

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
unifi Try Me Campaign with unifi Plus Box**

NO	QUESTION	ANSWER
unifi Try Me Campaign with unifi Plus Box		
1.	What is this campaign all about?	<ul style="list-style-type: none"> ▪ Try Me Campaign is a risk-free trial period for all NEW unifi Home plans subscription. During this trial period, you can enjoy our high speed internet for 30 days. ▪ Good news! unifi Plus Box is now available. Subscribe to unifi Home plan with unifi TV Ultimate pack during this extended campaign, and customers will get unifi Plus Box. ▪ During this limited time only, new unifi Home 300Mbps subscribers will also enjoy: <ul style="list-style-type: none"> a) Access to unifi playTV app of up to five (5) devices b) Complimentary access to Viu for six (6) months c) Free 600 minutes call plan ▪ To ensure you have strong WiFi coverage in your entire house to enjoy maximum experience with unifi Plus Box, you can easily add on a Mesh Wi-Fi system with only additional RM15 per month for 24 months. This value added services is chargeable from the first month.
2.	How long is the campaign period?	<ul style="list-style-type: none"> ▪ The promotion runs for a limited time only, from 1st June until 30 September 2020. So hurry up and subscribe to any of the unifi Home plans now!
3.	Where can I subscribe to this Try Me Campaign?	<ul style="list-style-type: none"> ▪ Starting 1st June, customer can subscribe unifi plans from any TMpoint, Resellers, TM Authorized Dealer, TM Staff or via TM Sales Centre (TMSC). ▪ Customer can subscribe via online unifi.com.my starting 9th June 2020.
4.	Who is eligible for this campaign?	<ul style="list-style-type: none"> ▪ We welcome all NEW residential customers to subscribe to the plans under this campaign.

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5.	<p>I have subscribed to unifi 100Mbps plan, how does the waiver fee works? Do I have to pay the amount stated in bill?</p>	<ul style="list-style-type: none"> ▪ Once you have subscribed to the plan, you will enjoy a waiver of RM129. ▪ You will see two (2) types of charges in your first bill: <ul style="list-style-type: none"> i. Prorated charges and broadband package waiver based on unifi activation date and Billing Period date. ii. Full month charges of the package fee and broadband package waiver based on 30 days from the 1st Billing Date. ▪ If you decide to cancel the subscription within 30 days, any charges for the broadband service will still be waived <u>except for the add-on features</u>. ▪ If you agree to continue with the subscription once the free one (1) month trial period has ended, you will be charged with the monthly subscription fee for the consecutive months. Please note that the pro-rated charges in the first bill must be paid by the customer.
6.	<p>Will I be tied to any contract for my unifi plan subscription?</p>	<ul style="list-style-type: none"> ▪ Yes, all unifi Home plans come with a 24-months contract.
7.	<p>Does this promotion include add-on features?</p>	<ul style="list-style-type: none"> ▪ The promotion is applicable to the price of unifi Home plans only and not applicable to any add-ons. ▪ Example: If you subscribe to unifi Home plan 100Mbps at RM129 and you have add-ons RM60 for unifi TV Ultimate Pack and unifi unifi Plus Box, you will be entitled to a 1-month free for the price of RM129. You will then need to pay for the additional add-ons that you have chosen.

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8.	What are the Add-Ons available to customers?	<ul style="list-style-type: none"> For unifi 30Mbps, 100Mbps and 300Mbps, customers may choose the optional Add-ons as below: <table border="1" data-bbox="616 394 1489 1126"> <thead> <tr> <th data-bbox="616 394 815 454">Add Ons</th> <th data-bbox="815 394 1118 454">Description</th> <th data-bbox="1118 394 1310 454">Price/month</th> <th data-bbox="1310 394 1489 454">Contract</th> </tr> </thead> <tbody> <tr> <td data-bbox="616 454 815 611"> Ultimate pack Not applicable for unifi 300Mbps </td> <td data-bbox="815 454 1118 611">Enjoy All Channels via unifi Plus Box</td> <td data-bbox="1118 454 1310 611">RM60</td> <td data-bbox="1310 454 1489 611">12mths</td> </tr> <tr> <td data-bbox="616 611 815 797"> Mesh WiFi </td> <td data-bbox="815 611 1118 797">Better WiFi experience for all your wireless devices by ensuring seamless WiFi connectivity for your entire home.</td> <td data-bbox="1118 611 1310 797">RM15</td> <td data-bbox="1310 611 1489 797">24mths</td> </tr> <tr> <td data-bbox="616 797 815 1043"> Home Gadget Protection. </td> <td data-bbox="815 797 1118 1043">Protect your gadgets with a hassle-free experience</td> <td data-bbox="1118 797 1310 1043"> 3 gadgets: RM15 5 gadgets: RM25 8 gadgets: RM40 </td> <td data-bbox="1310 797 1489 1043">12mths</td> </tr> <tr> <td data-bbox="616 1043 815 1126"> Online Guard Plus </td> <td data-bbox="815 1043 1118 1126">Keeping Internet safe for everyone at home</td> <td data-bbox="1118 1043 1310 1126">RM2</td> <td data-bbox="1310 1043 1489 1126">-</td> </tr> </tbody> </table> 	Add Ons	Description	Price/month	Contract	Ultimate pack Not applicable for unifi 300Mbps	Enjoy All Channels via unifi Plus Box	RM60	12mths	Mesh WiFi	Better WiFi experience for all your wireless devices by ensuring seamless WiFi connectivity for your entire home.	RM15	24mths	Home Gadget Protection.	Protect your gadgets with a hassle-free experience	3 gadgets: RM15 5 gadgets: RM25 8 gadgets: RM40	12mths	Online Guard Plus	Keeping Internet safe for everyone at home	RM2	-
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9.	How can I get the unifi Plus Box?	<ul style="list-style-type: none"> You can subscribe to any of the unifi Home plans as below: <table border="1" data-bbox="616 1234 1489 1491"> <thead> <tr> <th data-bbox="616 1234 1007 1301">unifi Home Plan</th> <th data-bbox="1007 1234 1305 1301">Promotional price/month</th> <th data-bbox="1305 1234 1489 1301">Contract</th> </tr> </thead> <tbody> <tr> <td data-bbox="616 1301 1007 1368">unifi 300Mbps with unifi TV Ultimate pack</td> <td data-bbox="1007 1301 1305 1368">RM199</td> <td data-bbox="1305 1301 1489 1368">24-months</td> </tr> <tr> <td data-bbox="616 1368 1007 1435">unifi 100Mbps with unifi TV Ultimate pack</td> <td data-bbox="1007 1368 1305 1435">RM189</td> <td data-bbox="1305 1368 1489 1435">24-months</td> </tr> <tr> <td data-bbox="616 1435 1007 1491">unifi 30Mbps with unifi TV Ultimate pack</td> <td data-bbox="1007 1435 1305 1491">RM149</td> <td data-bbox="1305 1435 1489 1491">24-months</td> </tr> </tbody> </table> Subscribing to unifi 100Mbps and 30Mbps with Ultimate pack, customers will only enjoy the one (1) month waiver fee on the broadband price. Customer will still have to pay RM60 for the Ultimate pack with unifi Plus Box as stated in the bill. 	unifi Home Plan	Promotional price/month	Contract	unifi 300Mbps with unifi TV Ultimate pack	RM199	24-months	unifi 100Mbps with unifi TV Ultimate pack	RM189	24-months	unifi 30Mbps with unifi TV Ultimate pack	RM149	24-months								
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10	Do I need to make any upfront payment?	<ul style="list-style-type: none"> ▪ Please note that an advance payment of RM100 for Malaysians and RM500 for non-Malaysians is applicable if you subscribe the service via TM Sales Centre or TM Staff Sales Personnel and online or without the verification of MyKad Reader (<i>please refer to general unifi T&C clause 10.11 and general unifi Lite clause 5.8</i>). ▪ If you wish to avoid making any advance payment, you can choose to subscribe from our other sales channels such as TMpoint, TM Authorised Dealer (TAD) or TM Appointed Reseller.
11	Will there be any other charges?	<ul style="list-style-type: none"> ▪ Customers will still need to pay for: <ul style="list-style-type: none"> i. Advance payment of RM100 (for Malaysian citizens) or RM500 (non-citizen) for application of unifi service made without the verification of MyKad Reader (<i>please refer to general unifi T&C clause 10.11 and general unifi Lite clause 5.8</i>). ii. Add-ons of RM60 for unifi TV Ultimate Pack and unifi Plus Box. iii. Any other add-ons items, call charges, value added services (for example Mesh Wifi and Home Gadget Protection) and content on demand.
12	When will I get back my advance payment if I cancel my subscription?	<ul style="list-style-type: none"> ▪ Customers will receive their advance payment in their 1st or 2nd bill.
13	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, customers need to walk in to any TMpoint within 30 days of the subscription. ▪ Customers will have to return all equipment upon cancellation of the subscription to avoid being charged with early termination fee. <p><u>unifi Home 30Mbps,100Mbps, 300Mbps</u></p> <ul style="list-style-type: none"> ▪ You are required to return all the 3 equipment: <ul style="list-style-type: none"> ○ Router (RG) ○ Broadband Termination Unit (BTU) and ○ unifi Plus Box - for Add-ons Ultimate Pack @ RM60 - if applicable ▪ If you failed to return the items, you will be charged RM500. <p><u>unifi Lite</u></p> <ul style="list-style-type: none"> ▪ You are required to return the modem. If you failed to do so, you will be charged RM350.

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		<ul style="list-style-type: none"> ▪ If you have subscribed to any Value Added Services (VAS), you will be charged with the penalty fees of that particular VAS, e.g.: unifi TV Ultimate pack of RM60 X the remaining months. ▪ Customers may return the equipment at the nearest TMpoint.
14	What happens If I continue with my subscription after the free trial period (30 days) is over?	<ul style="list-style-type: none"> ▪ If you're happy with the service and wish to continue after the free trial period has ended, the account will be automatically charged with the monthly fee for the consecutive months.
15	What happens If I cancel my subscription after the free trial period (30 days) is over?	<ul style="list-style-type: none"> ▪ If you cancel the 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 fees i.e. the remaining months of the contract.
16	What happens if the waiver is not reflected in my first bill?	<ul style="list-style-type: none"> ▪ Don't worry, if the waiver is not reflected in your first bill, you may contact us via channels below: <ul style="list-style-type: none"> ▪ myunifi app (available for Android and iOS) ▪ unifi portal - unifi.com.my ▪ unifi online community forum at community.unifi.com.my ▪ Live Chat - http://bit.ly/unifilivechat ▪ Email – help@tm.com.my ▪ Facebook - https://www.facebook.com/weareunifi/ ▪ Twitter - https://twitter.com/helpmeunifi or ▪ Contact our helpline at 100 ▪ Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.
17	My unifi account was activated on 4th June 2020 and I requested for account cancellation at TMpoint on 27th June 2020. However, my account was only officially cancelled by TM on 3rd July 2020. Am I still entitled for the 30 days bill waiver?	<ul style="list-style-type: none"> ▪ Yes, you are still entitled for the 30 days bill waiver.

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18	I experienced service downtime during my 30 days trial period, am I entitled for rebate?	<ul style="list-style-type: none"> ▪ Customer has already enjoyed the 30 days fee waiver, hence no rebate will be given. ▪ Rebate for VAS will be given if applicable.
19	After I terminated my unifi plan under Try Me campaign, may I apply for new unifi line? Is there any grace period apply?	<ul style="list-style-type: none"> ▪ You are not able to apply for new unifi line after termination. There will be three (3) months grace period after termination before customer can subscribe to a new unifi plan. We hope you will stay with us.
20	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none"> ▪ You can contact us via TM's digital channels such as: <ul style="list-style-type: none"> ▪ myunifi app (available for Android and iOS) ▪ unifi portal - unifi.com.my ▪ unifi online community forum at community.unifi.com.my ▪ Live Chat - http://bit.ly/unifilivechat ▪ Email – help@tm.com.my ▪ Facebook - https://www.facebook.com/weareunifi/ ▪ Twitter - https://twitter.com/helpmeunifi or ▪ Contact our helpline at 100 ▪ Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.
Existing subscriber		
21	I am an existing customer, can I subscribe to one of the plans in the Try Me Campaign?	<ul style="list-style-type: none"> ▪ We are sorry to inform that TRY Me campaign is only applicable for NEW customers only. ▪ But the good news is you can still upgrade your plan to unifi plan with our latest unifi Plus Box.

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22	How do I upgrade my plan?	<ul style="list-style-type: none"> ▪ Existing unifi Home subscribers can upgrade according to the plan below: <table border="1" data-bbox="616 394 1453 954"> <thead> <tr> <th data-bbox="616 394 951 461">Existing unifi home subscriber</th> <th data-bbox="951 394 1286 461">Plan</th> <th data-bbox="1286 394 1453 461">Contract</th> </tr> </thead> <tbody> <tr> <td data-bbox="616 461 951 640">Subscriber with unifi TV pack (Varnam plus/ Aneka plus/ Ruby Plus/ Jumbo Lite/ Ultimate TV pack)</td> <td data-bbox="951 461 1286 640">unifi 300Mbps with unifi TV Ultimate pack at promotional price of RM199</td> <td data-bbox="1286 461 1453 640">24-months</td> </tr> <tr> <td data-bbox="616 640 951 954" rowspan="3">Subscriber without unifi TV pack</td> <td data-bbox="951 640 1286 763">unifi 300Mbps with unifi TV Ultimate pack at promotional price of RM199</td> <td data-bbox="1286 640 1453 763">24-months</td> </tr> <tr> <td data-bbox="951 763 1286 887">unifi 100Mbps with unifi TV Ultimate Pack at RM189</td> <td data-bbox="1286 763 1453 887">24-months</td> </tr> <tr> <td data-bbox="951 887 1286 954">unifi 30Mbps with unifi TV Ultimate Pack at RM149</td> <td data-bbox="1286 887 1453 954">24-months</td> </tr> </tbody> </table>	Existing unifi home subscriber	Plan	Contract	Subscriber with unifi TV pack (Varnam plus/ Aneka plus/ Ruby Plus/ Jumbo Lite/ Ultimate TV pack)	unifi 300Mbps with unifi TV Ultimate pack at promotional price of RM199	24-months	Subscriber without unifi TV pack	unifi 300Mbps with unifi TV Ultimate pack at promotional price of RM199	24-months	unifi 100Mbps with unifi TV Ultimate Pack at RM189	24-months	unifi 30Mbps with unifi TV Ultimate Pack at RM149	24-months
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23	I am currently subscribing to package with media box (V8), can I change my plan to package with unifi Plus Box? Is the media box can still be working?	<ul style="list-style-type: none"> ▪ Yes, you can upgrade to the package with unifi Plus Box but you will not be able to enjoy the free 30-days trial benefits. ▪ Once you received the unifi Plus Box, you can use both media box and unifi Plus Box, treat it as multi room entertainment! ▪ Please note that downgrading or changing your subscription plan (same speed movement) to get the unifi Plus Box during this campaign is not available at the moment. But, you can still downgrade or change your subscription plan to other plan without the unifi Plus Box. ▪ However, existing customers who are still on the old platform need to be migrated before login to the unifi Plus Box. TM will communicate once the migration process is successful (once your order is completed) and you may enjoy unifi TV via the unifi Plus Box. ▪ Customers with the white media box (V8) can still enjoy unifi TV until further announcement from TM. 													
24	How can I add on the unifi Plus Box?	<ul style="list-style-type: none"> ▪ Unfortunately, add on for unifi Plus Box is temporarily not available at the moment. Stay tuned for further announcement in the near future. 													

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25	<p>I forgot to bring all TM devices during my termination request and now I have been charged with device penalty. Can I get a penalty waiver if I return the devices later?</p>	<ul style="list-style-type: none"> ▪ Please note that customers must bring the CPE during the termination request. If the customer is unable to return the CPE, a penalty of RM500 will be imposed to the customer.
26	<p>I decided to cancel my unifi subscription within 30 days. How will TM return my advance payment? Can I request TM to return my advance payment via direct transfer?</p>	<ul style="list-style-type: none"> ▪ Customer's advance payment will be refunded (if applicable) via cheque within three (3) months from the date of termination. Customer do not need to perform any request for this since it will be automatically refunded if the negative balance is less than -RM500. ▪ The cheque will be sent via mail to your billing address.