



FREQUENTLY ASKED QUESTIONS (FAQ) FOR UNIFI HOME

NO	QUESTION	ANSWER
GETTING TO KNOW		
1	Who is unifi?	<ul style="list-style-type: none"> ▪ unifi provides affordable & reliable converged solutions for all customer segments while continuously improving & innovating our service and offerings. ▪ unifi is a premier brand under Telekom Malaysia Berhad (TM), which brings you four technology leading products – unifi Home, unifi Mobile, unifi TV and unifi Wi-Fi, for residential and business customers, all under one roof. 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="701 695 1991 1326"> <thead> <tr> <th data-bbox="701 695 907 882">unifi Basic plan™</th> <th data-bbox="907 695 1124 882">unifi 30Mbps plan™</th> <th data-bbox="1124 695 1341 882">unifi 100Mbps plan™</th> <th data-bbox="1341 695 1576 882">unifi 300Mbps plan™</th> <th data-bbox="1576 695 1794 882">unifi 500Mbps plan™</th> <th data-bbox="1794 695 1991 882">unifi 800Mbps plan™</th> </tr> </thead> <tbody> <tr> <td data-bbox="701 882 907 1326">30Mbps Download speed up to 30Mbps Upload speed up to 10Mbps 60GB Quota Voice 20sen/min</td> <td data-bbox="907 882 1124 1326">30Mbps Download speed up to 30Mbps Upload speed up to 10Mbps Unlimited Quota Voice 20sen/min</td> <td data-bbox="1124 882 1341 1326">100Mbps Download speed up to 100Mbps Upload speed up to 50Mbps Unlimited Quota Voice 20sen/min</td> <td data-bbox="1341 882 1576 1326">300Mbps Download speed up to 300Mbps Upload speed up to 50Mbps Unlimited Quota Voice 20sen/min</td> <td data-bbox="1576 882 1794 1326">500Mbps Download speed up to 500Mbps Upload speed up to 100Mbps Unlimited Quota Voice 20sen/min</td> <td data-bbox="1794 882 1991 1326">500Mbps Download speed up to 500Mbps Upload speed up to 200Mbps Unlimited Quota Voice 20sen/min</td> </tr> </tbody> </table>	unifi Basic plan™	unifi 30Mbps plan™	unifi 100Mbps plan™	unifi 300Mbps plan™	unifi 500Mbps plan™	unifi 800Mbps plan™	30Mbps Download speed up to 30Mbps Upload speed up to 10Mbps 60GB Quota Voice 20sen/min	30Mbps Download speed up to 30Mbps Upload speed up to 10Mbps Unlimited Quota Voice 20sen/min	100Mbps Download speed up to 100Mbps Upload speed up to 50Mbps Unlimited Quota Voice 20sen/min	300Mbps Download speed up to 300Mbps Upload speed up to 50Mbps Unlimited Quota Voice 20sen/min	500Mbps Download speed up to 500Mbps Upload speed up to 100Mbps Unlimited Quota Voice 20sen/min	500Mbps Download speed up to 500Mbps Upload speed up to 200Mbps Unlimited Quota Voice 20sen/min
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7	Does the unifi Home have a Fair Usage Policy (FUP)?	<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. 												
8	How can I get a unifi TV media box for unifi TV viewing?	<ul style="list-style-type: none"> ▪ unifi Home with unifi TV media box will be 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 immediately activated once your broadband is activated. ➢ add-on after your broadband has been activated, the Voice Pack 20 will be immediately activated. 												
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. Customers will be subject to fees as below: <table border="1" data-bbox="969 898 1762 1090" style="margin: 10px auto;"> <thead> <tr> <th data-bbox="969 898 1066 938">NO.</th> <th data-bbox="1066 898 1615 938">ACTIVITY</th> <th data-bbox="1615 898 1762 938">FEES</th> </tr> </thead> <tbody> <tr> <td data-bbox="969 938 1066 978">1.</td> <td data-bbox="1066 938 1615 978">Upgrade unifi TV pack</td> <td data-bbox="1615 938 1762 978">FREE</td> </tr> <tr> <td data-bbox="969 978 1066 1050">2.</td> <td data-bbox="1066 978 1615 1050">Change unifi TV pack (same price/value)</td> <td data-bbox="1615 978 1762 1050">FREE</td> </tr> <tr> <td data-bbox="969 1050 1066 1090">3.</td> <td data-bbox="1066 1050 1615 1090">Downgrade unifi TV pack</td> <td data-bbox="1615 1050 1762 1090">RM10</td> </tr> </tbody> </table> ▪ Customers can request to change their unifi TV pack at any TMpoint outlets, via Live Chat at care@unifi app or unifi.com.my/chat, tweet us @helpmeunifi or message us at facebook.com/weareunifi. 	NO.	ACTIVITY	FEES	1.	Upgrade unifi TV pack	FREE	2.	Change unifi TV pack (same price/value)	FREE	3.	Downgrade unifi TV pack	RM10
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11	<p>Is there any penalty charge if I terminate my unifi Home AFTER the minimum subscription period is over?</p>	<ul style="list-style-type: none"> There will be no penalty charge for termination made after the minimum contract period (24 months).
ELIGIBILITY		
12	<p>Who is eligible to subscribe to the unifi Home?</p>	<ul style="list-style-type: none"> All Malaysians and foreigners above 18 years old can subscribe to unifi Home plans. It is subject to service and coverage availability.
VOICE OFFERING, DOWNLOAD & UPLOAD SPEED		
13	<p>What are the voice call charges offered by unifi home packages?</p>	<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	<p>Why is the upload speed different from the download speed?</p>	<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.



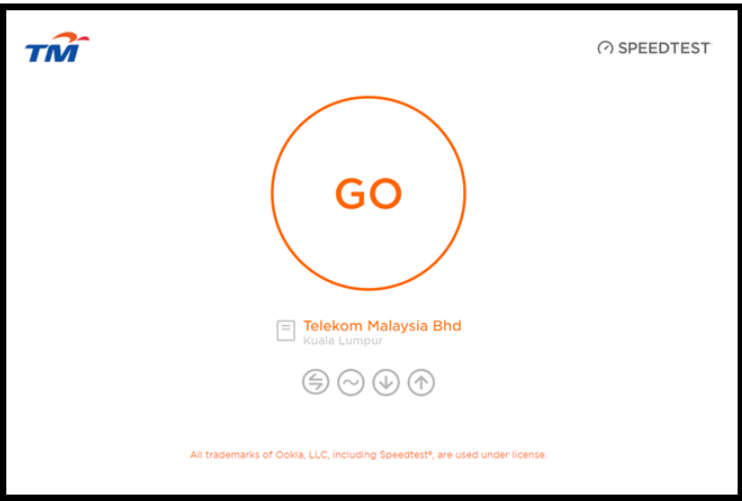
NO	QUESTION	ANSWER
15	I need higher upload speed. Does TM have any packages that can suit that requirement?	<ul style="list-style-type: none"> ▪ The upload speed for all unifi plans is sufficient to provide a trusted internet experience to almost all subscribers. For customers that require higher upload speed, we encourage them to subscribe to our unifi 800Mbps plan™ to enjoy maximum upload speed that we can offer.
SERVICE AVAILABILITY		
16	How do I check the unifi service availability in my area?	<ul style="list-style-type: none"> ▪ You can check unifi service availability in your area: ▪ Online at www.unifi.com.my, ▪ Live Chat at care@unifi app or unifi.com.my/chat, ▪ 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 https://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 via the care@unifi app (available on Google Play/Apple Store) ○ unifi self-help portal at unifi.com.my/chat. ○ Facebook at facebook.com/weareunifi ○ Twitter at @helpmeunifi. ▪ You may also visit us at any of the TMpoint outlets nationwide.

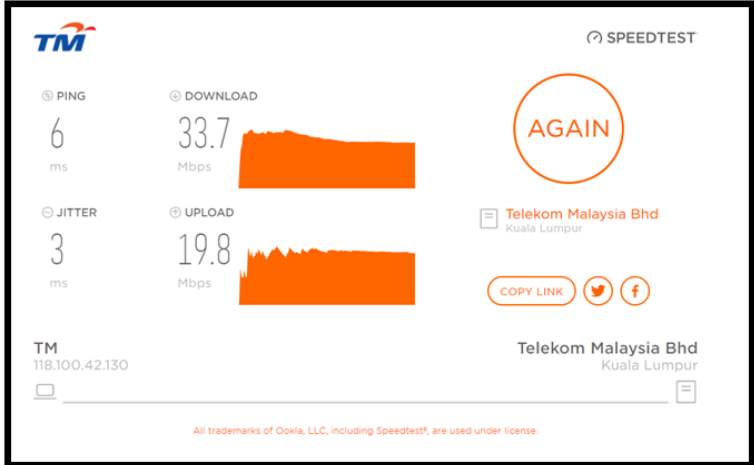




NO	QUESTION	ANSWER
REGISTRATION		
19	How do I subscribe to unifi Home package?	<ul style="list-style-type: none"> ▪ You may register via online at unifi.com.my, or visit the nearest TMpoint outlets, TM Authorised Dealer (TAD) and resellers.
20	I'm not a Malaysian, how can I subscribe to unifi home package?	<ul style="list-style-type: none"> ▪ You can register online via unifi.com.my or visit any nearest TMpoint outlets.
UPGRADE/DOWNGRADE		
21	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, you will be tied to a new contract period regardless if you are within or beyond the contract period.
22	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"> ▪ Any change of plan comes with a new 24-month contract without any penalty.
23	Where can I upgrade / downgrade my unifi Home plan?	<ul style="list-style-type: none"> ▪ To upgrade/downgrade, you may do so via online at www.unifi.com.my by logging into your Self-care account, visit any TMpoint outlets nationwide or call TM Contact Centre.



NO	QUESTION	ANSWER
24	<p>If I am an existing unifi Home subscriber with unifi TV media box and I have changed to the new unifi Home plan, can I still use my existing unifi TV media box?</p>	<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 whether it is Aneka Plus/Ruby Plus/Varnam Plus/Ultimate pack. ▪ For unifi Basic, you will no longer able to use your existing unifi TV media box if you do not add on any unifi TV pack.
25	<p>I noticed that my current unifi VIP package subscription is bundled with unifi TV media box but I do not subscribe to any unifi TV packs. It comes with Free-to-Air (FTA) channels such as RTM and TV3. If I upgrade to unifi Home plans will I be able to view the unifi TV content via unifi TV media box or via playTV@unifi app only?</p>	<ul style="list-style-type: none"> ▪ As a loyal TM customer, you have the privilege to watch unifi TV content based on your preferred unifi TV packs (Aneka Plus/Ruby Plus/Varnam Plus/Ultimate) via your existing unifi TV media box. In addition, you can also watch your favorite entertainment programs on playTV@unifi app anywhere, for up to a maximum of two (2) devices.

NO	QUESTION	ANSWER
SPEED TEST		
26	<p>How do I check the speed of my unifi Home plan?</p>	<ul style="list-style-type: none"> Once your unifi Home is activated, you can run a speed test via http://speedtest.tm.com.my/. You may check out our website here https://unifi.com.my/better-unifi-experience/index.html to learn how to maximise your Internet experience.
27	<p>I am an existing unifi VIP customer. What do I need to do after TM has successfully upgraded my speed / package?</p>	<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 http://speedtest.tm.com.my/. Step 3: Click the 'GO' button on the front page and wait for the test to complete. <div data-bbox="757 810 1496 1313" style="border: 1px solid black; padding: 10px; margin: 10px 0;">  </div>

NO	QUESTION	ANSWER
		<ul style="list-style-type: none">Step 4: The test will show the result of your current upload and download speeds.  <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 https://unifi.com.my/better-unifi-experience/index.htmlSimply plug the LAN cable from your computer to your wireless router LAN port LAN1 to LAN3 (any of them).

NO	QUESTION	ANSWER
		<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>28</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. Check out our website https://unifi.com.my/better-unifi-experience/index.html to learn more. ▪ Internet access speed may be affected due to several factors such as: <ul style="list-style-type: none"> (a) Locations of websites; where users may experience lower speed from international websites; (b) 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; (c) Network congestion as a result of network maintenance or outages (d) Running multiple applications simultaneously like user other applications such as Peer-to-Peer e.g.: Bittorent (e) Multiple users sharing the unifi Home bandwidth at customer's premise at the same time.
<p>29</p>	<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.



NO	QUESTION	ANSWER
		<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. <p>(b) DISTANCE – Wireless router has distance limitations when it comes to signal range. As distance increases, the signal becomes weaker.</p> <ul style="list-style-type: none"> a. Consider placing your Wireless router in an area where you would frequently do your browsing activities. <p>(c) OBSTRUCTION – Wi-Fi signal efficiency will decrease when it passes through physical obstruction e.g.: thick walls, metals and solid objects.</p> <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. <p>(d) ELECTROMAGNETIC INTERFERENCE – Signal waves generated by home appliances such as microwave ovens, refrigerators, baby monitors can interfere with your Wi-Fi connectivity.</p> <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. <p>(e) WIFI 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.</p> <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 <ul style="list-style-type: none"> ▪ Alternatively, customers can visit this link for further information on tips to enhance your wireless connectivity speed.



NO	QUESTION	ANSWER
RELOCATION		
30	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 at any TMpoint outlets nationwide and is subject to service availability at the new area where you wish to relocate the service. The relocation fee of RM300 shall be waived. ▪ 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.
31	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		
32	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.
33	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.



NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> ▪ The installation process includes site survey, ducting, piping, electrical work and equipment configurations.
34	<p>Does TM allow customers to appoint their own contractor to perform internal wiring?</p>	<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.
35	<p>What are the charges for installation fee and equipment?</p>	<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		
36	<p>Are there any charges if I request for change of ownership?</p>	<ul style="list-style-type: none"> ▪ Yes, change of ownership is subject to a one-off fee of RM10 per change request.
37	<p>Where can I request for change of ownership?</p>	<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.
UPFRONT PAYMENT		



NO	QUESTION	ANSWER
38	Do I need to pay any upfront payment during application?	<ul style="list-style-type: none"> ▪ Yes. For unifi Home service application made without the verification of a MyKad Reader, customer is subject to an upfront payment of RM100 (for Malaysians) or RM500 (for non-citizen or a permanent resident of Malaysia). ▪ The upfront payment will be collected within 10 days from the date of their service activation. Customers will be notified by unifi on their successful payment through SMS and the payment will be reflected in their next bill.
PAYMENT & BILLING		
39	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.
40	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.
41	Where can I pay my unifi bill?	



NO	QUESTION	ANSWER
		<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 below channel<ul style="list-style-type: none">➤ unifi.com.my (self-care or LIVE Chat)➤ myunifi app (download from Google PlayStore or 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 below channel:<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



NO	QUESTION	ANSWER
42	How do I retrieve my unifi bill statement?	<ul style="list-style-type: none"> ▪ e-Bill (softcopy) – TM will send the e-Bill to your preferred email address, and it’s FREE! ▪ SMS – You will also receive SMS text notification within 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.
43	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 you may chat with us via Live Chat at care@unifi app or unifi.com.my/chat, send an email request to help@tm.com.my or make your request at the nearest TMpoint outlet.
44	How do I change my unifi billing method?	<ul style="list-style-type: none"> ▪ You can change your unifi billing method via unifi.com.my under Settings > Account section. Or you may chat with us via Live Chat at care@unifi app or unifi.com.my/chat, send email request to help@tm.com.my or by making a request at your nearest TMpoint outlet.
45	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.
46	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 at unifi.com.my/chat or via care@unifi app, send an email request to help@tm.com.my or by making a request at your nearest TMpoint. However, please note that you will be charged RM 2.00 per month for a hardcopy bill.



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47	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 registered 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 Email Address Book and/or the “Approved Sender” list. ▪ Alternatively, you can view your bills via online by logging to unifi.com.my.
48	Can I check my previous month 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.
49	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.
50	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.



NO	QUESTION	ANSWER
TELEPHONE SET		
51	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.
52	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.
53	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.
54	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"> i) Connect telephone cable (RJ11) to telephone set ii) Connect the telephone cable (RJ11) to the Splitter's "Phone" port iii) Test your telephone set. Ensure there is a dial tone
OTHER EQUIPMENT		
55	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.



NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> ▪ 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 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. ▪ Alternatively, you may contact us via TM’s digital channels such as: <ul style="list-style-type: none"> • Live Chat via the care@unifi app • unifi self-help portal at unifi.com.my/chat • Facebook at facebook.com/weareunifi • Community at https://community.unifi.com.my/ • Twitter at @helpmeunifi.
56	<p>Will I get a new equipment if I upgrade from broadband / VIP packages to unifi Home package?</p>	<ul style="list-style-type: none"> ▪ For existing broadband subscribers who upgraded to any of the unifi Home packages, unifi will provide you with a new equipment. ▪ For change of plan from unifi VIP packages to unifi Home, your equipment will not be changed.
57	<p>Will the equipment warranty be refreshed if I upgrade from unifi VIP packages to unifi Home package?</p>	<ul style="list-style-type: none"> ▪ The equipment warranty will be refreshed for another one (1) year from the date of upgrade. ▪ The warranty will be refreshed if customer upgrade within unifi Home package and no new equipment will be provided.
58	<p>What are other things about unifi Home that I should know?</p>	<ul style="list-style-type: none"> ▪ These are additional information that may help you understand more about unifi home services:



NO	QUESTION	ANSWER
		<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 Management Office for installation permission, internal cabling and access to telecommunication room.• 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



NO	QUESTION	ANSWER
		<p>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).</p> <ul style="list-style-type: none"> All unifi Home equipment provided by TM is covered by a 12-month manufacturer's warranty.
TERMINATION		
<p>59</p>	<p>How do I terminate my Broadband subscription?</p>	<ol style="list-style-type: none"> Step 1: You may give us a 30-day notice on your intention to terminate the service via channels below: <ol style="list-style-type: none"> unifi portal at unifi.com.my Live Chat at unifi self-help portal at unifi.com.my/chat/index.html Email at help@tm.com.my TMpoint Step 2: 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. 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>60</p>	<p>What document do I need to bring for termination</p>	<ul style="list-style-type: none"> Just bring along your MyKad for thumbprint verification.



NO	QUESTION	ANSWER										
	<p>procedure at TMpoint?</p>											
<p>61</p>	<p>What if I couldn't go to the 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="703 475 1951 1331"> <thead> <tr> <th data-bbox="703 475 958 549">Scenario</th> <th data-bbox="958 475 1951 549">Supporting document required from an authorised representative</th> </tr> </thead> <tbody> <tr> <td data-bbox="703 549 958 810"> <p>You have serious medical problem/unable to walk-in to TMpoint/ Critical Illness</p> </td> <td data-bbox="958 549 1951 810"> <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> <tr> <td data-bbox="703 810 958 1034"> <p>You are not in Malaysia (resides / working overseas)</p> </td> <td data-bbox="958 810 1951 1034"> <ul style="list-style-type: none"> • A copy of the owner's passport or letter to prove that you are studying /working abroad • A copy of the owner's IC/Passport • Authorised person's IC/Passport • Authorisation letter with the owner's signature. </td> </tr> <tr> <td data-bbox="703 1034 958 1182"> <p>OKU</p> </td> <td data-bbox="958 1034 1951 1182"> <ul style="list-style-type: none"> • A copy of the owner's IC/Passport • Authorised person's IC/Passport • Authorisation letter with the owner's signature. • The owner's OKU card </td> </tr> <tr> <td data-bbox="703 1182 958 1331"> <p>Senior Citizen (60 years and above)</p> </td> <td data-bbox="958 1182 1951 1331"> <ul style="list-style-type: none"> • 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	<p>You have serious medical problem/unable to walk-in to TMpoint/ Critical Illness</p>	<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. 	<p>You are not in Malaysia (resides / working overseas)</p>	<ul style="list-style-type: none"> • A copy of the owner's passport or letter to prove that you are studying /working abroad • A copy of the owner's IC/Passport • Authorised person's IC/Passport • Authorisation letter with the owner's signature. 	<p>OKU</p>	<ul style="list-style-type: none"> • A copy of the owner's IC/Passport • Authorised person's IC/Passport • Authorisation letter with the owner's signature. • The owner's OKU card 	<p>Senior Citizen (60 years and above)</p>	<ul style="list-style-type: none"> • A copy of the owner's IC/Passport • Authorised person's IC/Passport • Authorisation letter with the owner's signature.
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62	<p>Where can I get sample of the authorisation letter?</p>	<ul style="list-style-type: none"> ▪ You may view a sample of authorisation letter here. 		
63	<p>Do I need to return my device (phone/modem/router etc.) upon termination?</p>	<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 type of devices that need to be returned. 		
64	<p>What will happen if I didn't return the device?</p>	<ul style="list-style-type: none"> ▪ You will be charged with a penalty of RM 500 if you didn't return the BTU. 		
65	<p>I am a non-Malaysian, how would I receive my deposit upon termination?</p>	<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. 		