recommended for you to use the myunifi app as you might miss the SMS. myunifi app also offers other services for your account management, billing, support, and other exciting features.
8.	<b>What do I do if I want to receive this notification?</b>	<ul style="list-style-type: none"> <li>• You will have to be a unifi subscriber</li> <li>• You will have to download our myunifi app to receive a push app notification. Download here <a href="https://unifi.com.my/personal/myunifi">https://unifi.com.my/personal/myunifi</a></li> <li>• Your mobile phone number registered to our system would have to be valid, to receive the SMS notification.</li> </ul>
9.	<b>Will I receive any notification for the restoration?</b>	<p>You will receive 3 SMSes and 1 notification via myunifi app during this activity:</p> <ul style="list-style-type: none"> <li>• For you to verify that you are having issues with your service (SMS &amp; myunifi app notification).</li> <li>• To verify that the service has been restored (SMS).</li> <li>• For you to give feedback on the restoration activity (SMS).</li> </ul>
10.	<b>Does the proactive notification involve all customers?</b>	Yes, this activity will involve all affected unifi customers only.
11.	<b>Is this link secure to customer and not a scam?</b>	Yes. Please ensure that the SMS is sent by 66555 and the link in the SMS is <a href="https://i.unifi.my/fixmyunifi">i.unifi.my/fixmyunifi</a> .