

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
#UNIFIYOURWORLD ANYTIME ANYWHERE CAMPAIGN**

NO	QUESTION	ANSWER													
PART A: NEW unifi HOME SUBSCRIPTION															
GENERAL INFO															
1.	What is the “#unifiyourworld Anytime Anywhere” campaign?	<ul style="list-style-type: none"> ▪ Under this campaign, customers can enjoy 30 days risk-free trial period for all NEW unifi Home plans subscription. ▪ unifi has also extended the 30 days trial period offering to its entertainment plan. ▪ By subscribing to this campaign, customers will enjoy: <ol style="list-style-type: none"> 1. 30 days trial period of unifi Home and entertainment package 2. Subscribers of unifi Home and unifi TV pack (either Varnam Plus, Aneka Plus, Ruby Plus or Ultimate Pack) will also receive unifi Plus Box, together with complimentary streaming apps and 30 days FREE viewing of all unifi TV channels. ▪ They can also get Smart TV and Laptop for as low as RM69 per month. ▪ Online exclusive offer: In conjunction with Chinese New Year celebration, unifi is rewarding the first 500 fibre broadband subscribers every month with a Shopee voucher worth RM88 when you subscribe to the plan via online at unifi.com.my or myunifi app. In addition, customers who subscribe to unifi Home fibre broadband or unifi Mobile postpaid plan will also stand a chance to win Samsung Galaxy Z Fold 3 5G phone worth RM6,699. 													
2.	How long is the campaign period?	<ul style="list-style-type: none"> ▪ The promotion runs from 28th January until 30th April 2022. 													
3.	What are the complimentary streaming apps offered under this campaign?	<ul style="list-style-type: none"> ▪ Your unifi Plus Box comes with our partners' streaming apps such as iQiyi, Simply South, ZEE5, Lionsgate Play, Viu and BBC Player. ▪ Below are the complimentary apps that come with each unifi TV pack: <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="background-color: black; color: white;">unifi TV pack</th> <th style="background-color: black; color: white;">Complimentary Apps</th> <th style="background-color: black; color: white;">unifi Plus Box</th> </tr> </thead> <tbody> <tr> <td>Varnam Plus</td> <td>Simply South</td> <td rowspan="3" style="text-align: center; vertical-align: middle;">Complimentary throughout the campaign period</td> </tr> <tr> <td>Aneka Plus</td> <td>Viu</td> </tr> <tr> <td>Ruby Plus</td> <td>iQiyi</td> </tr> <tr> <td>Ultimate</td> <td>Lionsgate Play, BBC Player and another 1 app of customer's choice</td> <td style="text-align: center; vertical-align: middle;">Inclusive</td> </tr> </tbody> </table> 	unifi TV pack	Complimentary Apps	unifi Plus Box	Varnam Plus	Simply South	Complimentary throughout the campaign period	Aneka Plus	Viu	Ruby Plus	iQiyi	Ultimate	Lionsgate Play, BBC Player and another 1 app of customer's choice	Inclusive
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	(either iQiyi, Simply South, ZEE5 or Viu)				
4.	What is Varnam Plus / Aneka Plus / Ruby Plus / Ultimate Pack?	<ul style="list-style-type: none"> ▪ Varnam Plus Pack: Must watch Hindi, Tamil movies and TV shows from Indian with unlimited access to Simply South app at RM30/month. For more info, please refer to https://unifi.com.my/tv/plans/varnam-plus-pack ▪ Aneka Plus Pack: Exclusive local programme, Korean dramas and more with unlimited access to Viu app at RM30/month. For more info, please refer to https://unifi.com.my/tv/plans/aneka-plus-pack ▪ Ruby Plus Pack: Tops shows from Hong Kong, Korea, Taiwan and China with unlimited access to iQiyi at RM30/month. For more info, please refer to https://unifi.com.my/tv/plans/ruby-plus-pack ▪ Ultimate Pack: Includes all unifi TV channels with unlimited access to BBC Player, Lionsgate Play and more streaming apps at RM60/month. For more info, please refer to https://unifi.com.my/tv/plans/ultimate-pack 			
5.	Who is eligible for this campaign?	<ul style="list-style-type: none"> ▪ The 30 days trial is applicable to new unifi customers only. ▪ Meanwhile, unifi Lite or Streamyx customers who migrate to unifi fibre plans under the campaign offerings will enjoy a 1-month waiver but not the 30 days free trial. 			

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6.	Can you explain more about the 30 days free trial?	<ul style="list-style-type: none"> ▪ New customers will be entitled to 30 days free trial of unifi package subscription during the campaign period. ▪ The below table depicts the plans eligible for the 30 days free trial: <table border="1" data-bbox="544 459 1457 1727"> <thead> <tr> <th></th> <th>Broadband</th> <th>Entertainment</th> <th>Mobile</th> <th>Package Price</th> </tr> </thead> <tbody> <tr> <td rowspan="5" style="writing-mode: vertical-rl; transform: rotate(180deg);">All-in-One Plan</td> <td>30Mbps</td> <td rowspan="5">Ultimate pack with unifi Plus Box</td> <td rowspan="5">unlimited unifi Mobile plan at RM59</td> <td>RM198</td> </tr> <tr> <td>100Mbps</td> <td>RM208</td> </tr> <tr> <td>300Mbps</td> <td>RM228</td> </tr> <tr> <td>500Mbps</td> <td>RM278</td> </tr> <tr> <td>800Mbps</td> <td>RM378</td> </tr> <tr> <td rowspan="7" style="writing-mode: vertical-rl; transform: rotate(180deg);">Broadband with Entertainment</td> <td>30Mbps</td> <td>Ultimate pack with unifi Plus Box</td> <td rowspan="7">NA</td> <td>RM149</td> </tr> <tr> <td>30Mbps</td> <td>Varnam Plus or Aneka Plus or Ruby Plus pack complimentary unifi Plus Box</td> <td>RM119</td> </tr> <tr> <td>100Mbps</td> <td>Ultimate pack with unifi Plus Box</td> <td>RM189</td> </tr> <tr> <td>100Mbps</td> <td>Varnam Plus or Aneka Plus or Ruby Plus pack complimentary unifi Plus Box</td> <td>RM159</td> </tr> <tr> <td>300Mbps</td> <td rowspan="3">Ultimate pack with unifi Plus Box</td> <td>RM199</td> </tr> <tr> <td>500Mbps</td> <td>RM249</td> </tr> <tr> <td>800Mbps</td> <td>RM349</td> </tr> <tr> <td rowspan="2" style="writing-mode: vertical-rl; transform: rotate(180deg);">Broadband only</td> <td>30Mbps</td> <td rowspan="2">NA</td> <td rowspan="2">NA</td> <td>RM89</td> </tr> <tr> <td>100Mbps</td> <td>RM129</td> </tr> </tbody> </table> <ul style="list-style-type: none"> ▪ The 30 days free trial period promotion does not include unifi Mobile ▪ The package price for All-in-One plan is valid for 24 months. 		Broadband	Entertainment	Mobile	Package Price	All-in-One Plan	30Mbps	Ultimate pack with unifi Plus Box	unlimited unifi Mobile plan at RM59	RM198	100Mbps	RM208	300Mbps	RM228	500Mbps	RM278	800Mbps	RM378	Broadband with Entertainment	30Mbps	Ultimate pack with unifi Plus Box	NA	RM149	30Mbps	Varnam Plus or Aneka Plus or Ruby Plus pack complimentary unifi Plus Box	RM119	100Mbps	Ultimate pack with unifi Plus Box	RM189	100Mbps	Varnam Plus or Aneka Plus or Ruby Plus pack complimentary unifi Plus Box	RM159	300Mbps	Ultimate pack with unifi Plus Box	RM199	500Mbps	RM249	800Mbps	RM349	Broadband only	30Mbps	NA	NA	RM89	100Mbps	RM129
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7.	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 1st bill. ▪ Please note that unifi Mobile is not included in the 30 days trial period. ▪ The 1-month waiver is not applicable for other add-on services such as Smart Device, Mesh Wi-Fi, unifi Plus Box (multi-room entertainment), other unifi Mobile plan or any other add-ons that are not bundled together in the package plan.
8.	Where can I subscribe to this campaign?	<ul style="list-style-type: none"> ▪ Customer may walk-in to the nearest TM outlets nationwide: <ul style="list-style-type: none"> ○ TMpoint ○ TM Resellers ○ TM Authorised Dealer ▪ Subscribe via digital channel: <ul style="list-style-type: none"> ○ unifi Portal ▪ Call to 100 (press 4)
9.	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 the 30 days trial period. ▪ Customers are required to return all equipment upon cancellation of the subscription to avoid being charged with early termination fee. ▪ You are required to return all of the equipment provided during installation: <ol style="list-style-type: none"> i. Residential Gateway (RG) ii. Broadband Termination Unit (BTU) iii. unifi Plus Box with packaging box, remote control and all accessories iv. Mesh Wi-Fi (if applicable) ▪ 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 be charged with the early termination penalty fees of that particular VAS. ▪ Kindly note that you will no longer enjoy unifi Mobile plan at RM59 per month when you terminate your unifi Home account, and the price will be reverted to RM79 per month. ▪ Termination for both unifi Home and unifi Mobile will need to be done separately.

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10.	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.
11.	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 penalty fees i.e. monthly subscription fee multiplied by the remaining months of the contract. ▪ Kindly note that you will no longer enjoy unifi Mobile plan at RM59 per month when you terminate your unifi Home account and the price will be reverted to RM79 per month.
12.	After I terminated my unifi plan under this campaign, may I apply for a new unifi Home line?	<ul style="list-style-type: none"> ▪ We're sorry, after termination, you will not be able to apply for a new unifi line at the same installation address during the campaign period. We hope you will stay with us.
13.	I experienced service downtime during my 30 days trial period, am I entitled for a rebate?	<ul style="list-style-type: none"> ▪ You already enjoy fee waiver for 1 month, hence no rebate will be given. ▪ However, rebate for other add-ons will be given if applicable.
14.	I'm an existing unifi customer but I don't have any unifi TV pack. Can I upgrade my current plan to unifi plan bundled with Varnam Plus or Aneka Plus or Ruby Plus pack?	<ul style="list-style-type: none"> ▪ Yes, you may upgrade your current unifi plan to the plan with Varnam Plus or Aneka Plus or Ruby Plus pack and get a complimentary unifi Plus Box. ▪ Your contract will be refreshed to 24 months upon upgrade of plan.
15.	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 unifi.com.my/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

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16.	<p>What are the Add-Ons available to customers?</p>	<ul style="list-style-type: none"> On top of the bundled package, customers may also choose the optional Add-ons as below: <table border="1" data-bbox="544 394 1481 1189"> <thead> <tr> <th data-bbox="544 394 759 454">Add Ons</th> <th data-bbox="759 394 1043 454">Description</th> <th data-bbox="1043 394 1299 454">Price per month</th> <th data-bbox="1299 394 1481 454">Contract</th> </tr> </thead> <tbody> <tr> <td data-bbox="544 454 759 591">unifi Plus Box</td> <td data-bbox="759 454 1043 591">Multi room entertainment with additional unifi Plus Box</td> <td data-bbox="1043 454 1299 591">RM20 <i>(For 24 month only)</i></td> <td data-bbox="1299 454 1481 591">24 month</td> </tr> <tr> <td data-bbox="544 591 759 862">Mesh WiFi</td> <td data-bbox="759 591 1043 862">Better WiFi experience for all your wireless devices by ensuring seamless WiFi connectivity for your entire home.</td> <td data-bbox="1043 591 1299 862">From RM15/month</td> <td data-bbox="1299 591 1481 862">24 month</td> </tr> <tr> <td data-bbox="544 862 759 1025">unifi Mobile</td> <td data-bbox="759 862 1043 1025">Stay connected with family and friends from anywhere</td> <td data-bbox="1043 862 1299 1025">From RM19/month</td> <td data-bbox="1299 862 1481 1025">No Contract</td> </tr> <tr> <td data-bbox="544 1025 759 1189">Smart Devices</td> <td data-bbox="759 1025 1043 1189">Get your preferred lifestyle devices with easy payment plan</td> <td data-bbox="1043 1025 1299 1189">From RM69/month</td> <td data-bbox="1299 1025 1481 1189">24 month</td> </tr> </tbody> </table>	Add Ons	Description	Price per month	Contract	unifi Plus Box	Multi room entertainment with additional unifi Plus Box	RM20 <i>(For 24 month only)</i>	24 month	Mesh WiFi	Better WiFi experience for all your wireless devices by ensuring seamless WiFi connectivity for your entire home.	From RM15/month	24 month	unifi Mobile	Stay connected with family and friends from anywhere	From RM19/month	No Contract	Smart Devices	Get your preferred lifestyle devices with easy payment plan	From RM69/month	24 month
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17.	<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 unifi Mobile 99 at the price of RM59 per month, provided that you do not have any outstanding balance, blacklisted, or under contract with your current mobile service provider. Click here for more info: https://unifi.com.my/switch-to-unifi 																				
18.	<p>Will I be tied to any contract for my All-in-One plan subscription?</p>	<ul style="list-style-type: none"> Yes, all unifi Home plans come with a 24-months contract. However, with All-in-One plan, your unifi Mobile will not be tied to any contract. Early termination penalty (calculated based on the monthly subscription fee multiplied by the remaining contract months) will be imposed for termination within the contract period (24 months for unifi and 12 months for unifi TV pack). 																				

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19.	<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 and hence your unifi Mobile plan will be charged at RM79 per month. ▪ Worry not as we have few alternatives for you: <ul style="list-style-type: none"> ▪ You may continue to enjoy your mobile line at RM79 per month. ▪ You may change your mobile plan to other unifi Mobile postpaid plan. Kindly refer to https://unifi.com.my/personal/mobile/postpaid ▪ If you wish to discontinue your mobile line, you can terminate by visiting the nearest TMpoint or via unifi Mobile Live Chat.
20.	<p>What will happen if my broadband has been successfully installed but my mobile is not activated due to technical limitation?</p>	<ul style="list-style-type: none"> ▪ If your port in to unifi Mobile is unsuccessful, your All-in-One plan will be changed to Broadband with Entertainment Plan within 14 days and you will not be able to enjoy the All-in-One bundle discount. ▪ You may contact our touchpoints below for further assistance: <ul style="list-style-type: none"> ▪ TMpoint outlets nationwide ▪ unifi Mobile Live Chat
21.	<p>Is there any changes to the promo price if I terminate any mobile or TV content in the All-in-One plan?</p>	<ul style="list-style-type: none"> ▪ The discount that you enjoy for subscribing All-in-One plan will be removed and your plan will be changed to a new plan with refreshed contract period. ▪ The early termination penalty charges for the TV content is calculated based on the monthly fee of the unifi TV pack multiplied by the remaining contract months.
22.	<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 add on Smart Device) or RM200 (with add on Smart Device) for Malaysians and RM500 for non-Malaysians is applicable for registrations without the verification of MyKad Reader (please refer to general unifi T&C clause 10.11 and general unifi Lite clause 5.8). ▪ If you wish to avoid making any advance payment, you can choose to subscribe at TMpoint outlets, TM Authorised Dealer (TAD) or TM Appointed Reseller. ▪ The advance payment will be reflected in your 2nd month bill. <p>unifi Mobile</p> <ul style="list-style-type: none"> ▪ Please note that an upfront payment of RM100 is applicable for any new mobile line registration via TM Resellers, TM Authorised Dealers

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		<p>and any TMpoint outlets nationwide. The amount will be offset in your 1st bill.</p> <ul style="list-style-type: none"> ▪ 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're waiving the upfront payment of RM100 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 Malaysian only.</i></p>
23.	<p>How will my bill look like when I subscribe to this campaign?</p>	<ul style="list-style-type: none"> ▪ You will receive two (2) separate bills for unifi Home and unifi Mobile. <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"> 1. Prorated charges based on unifi activation date and Billing Period date. 2. Full month charges of the broadband package based on 30 days from the 1st Billing Date (this is waived for the 1st month). ▪ 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 unifi Mobile 99 Promo will be reflected by the plan name “unifi Mobile 79 unlimited” in your bill. ▪ Once unifi Home and unifi Mobile services are both activated, you will enjoy the RM59 per month price in the following month onwards. ▪ Your bill date will always be on the 1st of every month and the cycle is for the full period of the month.
24.	<p>Where can I view my bill?</p>	<ul style="list-style-type: none"> ▪ You can view and pay all your home fibre, entertainment and mobile bill on myunifi app, which can be downloaded for free via the below links: <ol style="list-style-type: none"> 1. Apple: Apple App Store 2. Android: Google Play 3. Huawei: App Gallery

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25.	If I have any further enquiries or need further assistance, who should I reach out to?	<ul style="list-style-type: none"> ▪ Kindly contact us online via TM's digital channels as below: <ul style="list-style-type: none"> ▪ Live Chat at 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.

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PART B: EXISTING CUSTOMERS																		
1.	Do existing customers eligible for this campaign?	<ul style="list-style-type: none"> ▪ Existing unifi customers will also be entitled to a free 1 month waiver of unifi package upon successful of speed upgrade to this campaign offering only. 																
2.	How do I enjoy the FREE 1 month waiver?	<ul style="list-style-type: none"> ▪ Existing unifi customers will enjoy the waiver when the plan has been successfully upgraded to the campaign offering. The waiver will be reflected in your next bill upon the upgrade. 																
3.	Where can I upgrade my existing plan?	<ul style="list-style-type: none"> ▪ Customers may walk-in to the nearest TMpoint outlets nationwide: <ul style="list-style-type: none"> ○ TMpoint ▪ They can also submit their request via our digital channel: <ul style="list-style-type: none"> ○ unifi Portal ▪ Call to 100 (press 4) 																
4.	I am an existing unifi customer. Will my contract be refreshed if I upgrade to this package?	<ul style="list-style-type: none"> ▪ Yes, all unifi Home plans come with a 24-months contract. In this case, when customers have been upgraded to this campaign offering, their contract will be refreshed. 																
5.	I am an existing unifi subscriber and have upgraded my speed. But why am I not entitled for the one month waiver?	<ul style="list-style-type: none"> ▪ Please note that the one (1) month waiver is only applicable if you upgrade your plan to the commercial plan at the commercial price as below: <table border="1" data-bbox="541 1794 1457 1989"> <thead> <tr> <th></th> <th>Broadband</th> <th>Entertainment</th> <th>Mobile</th> <th>Package Price</th> </tr> </thead> <tbody> <tr> <td rowspan="4">All-in-One Plan</td> <td>30Mbps</td> <td rowspan="4">Ultimate pack with unifi Plus Box</td> <td rowspan="4">unlimited unifi Mobile plan at RM59</td> <td>RM198</td> </tr> <tr> <td>100Mbps</td> <td>RM208</td> </tr> <tr> <td>300Mbps</td> <td>RM228</td> </tr> <tr> <td>500Mbps</td> <td>RM278</td> </tr> </tbody> </table>		Broadband	Entertainment	Mobile	Package Price	All-in-One Plan	30Mbps	Ultimate pack with unifi Plus Box	unlimited unifi Mobile plan at RM59	RM198	100Mbps	RM208	300Mbps	RM228	500Mbps	RM278
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	100Mbps	Varnam Plus or Aneka Plus or Ruby Plus pack complimentary unifi Plus Box		RM159																											
	300Mbps	Ultimate pack with unifi Plus Box		RM199																											
	500Mbps			RM249																											
	800Mbps			RM349																											
	100Mbps	NA		RM129																											
6.	<p>I just changed my plan to 30Mbps broadband plan only, why am I not entitled for this one month waiver?</p>	<ul style="list-style-type: none"> Please note that the one month waiver is not applicable to 30Mbps broadband plan only. If you wish to enjoy the waiver, you can choose to upgrade your subscription with an entertainment offering. 																													
7.	<p>Am I entitled for the complimentary streaming apps, just like a new subscription?</p>	<ul style="list-style-type: none"> Absolutely. You will enjoy the complimentary apps that come with each unifi TV pack <table border="1" data-bbox="592 1653 1481 1989"> <thead> <tr> <th data-bbox="592 1653 815 1697">unifi TV pack</th> <th data-bbox="815 1653 1177 1697">Complimentary Apps</th> <th data-bbox="1177 1653 1481 1697">unifi Plus Box</th> </tr> </thead> <tbody> <tr> <td data-bbox="592 1697 815 1731">Varnam Plus</td> <td data-bbox="815 1697 1177 1731">Simply South</td> <td data-bbox="1177 1697 1481 1816" rowspan="3" style="text-align: center;">Complimentary throughout the campaign period</td> </tr> <tr> <td data-bbox="592 1731 815 1765">Aneka Plus</td> <td data-bbox="815 1731 1177 1765">Viu</td> </tr> <tr> <td data-bbox="592 1765 815 1798">Ruby Plus</td> <td data-bbox="815 1765 1177 1798">iQiyi</td> </tr> <tr> <td data-bbox="592 1798 815 1989">Ultimate</td> <td data-bbox="815 1798 1177 1989">Lionsgate Play, BBC Player and another 1 app of customer's choice (either iQiyi, Simply South, ZEE5 or Viu)</td> <td data-bbox="1177 1798 1481 1989" style="text-align: center;">Inclusive</td> </tr> </tbody> </table>	unifi TV pack	Complimentary Apps	unifi Plus Box	Varnam Plus	Simply South	Complimentary throughout the campaign period	Aneka Plus	Viu	Ruby Plus	iQiyi	Ultimate	Lionsgate Play, BBC Player and another 1 app of customer's choice (either iQiyi, Simply South, ZEE5 or Viu)	Inclusive																
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