

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
CONSUMER WIN BACK 5.0 (PREMIUM VALUE 2023)**

NO.	QUESTION	ANSWER																								
GENERAL INFO & CAMPAIGN OFFERING																										
1	What is the Consumer Win Back 5.0 (Premium Value 2023) campaign?	<ul style="list-style-type: none"> ▪ This is a tactical campaign to win back Unifi customers who have churned and subscribed to competitors' home fibre broadband plan. ▪ It is also aimed at winning over competitors' subscribers by providing additional value-added services on top of broadband connection. ▪ Under this campaign, new Unifi customers will enjoy below benefits when subscribing to Unifi Home plan: <ul style="list-style-type: none"> ○ FREE speed upgrade: Faster internet speed while retaining the same monthly commitment fee for twelve (12) months based on the Campaign Package subscription and ○ Waiver up to six (6) months or ○ FREE Smart TV based on selected packages. 																								
2	Can you tell me more about the campaign?	<ul style="list-style-type: none"> ▪ Eligible new customers can subscribe to Broadband Only Plan or Broadband with Entertainment Plan: <ul style="list-style-type: none"> i. Broadband Only Plan <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Speed</th> <th style="text-align: center;">30Mbps</th> <th style="text-align: center;">100Mbps</th> <th style="text-align: center;">300Mbps</th> <th style="text-align: center;">500Mbps</th> <th style="text-align: center;">800Mbps</th> </tr> </thead> <tbody> <tr> <td>Price per month</td> <td style="text-align: center;">RM89</td> <td style="text-align: center;">RM129</td> <td style="text-align: center;">RM159</td> <td style="text-align: center;">RM209</td> <td style="text-align: center;">RM299</td> </tr> <tr> <td>FREE 12-month Speed Upgrade</td> <td style="text-align: center;">100Mbps</td> <td style="text-align: center;">300Mbps</td> <td style="text-align: center;">500Mbps</td> <td style="text-align: center;">800Mbps</td> <td style="text-align: center;">NA</td> </tr> <tr> <td>Voice</td> <td style="text-align: center;">20sen/min</td> <td colspan="4">Enjoy 600 minutes of talk time to all mobile and fixed lines nationwide for Unifi Home subscription. Beyond 600 minutes, charges will be as per below: i.Free calls from fixed to fixed; ii.RM0.10 from fixed to mobile</td> </tr> </tbody> </table> 	Speed	30Mbps	100Mbps	300Mbps	500Mbps	800Mbps	Price per month	RM89	RM129	RM159	RM209	RM299	FREE 12-month Speed Upgrade	100Mbps	300Mbps	500Mbps	800Mbps	NA	Voice	20sen/min	Enjoy 600 minutes of talk time to all mobile and fixed lines nationwide for Unifi Home subscription. Beyond 600 minutes, charges will be as per below: i.Free calls from fixed to fixed; ii.RM0.10 from fixed to mobile			
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ii. **Broadband with Entertainment Plan**

Speed	300Mbps	500Mbps	800Mbps
Price per month	RM199	RM249	RM349
FREE 12-month Speed Upgrade	500Mbps	800Mbps	NA
Complimentary Device	Unifi Plus Box		
Unifi TV Pack	Ultimate Pack (70+ premium channels) with Complimentary Media Apps*		
Voice	Enjoy 600 minutes of talk time to all mobile and fixed lines nationwide for Unifi Home subscription. Beyond 600 minutes, charges will be as per below: i.Free calls from fixed to fixed; ii.RM0.10 from fixed to mobile		

Any subscription beyond the stipulated period will be subjected to the commercial offering of Ultimate Pack as available at the time of subscription.

- In addition to that, customers are eligible to choose One (1) additional entitlement of:

i. **Broadband Waiver OR**

ii. **FREE Smart TV for selected packages**

- The additional entitlement shall be illustrated as per the tables below: -

Speed	30Mbps	100Mbps to 800Mbps
Broadband Waiver	Three (3) months waiver	Six (6) months waiver

Note: Waiver entitlement is for Home Broadband only

OR

Speed	300Mbps to 800Mbps
Device	42" Smart TV

3 How long is the campaign period?

- This campaign runs from **15th May 2023 until further notice.**
- However, any early discontinuation of the campaign will be notified and updated in Wisar.

4	Who is eligible for this campaign?	<ul style="list-style-type: none"> ▪ This campaign is targeted at non-TM customers who are currently subscribing to fixed fibre broadband plans with other service providers (e.g. Maxis, Digi etc.) ▪ Please note that all new Unifi account registrations must be registered under the same address as per registered with the current service provider.
5	Can existing customers subscribe to this campaign?	<ul style="list-style-type: none"> ▪ Besides the Unifi churners and new subscribers, existing Unifi Home broadband customers with multiple home accounts that are registered at different addresses and attached to other service providers can also sign up for this campaign (service level). ▪ If you are an existing customer with only one (1) Unifi Home broadband account, please stay tuned to other exclusive campaigns!
6	How do customers register for this campaign?	<ul style="list-style-type: none"> ▪ Customers may walk in to the nearest : <ul style="list-style-type: none"> ○ TMpoint/Unifi Store, or ○ TM Resellers <p><i>*TMS & State Sales Staff will also contact potential customers for registration.</i></p>
7	Is there any supporting document needed?	<ul style="list-style-type: none"> ▪ Customers will need to submit a copy of utility bill at the registered address with the latest monthly bill statement from the current service provider.
8	Will customers be tied to any contract if they subscribe to this campaign?	<ul style="list-style-type: none"> ▪ Yes, all Unifi Home plans come with a 24-month contract.
9	What is the value for this campaign compared to other promo?	<ul style="list-style-type: none"> ▪ If customers sign up for this campaign, they are entitled to choose one (1) additional freebies, Broadband waiver or Smart TV based on selected packages (for speed 100Mbps and above).
ENTERTAINMENT / ADD-ON & CHANGE OF PLAN		
10	How to activate the Disney+ Hotstar and Lionsgate Play?	<ul style="list-style-type: none"> ▪ Disney+ Hotstar app: <ul style="list-style-type: none"> ○ Once customers have successfully agreed to the campaign's Terms & Conditions and redeemed the campaign offering, customers will receive a confirmation SMS from 61000; and an email from noreply.UnifiTV@tm.com.my within 7 working days which contains their Disney+ Hotstar app login credential.

		<ul style="list-style-type: none"> ▪ Lionsgate Play app: <ul style="list-style-type: none"> ○ Click on the link below to activate: <ul style="list-style-type: none"> Lionsgate Play
11	Can customers change their streaming app (OTT) entitlement to other streaming apps offering?	<ul style="list-style-type: none"> ▪ The streaming app is already a part of the bundled offering. Hence, it is not possible for customers to make the change.
12	Can customers watch Unifi TV using ID xxx@iptv if they opt for Unifi Home Broadband with Unifi Plus Box plan?	<ul style="list-style-type: none"> ▪ Absolutely, customers will also be able to watch Unifi TV content from Unifi TV app at no additional charges. Simply download the app and go through a one-time registration to start watching!
13	When will customers receive the Unifi Plus Box?	<ul style="list-style-type: none"> ▪ Customers will receive their Unifi Plus Box during installation (if applicable).
14	Can customers request to change their plan during the 12 months of FREE speed upgrade?	<ul style="list-style-type: none"> ▪ To fully enjoy the benefits of this FREE speed upgrade, change of plan is not allowable during the 12 months of speed upgrade.
15	Can customers request to upgrade their plan to other higher speed after the 12 months FREE speed upgrade period?	<ul style="list-style-type: none"> ▪ Absolutely, customers may request to upgrade to other higher speed that suits their needs.
FREE SPEED UPGRADE		
16	When will the speed upgrade take effect?	<ul style="list-style-type: none"> ▪ Customers will enjoy the speed upgrade for 12 months upon successful Unifi installation. The higher speed can be enjoyed immediately with the whole family!

17	Will there be any additional charges for this FREE speed upgrade?	<ul style="list-style-type: none"> ▪ During the FREE period of 12 months, this speed upgrade comes with no extra cost, customers will only pay for what they are subscribing for. ▪ Customers will be billed accordingly for any add-on services subscribed during the speed upgrade period.
18	How can customers validate the current speed?	<ul style="list-style-type: none"> ▪ Once Unifi account has been activated, customers can perform a speed test via Unifi Speedtest - Test Your Internet Speed ▪ To be able to fully utilise upgraded speed, please perform the speed test using a LAN cable (CAT5/CAT6) and ensure laptop/PC network adapter can support high speed connection. <ul style="list-style-type: none"> ▪ If customers are using a mobile phone/tablet/laptop or any smart device, please note that not all smart devices can support dual band Wi-Fi 5Ghz spectrum capabilities. Typically, internet speed will be slower if device does not support the 5Ghz spectrum.
19	What will happen to customers' speeds after the 12-month speed upgrade?	<ul style="list-style-type: none"> ▪ Customers will receive a notification via SMS (61000, MyUnifi app after trial period has ended where customers are asked if they wish to continue to enjoy the upgraded speed. ▪ If customers agree to upgrade and proceed to submit application via the link given in the SMS or MyUnifi app notification, the speed will be upgraded to the next higher speed plan and the new price plan will be reflected in the next bill. <i>(Note: Submission of interest to upgrade is deemed confirmed and cannot be cancelled)</i> ▪ If customers do not agree to upgrade or do not respond to the notification (received via SMS or MyUnifi app), the speed will be automatically reverted to the original speed plan subscribed.
20	What happens if customers did not respond to the notification?	<ul style="list-style-type: none"> ▪ Customers' plans will be reverted to the initial subscribed plan if customers do not respond to the SMS or MyUnifi app notification. ▪ Fret not, customers can easily upgrade the speed plan via MyUnifi app or walk in to any TMpoint/Unifi Store outlets even after the speed upgrade trial period has ended.
21	What if customers did not receive any SMS on speed upgrade trial is about to end?	<ul style="list-style-type: none"> ▪ Customers can check if there is a notification sent from WhatsApp channel (Unifi Care). ▪ Alternatively, customers can also download MyUnifi app and check subscription plan there.

		<ul style="list-style-type: none"> Customers may also reach out to our Care Crews via maya.unifi.com.my to enquire about the status and we will send the SMS to customer's registered mobile phone number.
BILLING		
22	Will customers' bills be prorated for the month when the upgraded speeds take effect?	<ul style="list-style-type: none"> Yes, if customers agree to be upgraded, customers' bills for the month when the upgrades take effect will be prorated. In the subsequent months, customers will only be charged based on the new subscription fees.
23	How will customers' bills look like when they subscribe to this campaign?	<ul style="list-style-type: none"> Customers will see two (2) types of charges in their first bill: <ol style="list-style-type: none"> Prorated charges based on Unifi activation date and Billing Period date. Full month charges of the broadband package based on 30 days from the first (1st) Billing Date. Customers will also see the charges for other add-ons such as Smart Device/Mesh WiFi (<i>if applicable</i>).
24	Do customers need to make any upfront payment?	<ul style="list-style-type: none"> Yes, an advance payment is applicable i.e. RM100 for Malaysians and RM500 for non-Malaysians. Note: For sales without the verification of MyKad Reader (please refer to general Unifi T&C clause 10.11). The advance payment will be refunded in the second (2nd) month's bill.
25	Where can customers view and pay bill?	<ul style="list-style-type: none"> Customers can view and pay all home fibre, entertainment and mobile bills on MyUnifi app, which can be downloaded for free via the following links: <ol style="list-style-type: none"> Apple: App Store Android: Google Play Huawei: AppGallery
TRANSFER OWNERSHIP, RELOCATION AND TERMINATION		
26	Customers will be relocating to a new address. Will the plans be carried over?	<ul style="list-style-type: none"> Yes, the plans will be carried to customer's new address. However, depending on the infrastructure or technology availability (FTTH to VDSL), customers may no longer be able to enjoy the same plan and may be required to downgrade within the same family package. *For example, the current plan speed is at 300Mbps and when customer relocates to a high rise building (VDSL), the new plan will be changed to 30Mbps.

27	Can customers transfer their Unifi account to another owner?	<ul style="list-style-type: none"> ▪ Transferring account ownership is only applicable after the 12 months speed upgrade period is over. ▪ Please note that all OTT entitlements are not transferable to the new owner or account.
28	What happens if customers cancel the subscription within contract?	<ul style="list-style-type: none"> ▪ If customers cancel the subscription within the contract period of the packages, customers will be charged for the standard early termination fee, which is the full subscription fees of the remaining months in the contract period.
DEVICE		
29	Can customers choose to change the device offered or convert it to cash?	<ul style="list-style-type: none"> ▪ TV brand and specifications of the Smart TV are determined by TM and it will be subjected to stock availability. It also cannot be exchanged to cash term.
30	How will customers receive the Smart TV?	<ul style="list-style-type: none"> ▪ The Smart TV will be delivered to customer's delivery address within 14 working days upon successful home broadband installation.
31	How can customers check the order number and the delivery tracking number?	<ul style="list-style-type: none"> ▪ The order number is provided upon subscription of the Unifi plan. Customers may reach out to any Unifi's customer touchpoints to check their order numbers. ▪ Customers may track the smart device delivery status via: <ol style="list-style-type: none"> i. http://lineclearxpress.com/my/tracking ii. Live Chat via maya.unifi.com.my or MyUnifi app iii. Call 100 ▪ For the delivery tracking number, please insert the order number without "-" e.g. 141205393843
32	Where can customers make a report for defective or damaged smart device?	<ul style="list-style-type: none"> ▪ In the event that the TV received is defective or damaged, customers can log a complaint by contacting Unifi Contact Centre at 100 or via Live Chat within seven (7) days from the date they received the device. ▪ We would require the following information from the customers: <ol style="list-style-type: none"> i. Delivery Order ii. A photo of the delivery box iii. A photo of the defect/damaged part iv. The device's Serial Number ▪ The customer's contact number and an alternative contact number

SUPPORT		
33	If customers have issues with the Smart TV, who do they contact?	<ul style="list-style-type: none">▪ Customers can refer to the manual book to ensure that they have performed the setup accordingly.▪ Any issues related to the device, customers may call Sharp hotline at 1-800-888-678 for repair/maintenance.
34	If customers have any further enquiries or need further assistance, who should they reach out to?	<ul style="list-style-type: none">▪ Please contact us online via Unifi's digital channels as below:<ul style="list-style-type: none">○ Live Chat at maya.unifi.com.my or MyUnifi app○ Facebook at facebook.com/weareunifi○ Twitter at @helpmeunifi▪ Customers may also visit us at any of our TMpoint/Unifi Store outlets nationwide.