

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
unifi TRY ME CAMPAIGN**

NO	QUESTION	ANSWER															
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1.	What is unifi Try Me Campaign?	<ul style="list-style-type: none"> ▪ Try Me Campaign is a risk-free trial period for all NEW unifi Home plan subscription in. During this trial period, you can enjoy our high speed internet for 30 days. 															
2.	What are the unifi Home packages included in this campaign?	<ul style="list-style-type: none"> ▪ The unifi plans included in unifi Try Me Campaign are as below: <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="background-color: #cccccc;">unifi Home Plan</th> <th style="background-color: #cccccc;">Promotional price/month</th> <th style="background-color: #cccccc;">Contract</th> </tr> </thead> <tbody> <tr> <td>unifi 300Mbps with unifi TV Ultimate pack</td> <td>RM199/month</td> <td>24 months</td> </tr> <tr> <td>unifi 100Mbps</td> <td>RM129/month</td> <td>24 months</td> </tr> <tr> <td>unifi 30Mbps</td> <td>RM89/month</td> <td>24 months</td> </tr> <tr> <td>unifi Lite</td> <td>RM89/month</td> <td>24 months</td> </tr> </tbody> </table>	unifi Home Plan	Promotional price/month	Contract	unifi 300Mbps with unifi TV Ultimate pack	RM199/month	24 months	unifi 100Mbps	RM129/month	24 months	unifi 30Mbps	RM89/month	24 months	unifi Lite	RM89/month	24 months
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3.	How long is the campaign period?	<ul style="list-style-type: none"> ▪ The promotion runs for a limited time only, from 16 March until 30 June 2020. So hurry up and subscribe to any of the unifi Home plans now! 															
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. 															
5.	I am unifi 100Mbps subscriber, how does the waiver fee works? Do I have to pay the amount stated in bill?	<ul style="list-style-type: none"> ▪ Once you have subscribed to any of our unifi Home plans, your bill will be waived in the amount of 30 days. ▪ As a subscriber of unifi 100Mbps, you will see a waiver for your monthly fee in your 1st bill. ▪ If you decide to cancel the subscription within 30 days, any charges for the broadband service will still be waived except for the add-on features. ▪ If you agree to continue with the subscription once the free 1-month trial period has ended, you will be charged with the monthly subscription fee for the consecutive months. 															

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6.	I am a unifi Lite subscriber, how does the waiver fee works? Do I have to pay the amount stated in bill?	<ul style="list-style-type: none"> ▪ For unifi Lite package subscribers, the waiver for your monthly subscription fee will be given as a rebate and the adjustment will be reflected in your 2nd bill (next bill). ▪ Customer does not need to pay the amount that appears in their first month billing as the fee waiver that you're entitled to under this campaign will be reflected in the 2nd bill. ▪ If you decide to cancel the subscription within 30 days, any charges for the broadband service will still be waived except for the add-on features. 															
7.	Will I be tied to any contract for my unifi plan subscription?	<ul style="list-style-type: none"> ▪ Yes, all unifi Home plans come with a 24-months contract. 															
8.	Does this promotion include add-on features?	<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 Media 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. 															
9.	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="596 1317 1469 1812"> <thead> <tr> <th data-bbox="596 1317 734 1379">Add Ons</th> <th data-bbox="734 1317 940 1379">Description</th> <th data-bbox="940 1317 1131 1379">Price/month</th> <th data-bbox="1131 1317 1283 1379">Contract</th> <th data-bbox="1283 1317 1469 1379">Remark</th> </tr> </thead> <tbody> <tr> <td data-bbox="596 1379 734 1503">Ultimate pack</td> <td data-bbox="734 1379 940 1503">Enjoy All Channels via unifi media box (V8)</td> <td data-bbox="940 1379 1131 1503">RM60/month</td> <td data-bbox="1131 1379 1283 1503">12months</td> <td data-bbox="1283 1379 1469 1503">Not applicable for unifi 300Mbps</td> </tr> <tr> <td data-bbox="596 1503 734 1812">Mesh Wifi</td> <td data-bbox="734 1503 940 1812">Better WiFi experience for all your wireless devices by ensuring seamless WiFi connectivity for your entire home.</td> <td data-bbox="940 1503 1131 1812">RM15/ month</td> <td data-bbox="1131 1503 1283 1812">24months</td> <td data-bbox="1283 1503 1469 1812"></td> </tr> </tbody> </table>	Add Ons	Description	Price/month	Contract	Remark	Ultimate pack	Enjoy All Channels via unifi media box (V8)	RM60/month	12months	Not applicable for unifi 300Mbps	Mesh Wifi	Better WiFi experience for all your wireless devices by ensuring seamless WiFi connectivity for your entire home.	RM15/ month	24months	
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10.	Will there be any other charges?	<ul style="list-style-type: none"> ▪ Customers will still need to pay for: <ol 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 (please refer to general unifi T&C clause 10.11 and general unifi Lite clause 5.8). ii. Add-ons of RM60 for unifi TV Ultimate Pack and unifi Media Box (V8) iii. Any other add-ons items, call charges, value added services (for example Mesh Wifi and Home Gadget Protection) and content on demand.
11.	When will I get back my advance payment if I cancel my subscription?	<ul style="list-style-type: none"> ▪ Customers will get the refund of the advance payment in their 2nd month bill.
12.	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"> ○ Modem ○ Broadband Termination Unit (BTU) and ○ unifi Media box (V8) - for Add-ons Ultimate @ 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. ▪ If you have subscribed to any Value Added Services (VAS), you will be charged with the penalty fees of that particular VAS. E.g.: Ultimate pack of RM60 X the remaining months.
13.	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 do not cancel your subscription after the free trial period has ended, the account will be charged with the monthly fee for the consecutive months. ▪ If you cancel the subscription after the trial period has ended, customers will be charged for the standard early termination fees i.e. the remaining months of the contract.

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14.	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"> • Live Chat with us at https://unifi.com.my/chat/index.html or via myunifi app • Facebook at https://www.facebook.com/weareunifi/ • Twitter at @helpmeunifi ▪ Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.
15.	Do I need to make any upfront payment?	<ul style="list-style-type: none"> ▪ There is no upfront payment required for Malaysians. ▪ However, there will be a fee of RM1 for pre-authentication via online. This fee will be charged upon application. ▪ 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 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 advance payment, you can choose to subscribe via online or our other sales channels such as TMpoint, TM Authorised Dealer (TAD) or TM Appointed Reseller.
16.	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"> ▪ Live Chat with us at https://unifi.com.my/chat/index.html or via myunifi app ▪ Facebook at https://www.facebook.com/weareunifi/ ▪ Twitter at @helpmeunifi ▪ Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.