

FREQUENTLY ASKED QUESTIONS (FAQ) FOR PROACTIVE SERVICE ALERTS

No.	Question	Answer
1.	Can you tell me more about this Proactive Service Alerts to Unifi customers?	This exercise is an enhanced service where TM remotely detects Unifi service failure due to TM's network and notifies customers via SMS, WhatsApp, and MyUnifi in-app push notification to seek your confirmation for restoration.
2.	Does the proactive notification involve all customers?	<p>Yes, all Unifi customers will be notified if we detected an issue with their services.</p> <p>However, as a Unifi customer, you will not get a notification, if:</p> <ul style="list-style-type: none"> ▪ Your account has been suspended ▪ You have reported your service failure ▪ The downtime does not affect multiple customers in the area.
3.	What notification will I get?	<p>You will receive the following message from us:</p> <p><i>"Hi. We detected a problem with yourunifi@unifi internet connection. Please click here to restore now i.unifi.my/fixmyunifi"</i></p>
4.	What should I do when I receive the notification?	<p>Once you receive the message, you must do the following in order for us to proceed with the restoration:</p> <ol style="list-style-type: none"> 1. Click on the link provided. 2. Verify your NRIC/Passport No./Business Registration No. 3. Confirm the account info displayed is correct. 4. If everything is correct, please click <i>"Proceed to restore my Unifi service"</i> and we will proceed with the restoration. Unifi Care Crew will contact you before visiting your premises. 5. If any of the information is incorrect or you do not agree to proceed with the restoration, please click <i>"I disagree with the restoration"</i> and let us know why. <p>If you received a WhatsApp notification:</p> <ol style="list-style-type: none"> 1. "Maya", your Unifi digital friend will notify you that you have an issue with your Unifi connection. 2. Provide the last six (6) digits of your NRIC/Passport No./Business Registration No. 3. Confirm the account info displayed is correct. 4. If everything is correct, reply "Y" so that we can begin the restoration process. The report will be generated automatically and the report number will be shared. 5. If you do not agree to proceed for restoration, reply "N" and let us know why. <p>Additional features for WhatsApp messaging channel:</p>

		<p>1. If you did not share your feedback during the 1st notification, you will still receive notifications that you can reply to at these intervals:</p> <ul style="list-style-type: none"> I. 10 minutes II. 4th hour III. 8th hour <p>2. The first notification expires after eight (8) hours and if you wish to reply, you will be directed to our Live Chat at https://maya.unifi.com.my</p>
5.	Are there any charges to me after I confirmed the fault?	<p>There should be no charges. However, please take note that if the issue is caused by your own equipment or premises, existing On-Site Support Charges will be applicable to you. For further details, you may refer to https://unifi.com.my/sites/default/files/page/assets/pdf/fibre/FAQ-CCP-and-OSS-ver2.pdf.</p>
6.	My connection is down due to fibre cable cut damage; can I add some info in the service detail?	<p>Yes, you can. Additional info can be added after acknowledging the page via the SMS link or through your feedback via WhatsApp. You can also add info on the issues via our Live Chat mentioning your report number.</p>
7.	Will I receive any notification for the restoration?	<p>You will receive two (2) notifications via SMS/WhatsApp and one (1) notification via MyUnifi app during this activity:</p> <ul style="list-style-type: none"> 1. For you to confirm that you are having issues with your service (SMS & MyUnifi app notification). 2. For you to give feedback on the restoration activity (SMS/WhatsApp).
8.	I did not install the MyUnifi app on my phone, can I still get the notification?	<p>Yes. You will continue to receive notifications via SMS or WhatsApp. However, we would highly recommend you to download the MyUnifi app as you can easily track the progress in real-time. In fact, MyUnifi app provides additional features for managing your Unifi accounts such as viewing account details, bill usage, bill payment options, reward redemptions and many more.</p> <p>You can download the MyUnifi app from the App Store, Google Play, Huawei AppGallery or simply visit https://unifi.com.my/myunifi</p>
9.	What should I do if my internet connection is resolved?	<p>Once your issue is resolved, you will receive an SMS/WhatsApp asking for your feedback on the activity. We would appreciate it if you can submit the feedback rating for our future improvements.</p>

10.	Is this link secure to the customer and not a scam?	Yes, the link is safe for you to click on. Please ensure the SMS notification was sent to you from 61000 while WhatsApp notification was sent from +60322401125 (Unifi Care) . The link given in the SMS is i.unifi.my/fixmyunifi .
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