

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
unifi HOME**

NO	QUESTION	ANSWER
GETTING TO KNOW		
1	Can you tell me more about unifi?	<ul style="list-style-type: none"> ▪ unifi provides access to a digital lifestyle for Malaysians through its converged offerings of reliable internet connectivity, content and devices for everyone in a household. ▪ We offer seamless internet connectivity at home and beyond through our fibre, wireless, mobile, solutions that help consumers stay connected at all times. For more information on unifi, you can visit unifi.com.my.
2	What is unifi Home?	<ul style="list-style-type: none"> ▪ unifi Home is a bundled triple-play service offering that offers High Speed Internet access (“Internet”), Voice over Internet Protocol (VOIP) (“Voice”) and unifi TV.
3	What are the benefits if I subscribe to unifi Home?	<ul style="list-style-type: none"> ▪ unifi will enhance your high speed Internet, mobile and entertainment experience by providing the fastest internet speed, greater variety of entertainment options for you and the whole family, affordable mobile packages with unlimited data and better service stability. For more information or to subscribe to unifi Home, visit unifi.com.my.
4	What is IPTV?	<ul style="list-style-type: none"> ▪ Internet Protocol Television (IPTV) service is TM’s content service delivered via IP based network technology and the service offering is branded as “unifi TV”. unifi TV allows subscribers to receive content through unifi TV media boxes and unifi PlayTV mobile app for viewing via a television set and simultaneously to multiple electronic devices including Set-Top Boxes, computers, tablets, mobile devices, smart TVs or any other technological devices.

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5	<p>What is the difference between unifi TV and satellite TV?</p>	<ul style="list-style-type: none"> unifi TV is the brand name for an IPTV service offered by TM. Unlike satellite TV, unifi TV offers a seamless video and Live TV streaming service transmitted via IPTV through unifi broadband network. The service provides customers with a worry free viewing pleasure in any weather condition whether at home or even anywhere via unifi PlayTV app on any smart device. For more info on unifi TV, visit unifi.com.my/tv. 																									
6	<p>What are the package offerings under unifi Home plan?</p>	<ul style="list-style-type: none"> You can enjoy uninterrupted high-speed broadband and best entertainment package with our unifi Home package offerings. <table border="1" data-bbox="792 571 1921 1082"> <thead> <tr> <th data-bbox="792 571 1016 708">unifi 30Mbps plan™</th> <th data-bbox="1016 571 1240 708">unifi 100Mbps plan™</th> <th data-bbox="1240 571 1464 708">unifi 300Mbps plan™</th> <th data-bbox="1464 571 1688 708">unifi 500Mbps plan™</th> <th data-bbox="1688 571 1921 708">unifi 800Mbps plan™</th> </tr> </thead> <tbody> <tr> <td data-bbox="792 708 1016 820">Download speed up to 30Mbps</td> <td data-bbox="1016 708 1240 820">Download speed up to 100Mbps</td> <td data-bbox="1240 708 1464 820">Download speed up to 300Mbps</td> <td data-bbox="1464 708 1688 820">Download speed up to 500Mbps</td> <td data-bbox="1688 708 1921 820">Download speed up to 800Mbps</td> </tr> <tr> <td data-bbox="792 820 1016 916">Upload speed up to 10Mbps</td> <td data-bbox="1016 820 1240 916">Upload speed up to 50Mbps</td> <td data-bbox="1240 820 1464 916">Upload speed up to 50Mbps</td> <td data-bbox="1464 820 1688 916">Upload speed up to 100Mbps</td> <td data-bbox="1688 820 1921 916">Upload speed up to 200Mbps</td> </tr> <tr> <td data-bbox="792 916 1016 1011">Unlimited Quota</td> <td data-bbox="1016 916 1240 1011">Unlimited Quota</td> <td data-bbox="1240 916 1464 1011">Unlimited Quota</td> <td data-bbox="1464 916 1688 1011">Unlimited Quota</td> <td data-bbox="1688 916 1921 1011">Unlimited Quota</td> </tr> <tr> <td data-bbox="792 1011 1016 1082">Voice 20sen/min</td> <td data-bbox="1016 1011 1240 1082">Voice 20sen/min</td> <td data-bbox="1240 1011 1464 1082">Voice 20sen/min</td> <td data-bbox="1464 1011 1688 1082">Voice 20sen/min</td> <td data-bbox="1688 1011 1921 1082">Voice 20sen/min</td> </tr> </tbody> </table>	unifi 30Mbps plan™	unifi 100Mbps plan™	unifi 300Mbps plan™	unifi 500Mbps plan™	unifi 800Mbps plan™	Download speed up to 30Mbps	Download speed up to 100Mbps	Download speed up to 300Mbps	Download speed up to 500Mbps	Download speed up to 800Mbps	Upload speed up to 10Mbps	Upload speed up to 50Mbps	Upload speed up to 50Mbps	Upload speed up to 100Mbps	Upload speed up to 200Mbps	Unlimited Quota	Unlimited Quota	Unlimited Quota	Unlimited Quota	Unlimited Quota	Voice 20sen/min	Voice 20sen/min	Voice 20sen/min	Voice 20sen/min	Voice 20sen/min
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7	<p>Does the unifi Home have a Fair Usage Policy (FUP)?</p>	<ul style="list-style-type: none"> Yes, unifi Home packages for residential are subject to the Fair Usage Policy (FUP). FUP is a standard global practice to ensure that good quality of Internet experience is provided to all customers fairly. 																									

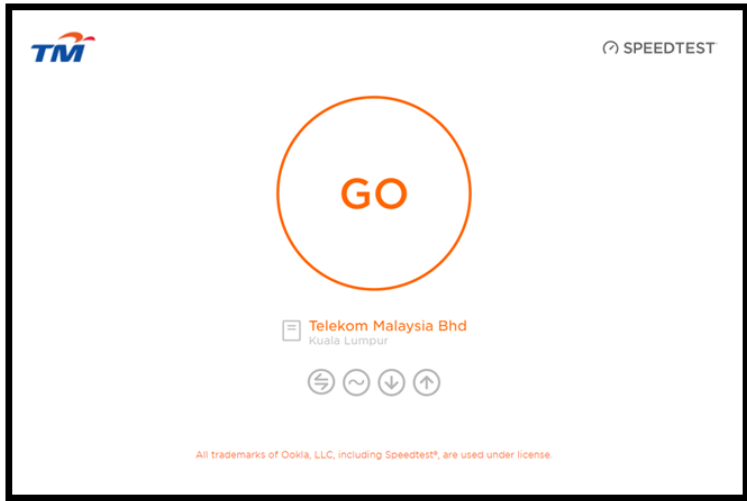
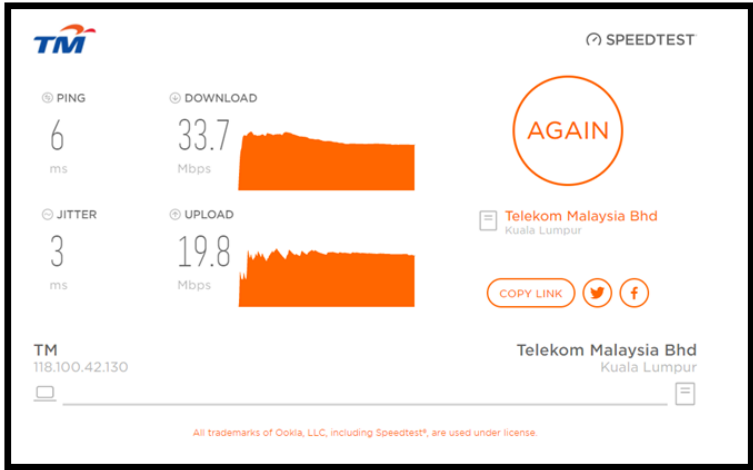
NO	QUESTION	ANSWER								
8	How can I get the set-top-box (STB) for unifi TV viewing?	<ul style="list-style-type: none"> ▪ unifi Home with set-top-box (STB) is offered during limited time promotion only. You may check out the promotion packages that we have from time to time. 								
9	What is the effective date for the Voice Pack 20 add-on?	<ul style="list-style-type: none"> ▪ If you purchase your Voice Pack 20: <ul style="list-style-type: none"> ➢ Add-on together with broadband - the Voice Pack 20 will be activated together with your broadband activation. ➢ Add-on after your broadband has been activated - the Voice Pack 20 will be activated upon request. 								
10	Can I change my unifi TV pack after I subscribe to the unifi package? How can I request to change my unifi TV pack?	<ul style="list-style-type: none"> ▪ Yes, you can. Customers will be subjected to fees as below: <table border="1" data-bbox="752 703 1966 847" style="margin: 10px auto;"> <thead> <tr> <th data-bbox="752 703 1816 735">ACTIVITY</th> <th data-bbox="1816 703 1966 735">FEES</th> </tr> </thead> <tbody> <tr> <td data-bbox="752 735 1816 767">Upgrade of unifi TV pack</td> <td data-bbox="1816 735 1966 767">FREE</td> </tr> <tr> <td data-bbox="752 767 1816 799">Change of unifi TV pack (same price/value)</td> <td data-bbox="1816 767 1966 799">FREE</td> </tr> <tr> <td data-bbox="752 799 1816 847">Downgrade of unifi TV pack</td> <td data-bbox="1816 799 1966 847">RM10</td> </tr> </tbody> </table> ▪ Customers can request to change their unifi TV pack via Live Chat at unifi.com.my or myunifi app, tweet us @helpmeunifi or message us at facebook.com/weareunifi. 	ACTIVITY	FEES	Upgrade of unifi TV pack	FREE	Change of unifi TV pack (same price/value)	FREE	Downgrade of unifi TV pack	RM10
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11	Is there any penalty charge if I terminate my unifi Home AFTER the minimum subscription period is over?	<ul style="list-style-type: none"> ▪ There will be no penalty charge for termination made after the minimum contract period (24 months). 								



NO	QUESTION	ANSWER
ELIGIBILITY		
12	Who is eligible to subscribe to unifi Home?	<ul style="list-style-type: none"> ▪ All Malaysians and non-Malaysians above 18 years old can subscribe to unifi Home plans. It is subject to service and coverage availability.
VOICE OFFERING, DOWNLOAD & UPLOAD SPEED		
13	What are the voice call charges offered by unifi Home packages?	<ul style="list-style-type: none"> ▪ Under the unifi Home packages, calls from Fixed to Fixed line and Fixed to Mobile will be charged at 20 sen/min (including local calls).
14	Why is the upload speed different from the download speed?	<ul style="list-style-type: none"> ▪ Based on our findings on consumer's behavior, most of the users' activities spent on the Internet requires higher download speed for seamless internet experience, for instance: video streaming, social networking, downloading materials, etc. ▪ The upload speed for the unifi plans is sufficient to provide good experience to almost all customers. From the usage statistics of our existing unifi customers, 90% of total users only utilised less than 5Mbps upload speed. Common genuine usage includes gaming, VoIP, FTP, CCTV and video streaming and other high latency application.
15	I need higher upload speed. Does TM have any packages that can suit that requirement?	<ul style="list-style-type: none"> ▪ The upload speed for all unifi plans is sufficient to provide a trusted internet experience to almost all subscribers. For customers that require higher upload speed, we encourage them to subscribe to our unifi 800Mbps plan™ to enjoy maximum upload speed that we can offer.

NO	QUESTION	ANSWER
SERVICE AVAILABILITY		
16	How do I check for unifi service availability in my area?	<ul style="list-style-type: none"> ▪ You can check unifi service availability in your area via the following method: <ul style="list-style-type: none"> ▪ Live Chat via unifi.com.my or myunifi app ▪ Tweet us @helpmeunifi ▪ Message us at facebook.com/weareunifi ▪ Visit any TMpoint outlets nationwide
17	My home is located at a non-unifi area. Can I still subscribe to these plans?	<ul style="list-style-type: none"> ▪ The package offer is subject to unifi service and coverage availability. ▪ We will update you from time-to-time on unifi service readiness available at your area. Alternatively, you can also check out our wireless broadband service at unifi.com.my/personal/home/wireless-broadband
18	I live in an area where unifi service is not available. What other plans can TM offer me?	<ul style="list-style-type: none"> ▪ To know more on the best plan for you, 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.

NO	QUESTION	ANSWER
REGISTRATION		
19	How do I subscribe to unifi Home package?	<ul style="list-style-type: none"> ▪ You may register online via unifi.com.my, or visit the nearest TMpoint outlets, TM Authorised Dealer (TAD) and resellers.
UPGRADE/DOWNGRADE		
20	Can I upgrade / downgrade my unifi Home plan?	<ul style="list-style-type: none"> ▪ Yes, you are allowed to change to the higher/lower speed package at any time. However, depending on your package selection, you will be tied to a new contract period if the package offers better value such as it comes with a new device, discounted price or any other value added regardless of whether you are within or beyond the contract period.
21	My current unifi Home plan is still within the contract period and I wish to upgrade to the new unifi Home plan. Will I be penalised?	<ul style="list-style-type: none"> ▪ No penalty charges will be imposed for any plan upgrade. However, any change of plan may come with a new 24-month contract, depending on your package selection.
22	Where can I upgrade / downgrade my unifi Home plan?	<ul style="list-style-type: none"> ▪ Upgrade/downgrade can be done online via unifi.com.my by logging into your Self-care account, at any TMpoint outlets nationwide or call TM Contact Centre.
23	If I am an existing unifi Home subscriber with unifi TV media box and I have changed to the new unifi Home	<ul style="list-style-type: none"> ▪ Yes, you can still experience the unifi TV content from your existing unifi TV media box provided that you are subscribing to any of unifi TV pack; Aneka Plus/Ruby Plus/Varnam Plus/Ultimate pack.

NO	QUESTION	ANSWER
	plan, can I still use my existing unifi TV media box?	
SPEED TEST		
24	How do I check the speed of my unifi Home plan?	<ul style="list-style-type: none">▪ Once your service is activated, you can run a speed test via speedtest.tm.com.my/. You may check out our website here unifi.com.my/unifi-experience to learn how to maximise your Internet experience.
25	What do I need to do after TM has successfully upgraded my speed/ package?	<ul style="list-style-type: none">▪ Step 1: You are required to turn off your wireless router for 10 minutes to allow new configuration to take place before you can enjoy your new speed.▪ Step 2: Once done, you can start testing your unifi speed at this link speedtest.tm.com.my/.▪ Step 3: Click the 'GO' button on the front page and wait for the test to complete.

NO	QUESTION	ANSWER
		<div data-bbox="734 248 1478 750"><p>The image shows the Speedtest interface with a large orange circle containing the word "GO" in the center. The TM logo is in the top left, and "SPEEDTEST" is in the top right. Below the circle, it says "Telekom Malaysia Bhd Kuala Lumpur" and has four small circular icons for navigation. At the bottom, there is a small red text line: "All trademarks of Ookla, LLC, including Speedtest®, are used under license."</p></div> <ul style="list-style-type: none"><li data-bbox="689 798 1792 829">Step 4: The test will show the result of your current upload and download speeds. <div data-bbox="996 869 1747 1340"><p>The image shows the Speedtest results screen. It displays four metrics: PING (6 ms), DOWNLOAD (33.7 Mbps), JITTER (3 ms), and UPLOAD (19.8 Mbps). Each metric has a corresponding orange bar chart. On the right, there is a large orange circle containing the word "AGAIN". Below this, it says "Telekom Malaysia Bhd Kuala Lumpur" and has a "COPY LINK" button and social media icons for Twitter and Facebook. At the bottom, it shows "TM 118.100.42.130" and "Telekom Malaysia Bhd Kuala Lumpur" with a search bar. At the very bottom, there is a small red text line: "All trademarks of Ookla, LLC, including Speedtest®, are used under license."</p></div>

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		<p>IMPORTANT NOTES:</p> <ul style="list-style-type: none"> ▪ Before you perform the speed test, please stop any ongoing downloading activities and shut down any programs that may be utilising your connection i.e. P2P, streaming, etc. ▪ Speed test can be done over wireless, however, for accurate results, it is recommended that the test to be done over wired connection by using LAN cable provided during your unifi home installation. To learn more, head over to our website unifi.com.my/unifi-experience ▪ Simply plug the LAN cable from your computer to your wireless router LAN port LAN1 to LAN3 (any of them). <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p><u>LAN cable</u></p> </div> <div style="text-align: center;">  <p><u>Router</u></p> </div> </div>
<p>26</p>	<p>Why couldn't I enjoy the speed as advertised?</p>	<ul style="list-style-type: none"> ▪ unifi Home is a wired broadband service. Wireless connectivity is a complimentary feature offered to our customer via the wireless router and it is subject to interference and obstructions factor. Learn how to maximise your Internet experience here unifi.com.my/unifi-experience ▪ Internet access speed may be affected due to several factors such as: <ul style="list-style-type: none"> ▪ Locations of websites; where users may experience lower speed from international websites; ▪ Capacity of visited web server, where some web servers cannot cope with huge traffic demand from users OR do not have enough capacity OR where download speed is restricted to ensure fair level of service; ▪ Network congestion as a result of network maintenance or outages ▪ Running multiple applications simultaneously like user other applications such as Peer-to-Peer e.g.: Bittorrent ▪ Multiple users sharing the unifi Home bandwidth at customer's premise at the same time.

NO	QUESTION	ANSWER
27	<p>What can I do to improve the speed via wireless connectivity?</p>	<ul style="list-style-type: none"> ▪ We recommend customers to practice these tips in order to improve the speed via wireless connectivity: <ul style="list-style-type: none"> (a) HEAT – Place your wireless router away from areas with high temperature as heat will affect the router performance and browsing experience. <ul style="list-style-type: none"> a. Wireless router should be placed in an open area to allow heat ventilation. b. Place the broadband equipment next to each other instead of stacking it up to reduce the risk of overheating. (b) DISTANCE – Wireless router has distance limitations when it comes to signal range. As distance increases, the signal becomes weaker. <ul style="list-style-type: none"> a. Consider placing your Wireless router in an area where you would frequently do your browsing activities. (c) OBSTRUCTION – Wi-Fi signal efficiency will decrease when it passes through physical obstruction e.g.: thick walls, metals and solid objects. <ul style="list-style-type: none"> a. Consider placing your Wireless router in an open area to maximise signal reception b. Avoid placing your router in a closed cabinet, secluded room or under the stairs. (d) ELECTROMAGNETIC INTERFERENCE – Signal waves generated by home appliances such as microwave ovens, refrigerators, baby monitors can interfere with your Wi-Fi connectivity. <ul style="list-style-type: none"> a. Place your Wireless router away from the home appliances b. Avoid sharing the power socket that is connected with the home appliances. (e) WI-FI SECURITY PASSWORD – A user may hack into your Wi-Fi security password to get free internet access. The more users connected to your Internet, the more bandwidth will be consumed; thus affecting your browsing experience. <ul style="list-style-type: none"> a. Consider setting a unique and strong Wi-Fi security password. b. Consider changing your Wi-Fi security password from regular basis to improve your network security

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> ▪ Alternatively, customers can visit this link for further information on tips to enhance your wireless connectivity speed.
RELOCATION		
28	What if I need to relocate my unifi Home service? Are there any charges that I need to pay?	<ul style="list-style-type: none"> ▪ Relocation request can be made via Live Chat through unifi.com.my or myunifi app, and help@tm.com.my. Please note that you are subject to service availability at the new area where you wish to relocate the service. ▪ For internal relocation within the same premise, there will be a relocation fee of RM300 for Entry Wall movement, and RM200 if without Entry Wall movement.
29	I'm subscribing to unifi Home and I will be relocating to an area where there's no unifi coverage. Can I terminate my unifi service without any penalty?	<ul style="list-style-type: none"> ▪ If you relocate to a unifi non-serviceable area: <ul style="list-style-type: none"> ▪ You have the option to subscribe to any Broadband speed available depending on the area served. ▪ If you do not wish to subscribe to any of the Broadband packages available, unifi has the right to charge early termination fee of your unifi Home account (if applicable). ▪ You will not be charged if you relocate to an address where unifi Home or Broadband is not available.
unifi HOME INSTALLATION & ACTIVATION		
30	When will my unifi Home service be activated?	<ul style="list-style-type: none"> ▪ The lead time for your unifi service to be activated is up to seven (7) days from the date of registration.
31	How long does a typical unifi Home installation and testing take?	<ul style="list-style-type: none"> ▪ Installation and testing are expected to take approximately 4 to 8 hours depending on the type of customer's premise due to the sensitive nature and the complexity involved in fibre installation. ▪ The installation process includes site survey, ducting, piping, electrical work and equipment configurations.

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32	Does TM allow customers to appoint their own contractor to perform internal wiring?	<ul style="list-style-type: none"> ▪ Yes, we do. Customers may call their own contractor to fix the internal wiring but unifi will not be liable for any damages resulting from any works done by third parties.
33	What are the charges for installation fee and equipment?	<ul style="list-style-type: none"> ▪ Installation charge for unifi is RM200 (currently waived for standard installation for the first 50 meters only). If your premise requires non-standard installation or additional cabling, extra charges will be imposed by TM Contractor. ▪ The standard package is inclusive of equipment worth approximately RM1,000 that will also be given free-of-charge to customers.
TRANSFER OF OWNERSHIP		
34	Are there any charges if I request for change of ownership?	<ul style="list-style-type: none"> ▪ Yes, change of ownership is subject to a one-off fee of RM10 per change request.
35	Where can I request for change of ownership?	<ul style="list-style-type: none"> ▪ Change of ownership request can be made at any TMpoint outlets nationwide. Both existing and new owners must be present with their respective MyKad.

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UPFRONT PAYMENT																						
36	Do I need to pay any upfront payment during application?	<ul style="list-style-type: none"> ▪ Yes. For unifi Home service application, you are required to pay an upfront payment of RM100 (for Malaysians) or RM500 (for non-Malaysians or a permanent resident of Malaysia) based on the channel of registration as per below table: <table border="1" data-bbox="685 488 1984 772" style="margin: 10px auto;"> <thead> <tr> <th data-bbox="685 488 1115 595" rowspan="2">Channel of Registration</th> <th colspan="2" data-bbox="1115 488 1984 523">Advance Payment</th> </tr> <tr> <th data-bbox="1115 523 1435 595">Malaysian</th> <th data-bbox="1435 523 1984 595">Non-Malaysian or Permanent Resident of Malaysia</th> </tr> </thead> <tbody> <tr> <td data-bbox="685 595 1115 630">TMpoint</td> <td data-bbox="1115 595 1435 630">Not Applicable</td> <td data-bbox="1435 595 1984 630">RM 500</td> </tr> <tr> <td data-bbox="685 630 1115 665">TM Authorized Dealer</td> <td data-bbox="1115 630 1435 665">RM 100</td> <td data-bbox="1435 630 1984 665">RM 500</td> </tr> <tr> <td data-bbox="685 665 1115 700">Reseller</td> <td data-bbox="1115 665 1435 700">RM 100</td> <td data-bbox="1435 665 1984 700">RM 500</td> </tr> <tr> <td data-bbox="685 700 1115 735">Telemarketing</td> <td data-bbox="1115 700 1435 735">RM 100</td> <td data-bbox="1435 700 1984 735">RM 500</td> </tr> <tr> <td data-bbox="685 735 1115 770">Online</td> <td data-bbox="1115 735 1435 770">RM 100</td> <td data-bbox="1435 735 1984 770">RM 500</td> </tr> </tbody> </table> ▪ The upfront payment will be collected within 10 days from the date of their service activation. Customers will be notified on their successful payment through SMS and the payment will be reflected in their next bill. 	Channel of Registration	Advance Payment		Malaysian	Non-Malaysian or Permanent Resident of Malaysia	TMpoint	Not Applicable	RM 500	TM Authorized Dealer	RM 100	RM 500	Reseller	RM 100	RM 500	Telemarketing	RM 100	RM 500	Online	RM 100	RM 500
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Telemarketing	RM 100	RM 500																				
Online	RM 100	RM 500																				
PAYMENT & BILLING																						
37	When will I get my first bill after I subscribe to unifi Home package?	<ul style="list-style-type: none"> ▪ Customers can expect to receive their first e-bill within one (1) month upon service activation. The first bill will include pro-rated package fee (current usage) and one (1) month advance payment. 																				

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38	Do I pay a separate bill for the services bundled in unifi Home?	<ul style="list-style-type: none"> ▪ All services offered under unifi Home including Home Gadget Protection will be in a single bill. ▪ For Security & Surveillance, unifi Mobile and services maintained after subscribing to unifi Home (i.e. broadband, TM Home line), customers will receive a separate bill.
39	Where can I pay my unifi bill?	<ul style="list-style-type: none"> ▪ Subscribe to TM Autopay Service for monthly auto deduction from your preferred saving/current bank account or credit/debit card (Local Issued Bank only) using the below channels: <ul style="list-style-type: none"> ➢ unifi.com.my (Self-care or Live Chat) ➢ myunifi app (Downloadable via Google PlayStore, Apple AppStore or Huawei App Gallery) ▪ Log into unifi.com.my or myunifi app and pay using FPX or Credit/Debit Card (Local Issued Bank only) ▪ JomPAY via Internet/Mobile Banking and ATM (Biller code: 8888 (unifi)) ▪ Boost and Touch N Go eWallet ▪ Alternatively, you can pay your bills through counter/kiosk as per below channels: <ul style="list-style-type: none"> ➢ TMpoint outlets – Kiosk only using Cash, Credit/Debit Card/Cheque ➢ TMpoint Authorized Dealer (TAD) – Counter using Cash, Credit/Debit Card/Cheque ➢ PayQuik Kiosk – Cash only ➢ Ejen Bank Berdaftar BSN (EBB) – Cash only ➢ Epay – Cash only ➢ ONEPAY (M1) – Cash only ➢ 7-Eleven, 99 Speedmart, MyNEWS, KK Mart outlet – Cash only ▪ For the full list of our authorised bill payment channel, click here
40	How do I retrieve my unifi bill statement?	<ul style="list-style-type: none"> ▪ e-Bill (softcopy) – e-Bill sent to your preferred email address for FREE ▪ SMS – You will also receive SMS text notification within four (4) days after the bill is ready. The content is the bill amount, bill due date and unifi portal link to view the bill. ▪ unifi Portal – You can view your bills for the past six (6) months via online by logging to unifi.com.my.

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41	How do I change my email billing address?	<ul style="list-style-type: none"> ▪ You can change your billing profile via unifi.com.my under Settings > Account section. Or Live Chat with us via unifi.com.my or myunifi app. You can also send your request to help@tm.com.my or visit the nearest TMpoint outlet.
42	How do I change my unifi billing method?	<p>You can change your unifi billing method via unifi.com.my under Settings > Account section. Or Live Chat with us via unifi.com.my or myunifi app. You can also send your request to help@tm.com.my or visit the nearest TMpoint outlet.</p>
43	I cannot open my unifi softcopy bill attachment received in my email. What should I do?	<ul style="list-style-type: none"> ▪ In order to view your unifi e-Bill, please ensure your device is installed with Adobe Reader (version 7 or above). ▪ If you do not have the software installed in your device, you can download it for free from Adobe website.
44	Can I request to change my softcopy bill to hardcopy bill?	<ul style="list-style-type: none"> ▪ You may change your bill type from hardcopy to softcopy via Live Chat through unifi.com.my or myunifi app. You can also send an email request to help@tm.com.my or visit the nearest TMpoint outlet. However, please note that you will be charged RM 2.00 monthly for a hardcopy bill.
45	I did not receive my unifi bills. What should I do?	<ul style="list-style-type: none"> ▪ We will send your unifi bills to your preferred email address to enhance customer reachability. ▪ To ensure that you will not miss your bill statement, please verify that your preferred email address for billing purposes under the “Profile” section at the unifi portal is correct. Your unifi bill may have been sent to your junk mail folder, so we would like to advise that the email address tmbilling@tmbilling.tm.com.my is added to your e-mail Address Book and/or the “Approved Sender” list.

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> ▪ Alternatively, you can view your bills via online by logging to unifi.com.my.
46	Can I check my previous month's statement?	<ul style="list-style-type: none"> ▪ Yes. You can view your previous bill statements up to four (4) previous months via unifi.com.my.
47	How do I make online payments via unifi portal?	<ul style="list-style-type: none"> ▪ Step 1: Sign in to unifi portal at unifi.com.my ▪ Step 2: Select account ▪ Step 3: Click "Pay Now" button ▪ Step 4: Click "I Agree & Pay Now" button ▪ Step 5: Select payment method either Credit Card or Online Banking ▪ Step 6: Click "Proceed" to proceed with the payment.
48	In my unifi bill, charges for Internet and unifi TV are listed separately. Does this mean I can remove my unifi TV pack?	<ul style="list-style-type: none"> ▪ unifi TV is part of unifi's triple play service offering i.e. Internet, Voice and IPTV. As such, it is inclusive and cannot be removed.
TELEPHONE SET		
49	Am I eligible to get a telephone set if I subscribe to unifi Home plans?	<ul style="list-style-type: none"> ▪ unifi Home plans do not come with telephone set. You may buy the telephone set from TMpoint outlets or any other shops selling the DECT phone.

NO	QUESTION	ANSWER
50	The unifi Home plans also come with a fixed line. Can I make any calls?	<ul style="list-style-type: none"> ▪ Yes, you are able to make calls with a charge of RM0.20/minute. ▪ However, you will need to purchase your own telephone set by visiting the nearest TMpoint or any telecommunications outlets.
51	Where can I get the telephone set?	<ul style="list-style-type: none"> ▪ Our voice service is compatible with any telephone set. You can get your phone set at the nearest TMpoint outlet or any telecommunications merchants.
52	If I don't purchase the phone set (I have my own telephone set), who will install that phone for me? Any guideline?	<ul style="list-style-type: none"> ▪ You can connect the phone on your own. It is as simple as the steps below: <ul style="list-style-type: none"> ▪ Connect telephone cable (RJ11) to telephone set ▪ Connect the telephone cable (RJ11) to the Splitter's "Phone" port ▪ Test your telephone set and ensure there is a dial tone
OTHER EQUIPMENT		
53	What should I do if my unifi Home equipment is faulty?	<ul style="list-style-type: none"> ▪ If the fault is due to a manufacturing defect and the equipment is still under warranty, the equipment will be replaced for FREE. ▪ If the fault is due to customer, customer has an option to replace the equipment either by purchasing a new set of equipment at their own cost without the service contract period being extended or opt for

NO	QUESTION	ANSWER
		<p>renewal of service in which the contract period of subscribed service will be refreshed effective from the date of the equipment replacement and the equipment will be replaced for FREE.</p> <ul style="list-style-type: none"> ▪ Alternatively, you may contact us via TM's digital channels such as: <ul style="list-style-type: none"> • Live Chat via unifi.com.my or myunifi app • Facebook at facebook.com/weareunifi • Community at https://community.unifi.com.my/ • Twitter at @helpmeunifi.
54	Will I get a new equipment if I upgrade from broadband to unifi Home package?	<ul style="list-style-type: none"> ▪ For existing broadband subscribers who have upgraded to any of the unifi Home packages, we will provide you with a new set of equipment. ▪ For change of plan for unifi Home, your equipment will not be changed.
55	What are other things about unifi Home that I should know?	<ul style="list-style-type: none"> ▪ These are additional information that may help you understand more about unifi home services: <ul style="list-style-type: none"> ▪ If your premise is a high rise building served via copper, you are required to terminate your existing broadband service (if any) before subscribing to unifi Home. ▪ Minimal drilling is required for fibre installation to the premise. You will be responsible for providing a TV set and 4-socket extension cord to complete the installation. No installation appointment will be made for premise under renovation. ▪ All triple play services (internet, voice and TV) will be activated during service installation. Partial service activation is not allowed. ▪ unifi Home is a wired broadband service. Wireless connectivity is an additional feature that TM provides for free and is subject to interference and obstructions factor which may affect its quality. ▪ unifi Home account owner or authorised contact person must be available during the service installation. For high rise premises, owners are required to make arrangement with Building

NO	QUESTION	ANSWER
		<p>Management Office for installation permission, internal cabling and access to telecommunication room.</p> <ul style="list-style-type: none"> ▪ For internal cabling, additional charges will be applied for standard cables more than 50 meters and payment will be made directly to the contractor. ▪ For other optional installation e.g. wiring inside ceiling or external cabling (pole to ground with surface cabling to premise), you may appoint your own contractor or deal directly with TM appointed contractor. Payment will be made directly to the contractor. ▪ Please provide a correct and valid billing e-mail address and hand phone number. TM will send your monthly bill via e-Bill to your registered email address. Apart from e-Bill, you will also receive SMS text notification within 7 days after the bill is ready. The content of SMS is the bill amount, bill due date and unifi portal link to view the bill. Your bill is also accessible at unifi portal (unifi.com.my). ▪ All unifi Home equipment provided by TM is covered by a 12-month manufacturer's warranty.
TERMINATION		
56	How do I terminate my Broadband subscription?	<p>Step 1: You may give us a 30-day notice on your intention to terminate the service via channels below:</p> <ol style="list-style-type: none"> a. Live Chat via unifi.com.my or myunifi app b. Email at help@tm.com.my c. TMpoint outlet nationwide

NO	QUESTION	ANSWER				
		<p>Step 2: We will provide your pre-final bill indicating your outstanding balance. TM representative will call you within seven (7) days to confirm on your termination request. Upon payment settlement, we will proceed with termination order on day 31 from your termination notice.</p> <p>Step 3: 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.</p>				
57	<p>What document do I need to bring for termination procedure at TMpoint?</p>	<ul style="list-style-type: none"> ▪ Just bring along your MyKad for thumbprint verification. 				
58	<p>What if I couldn't go to TMpoint personally to terminate the service?</p>	<ul style="list-style-type: none"> ▪ You are allowed to send an authorised representative to terminate the service on your behalf only for the following scenarios listed below: <table border="1" data-bbox="685 1038 1933 1334"> <thead> <tr> <th data-bbox="685 1038 938 1094">Scenario</th> <th data-bbox="938 1038 1933 1094">Supporting document required from an authorised representative</th> </tr> </thead> <tbody> <tr> <td data-bbox="685 1094 938 1334"> You have serious medical problem/unable to walk-in to TMpoint/ Critical Illness </td> <td data-bbox="938 1094 1933 1334"> <ul style="list-style-type: none"> ▪ Doctor's consent letter on the account owner's medical condition/ Medical appointment card/any valid medical supporting document. ▪ A copy of the owner's IC/Passport ▪ Authorised person's IC/Passport ▪ Authorisation letter with the owner's signature </td> </tr> </tbody> </table>	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"> ▪ Doctor's consent letter on the account owner's medical condition/ Medical appointment card/any valid medical supporting document. ▪ A copy of the owner's IC/Passport ▪ Authorised person's IC/Passport ▪ Authorisation letter with the owner's signature
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59	Where can I get sample of the authorisation letter?	<ul style="list-style-type: none"> ▪ You may view a sample of authorisation letter here. 								
60	Do I need to return my device (phone/modem/router etc.) upon termination?	<ul style="list-style-type: none"> ▪ Please note that you are required to return your Broadband Termination Unit (BTU). ▪ During your service termination request, we will advise on the devices that need to be returned. 								

NO	QUESTION	ANSWER
61	What will happen if I didn't return the device?	<ul style="list-style-type: none">▪ You will be charged with a penalty of RM 500 if you fail to return the BTU.
62	I am a non-Malaysian, how would I receive my deposit upon termination?	<ul style="list-style-type: none">▪ 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.
63	What will happen if I terminate my unifi package within contract period?	<ul style="list-style-type: none">▪ If you terminate your unifi package within the contract period, you will be charged with the early termination penalty fees which is the full subscription fee of the remaining contract period.