

**FREQUENTLY ASKED QUESTIONS (FAQ)
EXTRAORDINARY 2023 CAMPAIGN**

NO.	QUESTION	ANSWER																																																																		
GENERAL																																																																				
1.	What is the campaign all about?	<ul style="list-style-type: none"> ▪ New and existing Unifi customers subscribing to the Unifi Home bundle plan will enjoy the benefits below: <ol style="list-style-type: none"> i. FREE speed upgrade at no additional costs for 6 months ii. New customer can cancel anytime within the 30 days FREE trial iii. Existing customer can enjoy 1 month waiver on Unifi TV upon subscribing to Home bundle with Unifi TV pack iv. Access to Disney+ Hotstar at no extra cost v. Up to 6-month complimentary access to Lionsgate Play for Unifi 30Mbps 																																																																		
2.	How long is the campaign period?	<ul style="list-style-type: none"> ▪ You can subscribe to the plans in this campaign starting 17th February 2023. 																																																																		
3.	What is the Unifi package offering for this campaign?	<ul style="list-style-type: none"> ▪ You can now subscribe to the most attractive Unifi Home bundle plans as below: <p>1) <u>All-In-One Plan</u></p> <table border="1"> <thead> <tr> <th>Speed</th> <th>30Mbps</th> <th>100Mbps</th> <th>300Mbps</th> <th>500Mbps</th> <th>800Mbps</th> </tr> </thead> <tbody> <tr> <td>FREE Speed Upgrade</td> <td>100Mbps 6-months</td> <td>300Mbps 6-months</td> <td>500Mbps 6-months</td> <td>800Mbps 6-months</td> <td>NA</td> </tr> <tr> <td>Unifi TV Pack</td> <td colspan="5">Ultimate Pack with Unifi Plus Box 70+ premium channels</td> </tr> <tr> <td>Bundled Streaming App</td> <td colspan="5"> <ol style="list-style-type: none"> 1. Disney+ Hotstar 2. beIN SPORTS CONNECT 3. SPOTV NOW 4. BBC Player 5. SIAR 6. Lionsgate Play 7. Unifi TV app </td> </tr> <tr> <td>Mesh WiFi</td> <td colspan="3">Add-on from RM15</td> <td colspan="2">Free Mesh WiFi 6</td> </tr> <tr> <td>Unifi Mobile</td> <td colspan="5">UNI5G Postpaid 65 60GB 4G and 5G 10GB Hotspot RM65 RM55 (limited time only)</td> </tr> </tbody> </table> <p>2) <u>Broadband with Unifi Mobile</u></p> <table border="1"> <thead> <tr> <th>Speed</th> <th>30Mbps</th> <th>100Mbps</th> <th>300Mbps</th> <th>500Mbps</th> <th>800Mbps</th> </tr> </thead> <tbody> <tr> <td>FREE Speed Upgrade</td> <td>100Mbps 6-months</td> <td>300Mbps 6-months</td> <td>500Mbps 6-months</td> <td>800Mbps 6-months</td> <td>NA</td> </tr> <tr> <td>Bundled Streaming App</td> <td>Lionsgate Play 6-month access at no extra cost</td> <td colspan="3">Disney+ Hotstar 6-month access at no extra cost</td> <td>Disney+ Hotstar 12-month access at no extra cost</td> </tr> <tr> <td>Unifi Mobile</td> <td colspan="5">UNI5G Postpaid 65 60GB4G and 5G 10GB Hotspot RM65 RM55 (limited time only)</td> </tr> <tr> <td>Mesh WiFi</td> <td colspan="3">Add-on from RM15</td> <td colspan="2">Free Mesh WiFi 6</td> </tr> </tbody> </table>	Speed	30Mbps	100Mbps	300Mbps	500Mbps	800Mbps	FREE Speed Upgrade	100Mbps 6-months	300Mbps 6-months	500Mbps 6-months	800Mbps 6-months	NA	Unifi TV Pack	Ultimate Pack with Unifi Plus Box 70+ premium channels					Bundled Streaming App	<ol style="list-style-type: none"> 1. Disney+ Hotstar 2. beIN SPORTS CONNECT 3. SPOTV NOW 4. BBC Player 5. SIAR 6. Lionsgate Play 7. Unifi TV app 					Mesh WiFi	Add-on from RM15			Free Mesh WiFi 6		Unifi Mobile	UNI5G Postpaid 65 60GB 4G and 5G 10GB Hotspot RM65 RM55 (limited time only)					Speed	30Mbps	100Mbps	300Mbps	500Mbps	800Mbps	FREE Speed Upgrade	100Mbps 6-months	300Mbps 6-months	500Mbps 6-months	800Mbps 6-months	NA	Bundled Streaming App	Lionsgate Play 6-month access at no extra cost	Disney+ Hotstar 6-month access at no extra cost			Disney+ Hotstar 12-month access at no extra cost	Unifi Mobile	UNI5G Postpaid 65 60GB4G and 5G 10GB Hotspot RM65 RM55 (limited time only)					Mesh WiFi	Add-on from RM15			Free Mesh WiFi 6	
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3) Broadband with Entertainment

a) With Ultimate Pack

Speed	30Mbps	100Mbps	300Mbps	500Mbps	800Mbps
FREE Speed Upgrade	100Mbps 6-months	300Mbps 6-months	500Mbps 6-months	800Mbps 6-months	NA
Unifi TV Pack	Ultimate Pack with Unifi Plus Box 70+ premium channels				
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Mesh WiFi	Add-on from RM15			Free Mesh WiFi 6	

b) With Varnam+/Aneka+/Ruby+ pack

Speed	30Mbps	100Mbps
FREE Speed Upgrade	100Mbps 6-months	300Mbps 6-months
Unifi TV Pack	Variety pack with Unifi Plus Box 50+ premium channels	
Bundled Streaming Apps	Varnam+ : Simply South, Lionsgate Play and Unifi TV app Aneka+ : VIU, SIAR, Lionsgate Play and Unifi TV app Ruby+ : MangoTV, Lionsgate Play and Unifi TV app	
Mesh WiFi	Add-on from RM15	

4) Broadband Only Plan

Speed	30Mbps	100Mbps	300Mbps	500Mbps	800Mbps
30 days trial	Yes	Yes	Yes	Yes	Yes
FREE 6-month Speed Upgrade	100Mbps	300Mbps	500Mbps	800Mbps	NA
Bundled Streaming App)	Lionsgate Play 6-month access at no extra cost	Disney+ Hotstar 6-month access at no extra cost			Disney+ Hotstar 12-month access at no extra cost
Mesh WiFi	Add-on from RM15		Free Mesh WiFi 6		
Voice	20sen/min	Enjoy 600 minutes of talk time to all mobile and fixed lines nationwide for Unifi Home subscription. Beyond 600 minutes, charges will be as per below: i. Free calls from fixed to fixed; ii. RM0.10 from fixed to mobile			

(Note: Internet speed upgrade for 800Mbps is not available at the moment).

- New customers subscribing to any of the Unifi Home bundle plans are entitled for a 30 days free trial, while existing Unifi customers that change their plans to any of the Unifi Home bundle packages with entertainment are entitled for a 1 month waiver of Unifi TV pack.

		<ul style="list-style-type: none"> ▪ 30 days free trial and 1 month waiver is not applicable to Unifi Mobile and other add-on services such as Smart Device, Mesh Wi-Fi, Unifi Plus Box (multi-room entertainment) or any other add-ons that are not bundled together in the package plan. ▪ Subscription to Unifi 100Mbps and above will also come with free 600 minutes of talk time to all mobile and fixed lines nationwide. Beyond 600 minutes, you will get to enjoy free calls from fixed to fixed and RM0.10 from fixed to mobile. ▪ Subscription to Unifi 30Mbps fixed call plan comes with pay per use, flat rate of 20sen/min to all mobile and fixed lines nationwide.
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4.	What are the other add-ons that I could subscribe to?	<ul style="list-style-type: none"> ▪ On top of the bundled plan, you also have the option to choose from any of these add-ons below: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Add-ons</th> <th style="text-align: center;">Description</th> <th style="text-align: center;">Price per month</th> <th style="text-align: center;">Contract</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Smart Devices</td> <td>Get your preferred lifestyle devices with easy payment plan</td> <td style="text-align: center;">From RM59/month</td> <td style="text-align: center;">24 month</td> </tr> <tr> <td style="text-align: center;">Unifi Plus Box</td> <td>Multi-room entertainment with additional Unifi Plus Box</td> <td style="text-align: center;">RM20 <i>(For 24 months only)</i></td> <td style="text-align: center;">24 months</td> </tr> <tr> <td style="text-align: center;">Mesh WiFi</td> <td>Better WiFi experience for all your wireless devices by ensuring seamless WiFi connectivity for your entire home</td> <td style="text-align: center;">Deco M4: RM15 Deco M9 Plus: RM35 <i>(For 24 months only)</i></td> <td style="text-align: center;">24 months</td> </tr> <tr> <td style="text-align: center;">UNI5G Postpaid 65</td> <td>Unlimited call plan 60GBdata 4G and 5G</td> <td style="text-align: center;">RM65 RM55/month <i>(limited time only)</i></td> <td style="text-align: center;">No contract</td> </tr> </tbody> </table>	Add-ons	Description	Price per month	Contract	Smart Devices	Get your preferred lifestyle devices with easy payment plan	From RM59/month	24 month	Unifi Plus Box	Multi-room entertainment with additional Unifi Plus Box	RM20 <i>(For 24 months only)</i>	24 months	Mesh WiFi	Better WiFi experience for all your wireless devices by ensuring seamless WiFi connectivity for your entire home	Deco M4: RM15 Deco M9 Plus: RM35 <i>(For 24 months only)</i>	24 months	UNI5G Postpaid 65	Unlimited call plan 60GBdata 4G and 5G	RM65 RM55/month <i>(limited time only)</i>	No contract
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5.	Where can I subscribe to this promotion?	<ul style="list-style-type: none"> ▪ You may walk in to the nearest TM outlets nationwide: <ul style="list-style-type: none"> • TMpoint • TM Resellers • TM Authorised Dealers ▪ Subscribe via digital channel: <ul style="list-style-type: none"> • Unifi Portal ▪ Call 100 (press 4):
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30 Days Trial (For new Unifi customers only)

6.	How do I enjoy the 30 days trial period?	<ul style="list-style-type: none"> ▪ Once you have subscribed to the package under this campaign, you will enjoy a 1-month waiver of your Unifi package monthly subscription fee. The waiver will be reflected in your first (1st) bill.
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		<ul style="list-style-type: none"> The 30 days trial is not applicable for Unifi Mobile plans and other add-on services such as Smart Device, Mesh Wi-Fi, Unifi Plus Box (multi-room entertainment) or any other add-ons that are not bundled together in the package plan.
7.	If I decide not to continue my Unifi subscription within the 30 days, how do I cancel my subscription?	<ul style="list-style-type: none"> To cancel the subscription, you need to walk in to any TMpoint outlet within the 30 days trial period. You are required to return all equipment upon cancellation of the subscription to avoid from being charged with early termination fee. You are required to return all of the equipment provided during installation: <ol style="list-style-type: none"> Residential Gateway (RG) Broadband Termination Unit (BTU) Unifi Plus Box with packaging box, remote control and all accessories Mesh Wi-Fi (<i>if applicable</i>) If you fail to return the equipment, you will be charged with a penalty fee of RM500. If you have subscribed to any Value Added Services (VAS), you will also be charged with the early termination penalty fees of that particular VAS. Termination for Unifi broadband and Unifi Mobile is to be requested separately.
FREE SPEED UPGRADE		
8.	When will the speed upgrade take effect?	<ul style="list-style-type: none"> You will enjoy the speed upgrade upon successful Unifi installation and change of plan. The higher speed can be enjoyed immediately with the whole family!
9.	Will there be any additional charges for this FREE upgrade campaign?	<ul style="list-style-type: none"> The speed upgrade comes with no extra cost, which means you pay for what you are subscribing for. You will be billed accordingly for any add-on services subscribed during the speed upgrade period.
10.	What is the free speed upgrade entitlement?	<ul style="list-style-type: none"> 6 months free speed upgrade for all Unifi Home bundle plan except for 800Mbps speed.
11.	How can I validate my current speed?	<ul style="list-style-type: none"> Once your Unifi account has been activated, you can perform a speed test via Unifi Speedtest - Test Your Internet Speed To be able to fully utilise your upgraded speed, please perform the speed test using a LAN cable (CAT5/CAT6) and ensure your laptop/PC network adapter can support high speed connection. If you are using a mobile phone/tablet/laptop or any smart device, please note that not all smart devices can support dual band Wi-Fi 5Ghz spectrum capabilities. Typically, your internet speed will be slower if your device does not support the 5Ghz spectrum.

12.	What will happen to my speed after the speed upgrade period has ended?	<ul style="list-style-type: none"> ▪ You will receive a notification via SMS (from 66555 or 61000) or MyUnifi app at the end of the speed upgrade period where it asks you if you wish to continue to enjoy the upgraded speed. ▪ If you agree to upgrade and proceed to submit your application via the link given in the SMS or MyUnifi app, your speed will be upgraded to the next higher speed plan and the new price plan will be reflected in your next bill. <i>(Note: Your submission of interest to upgrade is deemed confirmed and cannot be cancelled)</i> ▪ If you do not agree to upgrade or do not respond to the notification, your speed will be automatically reverted to the original speed plan subscribed.
13.	What happens if I did not respond to the notification within 7 days?	<ul style="list-style-type: none"> ▪ Your plan will be reverted to the initial subscribed plan if you do not respond to the SMS or MyUnifi app notification. ▪ Fret not, you can easily upgrade your speed plan via MyUnifi app or walk in to any TMpoint outlets even after the speed upgrade campaign period has ended.
14.	What if I did not receive any SMS that my speed upgrade trial is about to end?	<ul style="list-style-type: none"> ▪ Alternatively, you can download MyUnifi app and check your subscription plan there. ▪ You may also reach out to our Care Crews via maya.unifi.com.my to enquire about the status and we will send you the SMS to your registered mobile phone number.
15.	When will my new speed upgrade plan be activated after the free speed upgrade has ended?	<ul style="list-style-type: none"> ▪ Your new speed plan will be activated within 7 days after the end of the FREE speed upgrade period.
16.	Will I receive any notification on the new package plan?	<ul style="list-style-type: none"> ▪ You will receive an SMS and MyUnifi app notification informing you on the successful speed upgrade.
17.	Is my subscription subjected to a new 24 months contract if I choose to upgrade?	<ul style="list-style-type: none"> ▪ Your 24-month contract period will continue and will not be renewed.
18.	Once upgraded, what will happen to my other add-on services i.e. voice plan?	<ul style="list-style-type: none"> ▪ Don't worry, the other services remain unchanged. There will be no changes to the contract of your add-on services.
19.	I prefer to subscribe to a higher speed than the one offered to me under this campaign. Is that possible?	<ul style="list-style-type: none"> ▪ Absolutely, you can upgrade to a higher speed than the speed offered under this speed upgrade campaign. ▪ You can simply upgrade your speed plan via MyUnifi app or walk in to the nearest TMpoint outlets.

STREAMING APP (OTT)

20.	How do I activate my bundled streaming app?	<ul style="list-style-type: none"> ▪ As a new Unifi Home customer, the bundled streaming app will be automatically activated with the mobile number that you have registered with Unifi. You just need to download the app on your Unifi Plus Box or mobile devices to enjoy your entitlement. ▪ For more details on streaming apps activation, please refer to https://activate.unifi.com.my
21.	Can I change my streaming app entitlement (Disney+ Hotstar/Lionsgate Play) to other streaming apps offering?	<ul style="list-style-type: none"> ▪ We are sorry, you are not allowed to change it, as the streaming app is already a part of the complimentary offering.

BROADBAND WITH MOBILE & ALL-IN-ONE PLAN

22.	<p>I am currently on another service provider for my mobile services.</p> <p>Can I switch to Unifi and keep my existing mobile number?</p>	<ul style="list-style-type: none"> ▪ Of course! You can switch your current number to UNI5G Postpaid 65, provided that you do not have any outstanding balance, blacklisted, or still under contract with your current mobile service provider. ▪ Click here for more info: https://unifi.com.my/switch-to-unifi
23.	Will I be tied to any contract?	<ul style="list-style-type: none"> ▪ Yes, all Unifi Home plans come with a 24-month contract. ▪ Early termination penalty (calculated based on the monthly subscription fee multiplied by the number of remaining months of the contract period) will be imposed for termination within the contract period of 24 months for both Unifi Broadband and Unifi TV pack.
24.	<p>My broadband activation was not successful due to technical limitation. What should I do with my mobile plan?</p>	<ul style="list-style-type: none"> ▪ We are sorry to hear that Unifi broadband is not yet available in your area. ▪ Worry not as we have few alternatives for you: <ul style="list-style-type: none"> ▪ You may continue to enjoy your UNI5G Postpaid 65 ▪ You may change your mobile plan to other Unifi Mobile Postpaid plan. Please refer to https://unifi.com.my/personal/mobile/postpaid ▪ If you wish to discontinue your mobile line, you can terminate it by visiting the nearest TMpoint or via Unifi Mobile Live Chat.
25.	Where can I read more on Unifi Mobile and its offerings?	<ul style="list-style-type: none"> ▪ To know more on Unifi Mobile Postpaid plan, please visit https://unifi.com.my/personal/mobile/postpaid ▪ You can also find FAQ and T&C for our Unifi Mobile Postpaid here: <ul style="list-style-type: none"> ○ https://unifi.com.my/mobile/postpaid/faq ○ https://unifi.com.my/mobile/postpaid/tnc

BILLING

26.	<p>Will my bill be prorated for the month when the upgraded speed takes effect?</p>	<ul style="list-style-type: none"> Yes, if you agree to be upgraded, your bill for the month when the upgrade takes effect will be prorated. In the subsequent months, you will only be charged based on your new subscription fees.
27.	<p>How will my bill look like when I subscribe to this campaign?</p>	<p>Unifi Home</p> <ul style="list-style-type: none"> You will see two (2) types of charges in your first bill: <ol style="list-style-type: none"> Prorated charges based on Unifi activation date and Billing Period date. Full month charges of the broadband package based on 30 days from the 1st Billing Date (this is waived for the 1st month). <p>Simple illustration as below:</p> <p>You will receive 2 type of charges in your 1st bill:</p> <ol style="list-style-type: none"> Prorated charges based on Unifi activation and Billing Period (BP) date Full month charges of the broadband package based on 30 days from the 1st BP date. (This is waived for the 1st Month) <p><i>Note:</i></p> <ul style="list-style-type: none"> Payment for advance payment (AP) will be offset in your 2nd month bill Prorate + (-AP) + waived 30 days broadband = 1st bill charges <ul style="list-style-type: none"> You will also see the charges for other add-ons such as Smart Device/Mesh WiFi (if applicable). <p>Unifi Mobile Postpaid</p> <ul style="list-style-type: none"> Unifi Mobile Postpaid refers to mobile postpaid plans only and not related to any mobile devices. Your bill date is subjected to the nearest billing date upon your successful registration and will be on monthly bill cycle. Please take note that we have seven (7) billing cycles which are every 1st, 7th, 10th, 13th, 16th, 19th and 22nd of the month and your first bill will be four (4) days after your successful registration. <p>For example, if you have successfully registered on 13th January 2023, then your first bill would be on 17th January 2023. Your bill cycle would be every 19th of the month”.</p>
28.	<p>Do I need to make any upfront payment?</p>	<p>Unifi Home</p> <ul style="list-style-type: none"> Please note that an advance payment of RM100 (without Smart Device add-on) or RM200 (with Smart Device add-on) for Malaysians and RM500 for non-Malaysians is applicable for registrations without

		<p>the verification of MyKad Reader (please refer to the General Unifi T&C clause 10.11 and General Unifi Lite clause 5.8).</p> <ul style="list-style-type: none"> ▪ If you wish to avoid from making any advance payment, you can choose to subscribe at TMpoint outlets, TM Authorised Dealers (TAD) or TM Appointed Resellers. ▪ The advance payment will be offset in your 2nd month bill. <p>Unifi Mobile</p> <ul style="list-style-type: none"> ▪ Please note that service upfront payment is applicable according to the price of mobile postpaid plan for any new mobile line registration via TM Resellers, TM Authorised Dealers and any TMpoint outlets nationwide. The amount will be offset in your 1st bill. ▪ Upfront payment is waived if subscription is via TM Sales Center (100). ▪ For non-Malaysians, you are required to pay an additional deposit of RM300 per line, which will be refunded upon the mobile line termination. ▪ For a limited time only, we are waiving the upfront payment if you switch your current number to Unifi Mobile. ▪ For registration via our portal (Unifi.com.my), no upfront payment is required.* <p><i>*Note: Registration via online is applicable for Malaysians only.</i></p>
29.	Where can I view and pay my bill?	<ul style="list-style-type: none"> ▪ You can view and pay all your home fibre, entertainment and mobile bills on the MyUnifi app, which can be downloaded for free via the below links: <ol style="list-style-type: none"> 1. Apple: App Store 2. Android: Google Play 3. Huawei: AppGallery
TERMINATION		
30.	What happens if I cancel my internet subscription after the free trial period (30 days) is over?	<ul style="list-style-type: none"> ▪ If you cancel your subscription after the trial period has ended and still within the contract period of the package, you will be charged for the standard early termination fee i.e. the full monthly subscription fee multiplied by the number of remaining months of the contract period.
31.	If I have any further enquiries or need further assistance, who should I reach out to?	<ul style="list-style-type: none"> ▪ Please contact us online via TM's digital channels as below: <ul style="list-style-type: none"> ▪ Live Chat at maya.unifi.com.my or MyUnifi app ▪ Facebook at facebook.com/weareunifi ▪ Twitter at @helpmeunifi ▪ You may also visit us at any of our TMpoint outlets nationwide.