

**FREQUENTLY ASKED QUESTIONS (FAQ)  
ON BUSINESS BROADBAND (STREAMYX) PACKAGES**

**FAQ ON BUSINESS BROADBAND (STREAMYX) PACKAGES**

**GETTING TO KNOW**

<b>1</b>	<b>What is Business Broadband?</b>	<ul style="list-style-type: none"> <li>Business Broadband is an Internet access service which provides 'always on' connection to the Internet with speed/bandwidth from 1Mbps up to 8Mbps. The service is ideal to support most broadband applications such as web hosting, video streaming, e-commerce, distance learning and many more.</li> </ul>												
<b>2</b>	<b>How fast is your Business Broadband connection?</b>	<ul style="list-style-type: none"> <li>We have a variety of packages with speeds ranging from 1Mbps up to 8Mbps and it is on best effort basis.</li> </ul>												
<b>3</b>	<b>Can you tell me more about your Business Broadband packages?</b>	<ul style="list-style-type: none"> <li>You can enjoy unlimited experience and unmatched choices with our Business Broadband package offerings.</li> <li>Kindly refer to the below table for reference on our offerings:</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #333; color: white;"> <th style="padding: 5px;">Business Broadband 1Mbps</th> <th style="padding: 5px;">Business Broadband 2Mbps</th> <th style="padding: 5px;">Business Broadband 4Mbps</th> <th style="padding: 5px;">Business Broadband 8Mbps</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px; text-align: center;"> <b>1Mbps</b>  Download speed up to 1Mbps  Upload speed up to 384kbps   Unlimited Quota   Inclusive of calls worth RM88  <i>(at published rate)</i> </td> <td style="padding: 5px; text-align: center;"> <b>2Mbps</b>  Download speed up to 2Mbps  Upload speed up to 384kbps   Unlimited Quota   Inclusive of calls worth RM88  <i>(at published rate)</i> </td> <td style="padding: 5px; text-align: center;"> <b>4Mbps</b>  Download speed up to 4Mbps  Upload speed up to 512kbps   Unlimited Quota   Inclusive of calls worth RM88  <i>(at published rate)</i> </td> <td style="padding: 5px; text-align: center;"> <b>8Mbps</b>  Download speed up to 8Mbps  Upload speed up to 512kbps   Unlimited Quota   Inclusive of calls worth RM88  <i>(at published rate)</i> </td> </tr> <tr> <td style="padding: 5px; text-align: center;">Retail Package Price RM198/month</td> <td style="padding: 5px; text-align: center;">Package Price RM258/month  <b>Promo Price RM198/month</b></td> <td style="padding: 5px; text-align: center;">Package Price RM268/month  <b>Promo Price RM208/month</b></td> <td style="padding: 5px; text-align: center;">Package Price RM308/month  <b>Promo Price RM248/month</b></td> </tr> </tbody> </table>	Business Broadband 1Mbps	Business Broadband 2Mbps	Business Broadband 4Mbps	Business Broadband 8Mbps	<b>1Mbps</b> Download speed up to 1Mbps Upload speed up to 384kbps  Unlimited Quota  Inclusive of calls worth RM88 <i>(at published rate)</i>	<b>2Mbps</b> Download speed up to 2Mbps Upload speed up to 384kbps  Unlimited Quota  Inclusive of calls worth RM88 <i>(at published rate)</i>	<b>4Mbps</b> Download speed up to 4Mbps Upload speed up to 512kbps  Unlimited Quota  Inclusive of calls worth RM88 <i>(at published rate)</i>	<b>8Mbps</b> Download speed up to 8Mbps Upload speed up to 512kbps  Unlimited Quota  Inclusive of calls worth RM88 <i>(at published rate)</i>	Retail Package Price RM198/month	Package Price RM258/month  <b>Promo Price RM198/month</b>	Package Price RM268/month  <b>Promo Price RM208/month</b>	Package Price RM308/month  <b>Promo Price RM248/month</b>
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4	<b>What are the Add-On services offered to customers of Business Broadband packages?</b>	<ul style="list-style-type: none"> <li>You can choose the relevant Add-On services that will boost your broadband experience.</li> </ul> <table border="1" data-bbox="571 309 1497 636"> <thead> <tr> <th>Features</th> <th>Business Broadband 1Mbps</th> <th>Business Broadband 2Mbps</th> <th>Business Broadband 4Mbps</th> <th>Business Broadband 8Mbps</th> </tr> </thead> <tbody> <tr> <td>Installation &amp; activation</td> <td colspan="4">WAIVED</td> </tr> <tr> <td>Device</td> <td colspan="4">Free wireless modem (lifetime warranty) Free cordless phone (1 year warranty)</td> </tr> <tr> <td>Phone Line Rental</td> <td colspan="4">WAIVED</td> </tr> </tbody> </table> <p><i>* Note: The wireless router &amp; cordless phone are applicable to new installations only.</i></p>	Features	Business Broadband 1Mbps	Business Broadband 2Mbps	Business Broadband 4Mbps	Business Broadband 8Mbps	Installation & activation	WAIVED				Device	Free wireless modem (lifetime warranty) Free cordless phone (1 year warranty)				Phone Line Rental	WAIVED			
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5	<b>I'm interested! How do I subscribe to your Business Broadband package?</b>	<ul style="list-style-type: none"> <li>You can subscribe at our various touchpoints as follows: <ul style="list-style-type: none"> <li>Nearest TMpoint outlet</li> <li>TM Authorised Dealer (TAD)</li> <li>TM Resellers</li> <li>Online</li> </ul> </li> </ul>																				
6	<b>Where can I pay my TM Bill?</b>	<ul style="list-style-type: none"> <li>You can pay your TM bill through several payment channels such as: <ul style="list-style-type: none"> <li>myunifi app</li> <li>unifi portal via <a href="http://unifi.com.my">unifi.com.my</a></li> <li>TMpoint or TMpoint Authorised Dealer (TAD) outlets</li> <li>POS Malaysia and branches of selected preferred online banking channels</li> </ul> </li> <li>We highly recommended that you subscribe to our <b>TM Autopay service</b> for a hassle free scheduled payment instruction each month.</li> </ul>																				
7	<b>Can I resell my Business Broadband services?</b>	<ul style="list-style-type: none"> <li>No, you are not allowed to resell your Business Broadband services to other party.</li> </ul>																				
8	<b>Will I be tied to a contract?</b>	<ul style="list-style-type: none"> <li>Kindly refer to the below table for reference on the contract period and penalty on early termination:</li> </ul> <table border="1" data-bbox="549 1608 1520 1845"> <thead> <tr> <th>NO</th> <th>ITEMS</th> <th>CONTRACT PERIOD</th> <th>PENALTY IF TERMINATION WITHIN CONTACT PERIOD</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Business Broadband 1Mbps</td> <td rowspan="4">24 months</td> <td rowspan="4">RM600</td> </tr> <tr> <td>2.</td> <td>Business Broadband 2Mbps</td> </tr> <tr> <td>3.</td> <td>Business Broadband 4Mbps</td> </tr> <tr> <td>4.</td> <td>Business Broadband 8Mbps</td> </tr> </tbody> </table>	NO	ITEMS	CONTRACT PERIOD	PENALTY IF TERMINATION WITHIN CONTACT PERIOD	1.	Business Broadband 1Mbps	24 months	RM600	2.	Business Broadband 2Mbps	3.	Business Broadband 4Mbps	4.	Business Broadband 8Mbps						
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9	<b>Can I have more than one Business Broadband connection at my premise?</b>	<ul style="list-style-type: none"> <li>Yes, you can. However, you will need to ensure that you have extra telephone lines as each broadband connection requires a dedicated telephone line.</li> </ul>																				

		<ul style="list-style-type: none"> <li>▪ In accordance to the Multiple Subscription Rules (MSR) for broadband/business broadband services, each premise is allowed to a maximum number of accounts, as stated in below. This policy is to manage the number of service subscriptions per customer and/or per address. <ul style="list-style-type: none"> <li>▪ Maximum three (12) service subscriptions per customer.</li> <li>▪ Maximum three (3) services per installed address per customer.</li> <li>▪ Maximum one (1) customer per installed address.</li> <li>▪ Therefore, maximum three (3) services per installed address (different customer)</li> <li>▪ Subscription of additional products at a different address is not allowed if the previous order is still pending and incomplete.</li> </ul> </li> </ul>
10	<b>Do I need to purchase a modem?</b>	<ul style="list-style-type: none"> <li>▪ TM will provide a DSL modem for customers subscribing to all our Business Broadband packages. We would highly encourage you to use modems provided by TM to fully experience our Business Broadband service.</li> </ul> <p><i>Note: The modem is lifetime warranty. Terms and conditions apply.</i></p>
11	<b>Do I need an additional wiring to be installed at my house / office?</b>	<ul style="list-style-type: none"> <li>▪ Your Business Broadband connection will be installed close to where your telephone line ends. If additional wiring is required, you can add from where the phone line ends at your own cost.</li> </ul>
12	<b>How do I check the Broadband service availability in my area?</b>	<ul style="list-style-type: none"> <li>▪ There are few ways on how you can check the Broadband service availability in your area: <ul style="list-style-type: none"> <li>▪ unifi portal at <a href="http://www.unifi.com.my">www.unifi.com.my</a></li> <li>▪ Live Chat via our myunifi app or <a href="http://unifi.com.my/chat">unifi.com.my/chat</a></li> <li>▪ Facebook at <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a></li> <li>▪ Twitter at <a href="https://twitter.com/helpmeunifi">@helpmeunifi</a></li> </ul> </li> <li>▪ You may also visit us at any of the TMpoint outlets nationwide.</li> </ul>
13	<b>Can I subscribe to your Business Broadband packages if my fixed line is served under other operators (non-TM)?</b>	<ul style="list-style-type: none"> <li>▪ Unfortunately, you need to have a fixed line provided by TM to connect to Business Broadband packages.</li> </ul>
14	<b>Can I change my subscription package before installation is done?</b>	<ul style="list-style-type: none"> <li>▪ If you have applied for a certain package and it has been scheduled for installation, you are not allowed to change the package before the installation date.</li> <li>▪ Should you need to do so, you are advised to cancel your application and re-apply the package that you prefer. You can request to cancel the application at the nearest TMpoint.</li> </ul>
15	<b>Will I enjoy fast speed at all times?</b>	<ul style="list-style-type: none"> <li>▪ Our Broadband download and upload speed varies depending on the following factors: <ul style="list-style-type: none"> <li>▪ Location of website hosting location - users may experience slower response from international hosted websites.</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>▪ Capacity of visited web server - some web servers are unable to support huge traffic demand from users. In addition, some sites restrict download speed of their users to ensure fair level of service among them.</li> <li>▪ Network congestion - high level of traffic at peak times may cause some slowdown.</li> <li>▪ Running other application simultaneously - using other applications (e.g. P2P) at the same time can degrade the download performance.</li> </ul>
16	<b>Do I need to pay any upfront payment?</b>	<ul style="list-style-type: none"> <li>▪ Yes. For service application made without the verification of a MyKad Reader, customer is subject to an upfront payment of RM200.</li> <li>▪ The upfront payment will be collected within 10 days from the date of their service activation. Customers will be notified by TM on their successful payment through SMS and the payment will be reflected in their next bill.</li> </ul>
17	<b>Who should I contact if I need any assistance or service inquiry?</b>	<ul style="list-style-type: none"> <li>▪ Easy, you can contact us via TM's digital channels such as: <ul style="list-style-type: none"> <li>▪ Live Chat via our myunifi app</li> <li>▪ unifi self-help portal at <a href="http://unifi.com.my/chat/index.html">unifi.com.my/chat/index.html</a></li> <li>▪ Facebook at <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a></li> <li>▪ Twitter at @helpmeunifi</li> </ul> </li> <li>▪ Should you require a face-to-face interaction, you may visit us at any of the TMpoint outlets nationwide.</li> </ul>
18	<b>How do I terminate my Broadband subscription?</b>	<ol style="list-style-type: none"> <li>1) <b>Step 1:</b> You may give us a 30-day notice on your intention to terminate the service via channels below: <ol style="list-style-type: none"> <li>a. unifi portal at <a href="http://unifi.com.my">unifi.com.my</a></li> <li>b. Live Chat at unifi self-help portal at <a href="http://unifi.com.my/chat/index.html">unifi.com.my/chat/index.html</a></li> <li>c. Facebook at <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a></li> <li>d. Twitter at @helpmeunifi.</li> <li>e. Email at <a href="mailto:help@tm.com.my">help@tm.com.my</a></li> <li>f. TMpoint</li> </ol> </li> <li>2) <b>Step 2:</b> We will provide your pre-final bill indicating your outstanding balance. TM representative will call you within 7 days to confirm on your termination request. Upon payment settlement, we will proceed with termination order on day 31 from your termination notice.</li> <li>3) <b>Step 3:</b> For unifi account, you will receive an SMS when your termination request is completed. Then, you may drop the Broadband Termination Unit (BTU) at TMpoint fast lane within seven (7) days to avoid any late charges.</li> </ol>
19	<b>What is the procedure to terminate at TMpoint?</b>	<ul style="list-style-type: none"> <li>▪ Just bring along your MyKad for thumbprint verification.</li> </ul>

**20 What if I couldn't go to the TMpoint personally to terminate the service?**

- If your company is registered under a personal name or trading/enterprise category, you are allowed to send an authorised representative to terminate the service on your behalf only for the following scenarios listed below:

Scenario	Supporting document required from an authorised representative
You have serious medical problem /unable to walk-in to TMpoint/ Critical Illness	<ul style="list-style-type: none"> <li>• Doctor's consent letter on the account owner medical condition/ Medical appointment card/any valid medical supporting document.</li> <li>• A copy of the owner's IC/Passport</li> <li>• Authorised person's IC/Passport</li> <li>• Authorisation letter with the owner's signature.</li> <li>• Business Registration related form</li> </ul>
You are not in Malaysia (resides / working overseas)	<ul style="list-style-type: none"> <li>• A copy of the owner's passport or letter to prove that you are studying/working abroad</li> <li>• A copy of the owner's IC/Passport</li> <li>• Authorised person's IC/Passport</li> <li>• Authorisation letter with the owner's signature.</li> <li>• Business Registration related form</li> </ul>
OKU	<ul style="list-style-type: none"> <li>• A copy of the owner's IC/Passport</li> <li>• Authorised person's IC/Passport</li> <li>• Authorisation letter with the owner's signature.</li> <li>• The owner's OKU card</li> <li>• Business Registration related form</li> </ul>
Senior Citizen (60 years and above)	<ul style="list-style-type: none"> <li>• A copy of the owner's IC/Passport</li> <li>• Authorised person's IC/Passport</li> <li>• Authorisation letter with the owner's signature.</li> <li>• Business Registration related form</li> </ul>
Demise of the account owner	<ul style="list-style-type: none"> <li>• Authorised person's IC/Passport</li> <li>• The original / certified true copy of the death certificate of the account owner</li> <li>• Business Registration related form</li> </ul>

- However, if your company is registered as SDN BHD /BHD/LLP/ Ikhtisas Professional (Registered)/Company without Business Registration Number (BRN), a company representative may apply for the termination on behalf of the company with the supporting documents below:
  - A copy of the Director's IC/Passport
  - The representative's IC/Passport
  - Original Authorisation letter with the company letterhead

		<ul style="list-style-type: none"><li>• Business Registration related form</li></ul>
21	<b>Where can I get sample of the authorisation letter?</b>	<ul style="list-style-type: none"><li>▪ You may view a sample of the authorisation letter <a href="#">here</a>.</li></ul>
22	<b>Do I need to return my device (phone/modem/router etc.) upon termination?</b>	<ul style="list-style-type: none"><li>▪ If you are subscribing to this Business Broadband package, you are not required to return any device to TMpoint upon termination.</li></ul>
23	<b>I am a non-Malaysian, how would I receive my deposit upon termination?</b>	<ul style="list-style-type: none"><li>▪ Your refund will be transferred into your preferred bank account within three (3) months / 90 days upon termination. Please ensure to provide us with your banking details via our support channels or at any TMpoint outlet nationwide upon successful termination.</li></ul>