

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
MAKE YOUR WORLD EXTRAORDINARY CAMPAIGN**

NO	QUESTION	ANSWER													
<b>New Customer</b>															
<b>1.</b>	<b>What is the latest offering under Make Your World Extraordinary campaign?</b>	<ul style="list-style-type: none"> <li>▪ Starting 17<sup>th</sup> May, all Ultimate Pack subscribers get to enjoy exclusive access to four (4) streaming apps included in the pack as below:               <ol style="list-style-type: none"> <li>a. Disney+ Hotstar</li> <li>b. beIN SPORTS CONNECT</li> <li>c. SPOTV NOW</li> <li>d. BBC Player</li> </ol> </li>   <li>▪ By subscribing to this campaign, customers will enjoy:               <ol style="list-style-type: none"> <li>1. 30 days free trial period of unifi bundled packages including unifi Home, unifi TV and unifi Mobile</li> <li>2. Subscribers of unifi Home and any unifi TV packs will also receive unifi Plus Box, together with bundled streaming apps and 30 days FREE viewing of all unifi TV channels at no additional cost.</li> <li>3. unifi TV has also launched 5 new channels with 30 days free viewing from 1st May until 31st May 2022.                   <ol style="list-style-type: none"> <li>a. CGTN HD</li> <li>b. CCTV – 4 HD</li> <li>c. DEGUP HD</li> <li>d. beIN SPORTS 1 HD (free viewing ends 8 May)</li> <li>e. beIN SPORTS 3 HD (free viewing ends 8 May)</li> </ol> </li> </ol> </li>   <li>▪ Customers can also get a Smart TV and Laptop for as low as RM79 per month.</li> </ul>													
<b>2.</b>	<b>How long is the campaign period?</b>	<ul style="list-style-type: none"> <li>▪ The promotion runs from 17<sup>th</sup> May until 30<sup>th</sup> June 2022.</li> </ul>													
<b>3.</b>	<b>What are the streaming apps offered under this campaign?</b>	<ul style="list-style-type: none"> <li>▪ Below are the apps that come with each unifi TV pack:           <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="background-color: black; color: white;">unifi TV pack</th> <th style="background-color: black; color: white;">Streaming Apps</th> <th style="background-color: black; color: white;">unifi Plus Box</th> </tr> </thead> <tbody> <tr> <td>Varnam Plus</td> <td>Simply South</td> <td rowspan="3" style="text-align: center; vertical-align: middle;">Complimentary throughout the campaign period</td> </tr> <tr> <td>Aneka Plus</td> <td>Viu</td> </tr> <tr> <td>Ruby Plus</td> <td>iQiyi</td> </tr> <tr> <td>Ultimate</td> <td> <ul style="list-style-type: none"> <li>▪ Disney+ Hotstar</li> <li>▪ BBC Player</li> <li>▪ beIN SPORTS CONNECT</li> </ul> </td> <td style="text-align: center; vertical-align: middle;">Inclusive</td> </tr> </tbody> </table> </li> </ul>	unifi TV pack	Streaming Apps	unifi Plus Box	Varnam Plus	Simply South	Complimentary throughout the campaign period	Aneka Plus	Viu	Ruby Plus	iQiyi	Ultimate	<ul style="list-style-type: none"> <li>▪ Disney+ Hotstar</li> <li>▪ BBC Player</li> <li>▪ beIN SPORTS CONNECT</li> </ul>	Inclusive
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	▪ SPOTV NOW				
4.	<b>What is Varnam Plus / Aneka Plus / Ruby Plus / Ultimate Pack?</b>	<ul style="list-style-type: none"> <li>▪ <b>Varnam Plus Pack:</b> Must watch Hindi, Tamil movies and TV shows from Indian with unlimited access to Simply South app at RM30/month. For more info, please refer to <a href="https://unifi.com.my/tv/plans/varnam-plus-pack">https://unifi.com.my/tv/plans/varnam-plus-pack</a></li> <li>▪ <b>Aneka Plus Pack:</b> Exclusive local programme, Korean dramas and more with unlimited access to Viu app at RM30/month. For more info, please refer to <a href="https://unifi.com.my/tv/plans/aneka-plus-pack">https://unifi.com.my/tv/plans/aneka-plus-pack</a></li> <li>▪ <b>Ruby Plus Pack:</b> Tops shows from Hong Kong, Korea, Taiwan and China with unlimited access to iQiyi at RM30/month. For more info, please refer to <a href="https://unifi.com.my/tv/plans/ruby-plus-pack">https://unifi.com.my/tv/plans/ruby-plus-pack</a></li> <li>▪ <b>Ultimate Pack:</b> Includes all unifi TV channels with unlimited access to Disney+ Hotstar, BBC Player, SPOTV NOW and beIN Sports Connect at RM60/month. For more info, please refer to <a href="https://unifi.com.my/tv/plans/ultimate-pack">https://unifi.com.my/tv/plans/ultimate-pack</a></li> </ul>			
5.	<b>What is the eligibility for this campaign?</b>	<ul style="list-style-type: none"> <li>▪ The 30 days free trial is applicable to new unifi customers only.</li> <li>▪ Meanwhile, existing unifi fibre, unifi Lite or Streamyx customers who migrate to unifi fibre plans under the campaign offerings will enjoy a 1-month waiver.</li> <li>▪ For customers subscribing to unifi Home with unifi TV Ultimate pack, they can enjoy Disney+ Hotstar at no extra cost.</li> </ul>			

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6.	Can you explain more about the 30 days free trial?	<ul style="list-style-type: none"> <li>▪ New customers will be entitled to 30 days free trial of unifi package subscription during the campaign period.</li> <li>▪ The below table depicts the plans eligible for the 30 days free trial:</li> </ul> <table border="1" data-bbox="544 461 1457 1731"> <thead> <tr> <th></th> <th>Broadband</th> <th>Entertainment</th> <th>Mobile</th> <th>Package Price</th> </tr> </thead> <tbody> <tr> <td rowspan="5" style="writing-mode: vertical-rl; transform: rotate(180deg);">All-in-One Plan</td> <td>30Mbps</td> <td rowspan="5">Ultimate pack with unifi Plus Box</td> <td rowspan="5">unlimited unifi Mobile plan at RM59</td> <td>RM198</td> </tr> <tr> <td>100Mbps</td> <td>RM208</td> </tr> <tr> <td>300Mbps</td> <td>RM228</td> </tr> <tr> <td>500Mbps</td> <td>RM278</td> </tr> <tr> <td>800Mbps</td> <td>RM378</td> </tr> <tr> <td rowspan="8" style="writing-mode: vertical-rl; transform: rotate(180deg);">Broadband with Entertainment</td> <td>30Mbps</td> <td>Ultimate pack with unifi Plus Box</td> <td rowspan="8">NA</td> <td>RM149</td> </tr> <tr> <td>30Mbps</td> <td>Varnam Plus or Aneka Plus or Ruby Plus pack complimentary unifi Plus Box</td> <td>RM119</td> </tr> <tr> <td>100Mbps</td> <td>Ultimate pack with unifi Plus Box</td> <td>RM189</td> </tr> <tr> <td>100Mbps</td> <td>Varnam Plus or Aneka Plus or Ruby Plus pack complimentary unifi Plus Box</td> <td>RM159</td> </tr> <tr> <td>300Mbps</td> <td rowspan="3">Ultimate pack with unifi Plus Box</td> <td>RM199</td> </tr> <tr> <td>500Mbps</td> <td>RM249</td> </tr> <tr> <td>800Mbps</td> <td>RM349</td> </tr> <tr> <td rowspan="2" style="writing-mode: vertical-rl; transform: rotate(180deg);">Broadband only</td> <td>30Mbps</td> <td rowspan="2">NA</td> <td rowspan="2">NA</td> <td>RM89</td> </tr> <tr> <td>100Mbps</td> <td>RM129</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>▪ The package price for All-in-One plan is valid for 24 months.</li> <li>▪ 30days trial is not applicable for unifi Mobile</li> </ul>		Broadband	Entertainment	Mobile	Package Price	All-in-One Plan	30Mbps	Ultimate pack with unifi Plus Box	unlimited unifi Mobile plan at RM59	RM198	100Mbps	RM208	300Mbps	RM228	500Mbps	RM278	800Mbps	RM378	Broadband with Entertainment	30Mbps	Ultimate pack with unifi Plus Box	NA	RM149	30Mbps	Varnam Plus or Aneka Plus or Ruby Plus pack complimentary unifi Plus Box	RM119	100Mbps	Ultimate pack with unifi Plus Box	RM189	100Mbps	Varnam Plus or Aneka Plus or Ruby Plus pack complimentary unifi Plus Box	RM159	300Mbps	Ultimate pack with unifi Plus Box	RM199	500Mbps	RM249	800Mbps	RM349	Broadband only	30Mbps	NA	NA	RM89	100Mbps	RM129
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7.	<b>How do I enjoy the 30 days trial period?</b>	<p>Once you have subscribed to the package under this campaign, you will enjoy a 1-month waiver of your unifi package monthly subscription fee. The waiver will be reflected in your 1<sup>st</sup> bill.</p> <ul style="list-style-type: none"> <li>▪ The 30 days free trial is not applicable for other add-on services such as unifi Mobile, Streaming Apps, Smart Device, Mesh Wi-Fi, unifi Plus Box (multi-room entertainment), or any other add-ons that are not bundled together in the package plan.</li> </ul>
8.	<b>Where can I subscribe to this campaign?</b>	<ul style="list-style-type: none"> <li>▪ Customer may walk-in to the nearest TM outlets nationwide: <ul style="list-style-type: none"> <li>○ <a href="#">TMpoint</a></li> <li>○ TM Resellers</li> <li>○ TM Authorised Dealer</li> </ul> </li> <li>▪ Subscribe via digital channel: <ul style="list-style-type: none"> <li>○ <a href="#">unifi Portal</a></li> </ul> </li> <li>▪ Call to 100 (press 4)</li> </ul>
9.	<b>If I decide not to continue my unifi subscription within the 30 days, how do I cancel my subscription?</b>	<ul style="list-style-type: none"> <li>▪ To cancel the subscription, customers need <b>to walk in to any TMpoint within the 30 days trial period.</b></li> <li>▪ Customers are required to <b>return all equipment upon cancellation</b> of the subscription to avoid being charged with early termination fee.</li> <li>▪ You are required to return all of the equipment provided during installation: <ol style="list-style-type: none"> <li>i. Residential Gateway (RG)</li> <li>ii. Broadband Termination Unit (BTU)</li> <li>iii. unifi Plus Box with packaging box, remote control and all accessories</li> <li>iv. Mesh Wi-Fi (if applicable)</li> </ol> </li> <li>▪ If you fail to return the equipment, you will be charged with a penalty fee of RM500.</li> <li>▪ If you have subscribed to any Value Added Services (VAS), you will be charged with the early termination penalty fees of that particular VAS.</li> <li>▪ Kindly note that you will no longer enjoy unifi Mobile plan at RM59 per month when you terminate your unifi Home account, and the price will be reverted to RM79 per month.</li> <li>▪ Termination for both unifi Home and unifi Mobile will need to be done separately.</li> </ul>

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10.	<b>What happens If I continue with my subscription after the free trial period (30 days) is over?</b>	<ul style="list-style-type: none"> <li>▪ If you're happy with the service and wish to continue after the free trial period has ended, the account will be automatically charged with the monthly fee for the consecutive months.</li> </ul>
11.	<b>What happens if I cancel my subscription after the free trial period (30 days) is over?</b>	<ul style="list-style-type: none"> <li>▪ If you cancel the subscription after the trial period has ended and still within the contract period of the package, you will be charged for the standard early termination penalty fees i.e. monthly subscription fee multiplied by the remaining months of the contract.</li> <li>▪ Kindly note that you will no longer enjoy unifi Mobile plan at RM59 per month when you terminate your unifi Home account and the price will be reverted to RM79 per month.</li> </ul>
12.	<b>After I terminated my unifi plan under this campaign, may I apply for a new unifi Home line?</b>	<ul style="list-style-type: none"> <li>▪ We're sorry, after termination, you will not be able to apply for a new unifi line at the same installation address during the campaign period. We hope you will stay with us.</li> </ul>
13.	<b>I experienced service downtime during my 30 days trial period, am I entitled for a rebate?</b>	<ul style="list-style-type: none"> <li>▪ You already enjoy fee waiver for 1 month, hence no rebate will be given.</li> <li>▪ However, rebate for other add-ons will be given if applicable.</li> </ul>
14.	<b>I'm an existing unifi customer but I don't have any unifi TV pack. Can I upgrade my current plan to unifi plan bundled with Varnam Plus or Aneka Plus or Ruby Plus pack?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you may upgrade your current unifi plan to the plan with Varnam Plus or Aneka Plus or Ruby Plus pack and get a complimentary unifi Plus Box.</li> <li>▪ Your contract will be refreshed to 24 months upon upgrade of plan.</li> </ul>
15.	<b>Where can I read more on unifi Mobile and its offerings?</b>	<ul style="list-style-type: none"> <li>▪ To know more on unifi Mobile postpaid plan, please visit <a href="https://unifi.com.my/postpaid">unifi.com.my/postpaid</a>.</li> <li>▪ You can also find FAQ and T&amp;C for our unifi Mobile postpaid here: <ul style="list-style-type: none"> <li>○ <a href="https://unifi.com.my/mobile/postpaid/faq">https://unifi.com.my/mobile/postpaid/faq</a></li> <li>○ <a href="https://unifi.com.my/mobile/postpaid/tnc">https://unifi.com.my/mobile/postpaid/tnc</a></li> </ul> </li> </ul>

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16.	<p><b>What are the Add-Ons available to customers?</b></p>	<ul style="list-style-type: none"> <li>On top of the bundled package, customers may also choose the optional Add-ons as below:</li> </ul> <table border="1" data-bbox="544 389 1468 1189"> <thead> <tr> <th data-bbox="544 389 761 454">Add Ons</th> <th data-bbox="761 389 1043 454">Description</th> <th data-bbox="1043 389 1299 454">Price per month</th> <th data-bbox="1299 389 1468 454">Contract</th> </tr> </thead> <tbody> <tr> <td data-bbox="544 454 761 591"><a href="#">unifi Plus Box</a></td> <td data-bbox="761 454 1043 591">Multi room entertainment with additional unifi Plus Box</td> <td data-bbox="1043 454 1299 591">RM20 <i>(For 24 month only)</i></td> <td data-bbox="1299 454 1468 591">24 month</td> </tr> <tr> <td data-bbox="544 591 761 862"><a href="#">Mesh WiFi</a></td> <td data-bbox="761 591 1043 862">Better WiFi experience for all your wireless devices by ensuring seamless WiFi connectivity for your entire home.</td> <td data-bbox="1043 591 1299 862">From RM15/month</td> <td data-bbox="1299 591 1468 862">24 month</td> </tr> <tr> <td data-bbox="544 862 761 1023"><a href="#">unifi Mobile</a></td> <td data-bbox="761 862 1043 1023">Stay connected with family and friends from anywhere</td> <td data-bbox="1043 862 1299 1023">From RM19/month</td> <td data-bbox="1299 862 1468 1023">No Contract</td> </tr> <tr> <td data-bbox="544 1023 761 1189"><a href="#">Smart Devices</a></td> <td data-bbox="761 1023 1043 1189">Get your preferred lifestyle devices with easy payment plan</td> <td data-bbox="1043 1023 1299 1189">From RM79/month</td> <td data-bbox="1299 1023 1468 1189">24 month</td> </tr> </tbody> </table>	Add Ons	Description	Price per month	Contract	<a href="#">unifi Plus Box</a>	Multi room entertainment with additional unifi Plus Box	RM20 <i>(For 24 month only)</i>	24 month	<a href="#">Mesh WiFi</a>	Better WiFi experience for all your wireless devices by ensuring seamless WiFi connectivity for your entire home.	From RM15/month	24 month	<a href="#">unifi Mobile</a>	Stay connected with family and friends from anywhere	From RM19/month	No Contract	<a href="#">Smart Devices</a>	Get your preferred lifestyle devices with easy payment plan	From RM79/month	24 month
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17.	<p><b>I am currently on another service provider for my mobile services.</b></p> <p><b>Can I switch to unifi and keep my existing mobile number?</b></p>	<ul style="list-style-type: none"> <li>Of course! You can switch your current number to unifi Mobile 99 at the price of RM59 per month, provided that you do not have any outstanding balance, blacklisted, or under contract with your current mobile service provider.</li> <li>Click here for more info: <a href="https://unifi.com.my/switch-to-unifi">https://unifi.com.my/switch-to-unifi</a></li> </ul>																				
18.	<p><b>Will I be tied to any contract for my All-in-One plan subscription?</b></p>	<ul style="list-style-type: none"> <li>Yes, all unifi Home plans come with a 24-months contract.</li> <li>However, with All-in-One plan, your unifi Mobile will not be tied to any contract.</li> <li>Early termination penalty (calculated based on the monthly subscription fee multiplied by the remaining contract months) will be imposed for termination within the contract period (24 months for unifi and 12 months for unifi TV pack).</li> </ul>																				

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

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		<p><b>unifi Mobile</b></p> <ul style="list-style-type: none"> <li>▪ Please note that an upfront payment of <b>RM100</b> is applicable for any new mobile line registration via TM Resellers, TM Authorised Dealers and any TMpoint outlets nationwide. The amount will be offset in your 1st bill.</li> <li>▪ For non-Malaysians, you are required to pay an additional deposit of <b>RM300</b> per line, which will be refunded upon the mobile line termination.</li> <li>▪ For a limited time only, we're waiving the upfront payment of RM100 if you switch your current number to unifi Mobile.</li> <li>▪ For registration via our portal (unifi.com.my), no upfront payment is required.*</li> </ul> <p><i>*Note: Registration via online is applicable for Malaysian only.</i></p>
23.	<p><b>How will my bill look like when I subscribe to this campaign?</b></p>	<ul style="list-style-type: none"> <li>▪ You will receive <b>two (2) separate bills</b> for unifi Home and unifi Mobile.</li> </ul> <p><b>unifi Home</b></p> <ul style="list-style-type: none"> <li>▪ You will see two (2) types of charges in your first bill: <ol style="list-style-type: none"> <li>1. Prorated charges based on unifi activation date and Billing Period date.</li> <li>2. Full month charges of the broadband package based on 30 days from the 1<sup>st</sup> Billing Date (this is waived for the 1<sup>st</sup> month).</li> </ol> </li> <li>▪ You will also see the charges for other add-ons such as Smart Device/Mesh WiFi (if applicable).</li> </ul> <p><b>unifi Mobile Postpaid</b></p> <ul style="list-style-type: none"> <li>▪ unifi Mobile postpaid refers to mobile postpaid plans only and not related to any mobile devices.</li> <li>▪ Your unifi Mobile 99 Promo will be reflected by the plan name “unifi Mobile 79 unlimited” in your bill.</li> <li>▪ Once unifi Home and unifi Mobile services <b>are both activated</b>, you will enjoy the RM59 per month price in the <b>following month onwards</b>.</li> <li>▪ Your bill date will always be on the 1st of every month and the cycle is for the full period of the month.</li> </ul>



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24.	Where can I view my bill?	<ul style="list-style-type: none"> <li>You can view and pay all your home fibre, entertainment and mobile bill on myunifi app, which can be downloaded for free via the below links:               <ol style="list-style-type: none"> <li>Apple: <a href="#">Apple App Store</a></li> <li>Android: <a href="#">Google Play</a></li> <li>Huawei: <a href="#">App Gallery</a></li> </ol> </li> </ul>												
25.	If I have any further enquiries or need further assistance, who should I reach out to?	<ul style="list-style-type: none"> <li>Kindly contact us online via TM's digital channels as below:               <ul style="list-style-type: none"> <li>Live Chat at <a href="#">unifi.com.my</a> or myunifi app</li> <li>Facebook at <a href="#">facebook.com/weareunifi</a></li> <li>Twitter at <a href="#">@helpmeunifi</a></li> </ul> </li> <li>You may also visit us at any of our TMpoint outlets nationwide.</li> </ul>												
<b>unifi with Disney+ Hotstar</b>														
26.	What is the offering all about?	<ul style="list-style-type: none"> <li>Starting 17<sup>th</sup> May 2022, all new and existing unifi customers will enjoy Disney+ Hotstar subscription on us as long as they subscribe to unifi unifi Home Broadband plans bundled with unifi TV Ultimate Pack.</li> </ul>												
27.	What are the unifi plans I should subscribe to for me to enjoy the Disney+ Hotstar?	<ul style="list-style-type: none"> <li>You can subscribe to the below unifi plans:               <table border="1" data-bbox="544 1155 1482 1565"> <thead> <tr> <th>No</th> <th>unifi Plan</th> <th>Eligibility</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>All unifi plans bundled with unifi TV Ultimate Pack</td> <td>Disney+ Hotstar at no extra cost</td> </tr> <tr> <td>2.</td> <td>unifi 100Mbps without unifi TV Pack</td> <td>Disney+ Hotstar for 6 months on us. After the 6 months, customers can add on ala carte at RM54.90 for 3 months.</td> </tr> <tr> <td>3.</td> <td>unifi 30Mbps and unifi 100Mbps with unifi TV Varnam Plus or Aneka Plus or Ruby Plus pack</td> <td>Disney+ Hotstar for 6 months on us. After the 6 months, customers can add on ala carte at a special price of RM16 per month.</td> </tr> </tbody> </table> </li> <li>Customers without unifi TV pack can subscribe to Disney+ Hotstar ala carte at RM54.90 for 3 months.</li> </ul>	No	unifi Plan	Eligibility	1.	All unifi plans bundled with unifi TV Ultimate Pack	Disney+ Hotstar at no extra cost	2.	unifi 100Mbps without unifi TV Pack	Disney+ Hotstar for 6 months on us. After the 6 months, customers can add on ala carte at RM54.90 for 3 months.	3.	unifi 30Mbps and unifi 100Mbps with unifi TV Varnam Plus or Aneka Plus or Ruby Plus pack	Disney+ Hotstar for 6 months on us. After the 6 months, customers can add on ala carte at a special price of RM16 per month.
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28.	How do I activate the Disney+ Hotstar subscription?	<ul style="list-style-type: none"> <li>For new unifi Home customers, the bundled streaming apps will be automatically activated with the mobile number that you registered with unifi. You will receive a notification by email and/or SMS for you to access Disney+ Hotstar. Download the Disney+ Hotstar app on your unifi Plus Box or mobile devices to enjoy.</li> <li>For existing unifi TV customers with Ultimate Pack, you can register your interest at <a href="https://activate.unifi.com.my">https://activate.unifi.com.my</a></li> </ul>												

NO	QUESTION	ANSWER																							
29.	How can I know more details on Disney+ Hotstar?	<ul style="list-style-type: none"> <li>For more details on Disney+ Hotstar and other streaming apps please refer to <a href="https://activate.unifi.com.my">https://activate.unifi.com.my</a></li> </ul>																							
<b>Existing unifi Home Customer</b>																									
30.	Do existing customers eligible for this campaign?	<ul style="list-style-type: none"> <li>Existing unifi customers will be entitled to a free 1 month waiver of unifi package upon successful of <b>speed upgrade to this campaign offering only.</b></li> </ul>																							
31.	How do I enjoy the FREE 1 month waiver?	<ul style="list-style-type: none"> <li>Existing unifi customers will enjoy the waiver when the plan has been successfully upgraded to the campaign offering. The waiver will be reflected in your next bill upon the upgrade.</li> </ul>																							
32.	Where can I upgrade my existing plan?	<ul style="list-style-type: none"> <li>Customers may walk-in to the nearest TMpoint outlets nationwide:                             <ul style="list-style-type: none"> <li>TMpoint</li> </ul> </li> <li>They can also submit their request via our digital channel:                             <ul style="list-style-type: none"> <li>unifi Portal</li> </ul> </li> <li>Call to 100 (press 4)</li> </ul>																							
33.	I am an existing unifi customer. Will my contract be refreshed if I upgrade to this package?	<ul style="list-style-type: none"> <li>Yes, all unifi Home plans come with a 24-months contract. In this case, when customers have been upgraded to this campaign offering, their contract will be refreshed.</li> </ul>																							
34.	I am an existing unifi subscriber and have upgraded my speed. But why am I not entitled for the one-month waiver?	<ul style="list-style-type: none"> <li>Please note that the one (1) month waiver is only applicable if you upgrade your plan to the commercial plan at the commercial price as below:</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th>Broadband</th> <th>Entertainment</th> <th>Mobile</th> <th>Package Price</th> </tr> </thead> <tbody> <tr> <td rowspan="5" style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>All-in-One Plan</b></td> <td>30Mbps</td> <td rowspan="5">Ultimate pack with unifi Plus Box</td> <td rowspan="5">unlimited unifi Mobile plan at RM59</td> <td>RM198</td> </tr> <tr> <td>100Mbps</td> <td>RM208</td> </tr> <tr> <td>300Mbps</td> <td>RM228</td> </tr> <tr> <td>500Mbps</td> <td>RM278</td> </tr> <tr> <td>800Mbps</td> <td>RM378</td> </tr> <tr> <td style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>Broadband and with</b></td> <td>30Mbps</td> <td>Ultimate pack with unifi Plus Box</td> <td>NA</td> <td>RM149</td> </tr> </tbody> </table>		Broadband	Entertainment	Mobile	Package Price	<b>All-in-One Plan</b>	30Mbps	Ultimate pack with unifi Plus Box	unlimited unifi Mobile plan at RM59	RM198	100Mbps	RM208	300Mbps	RM228	500Mbps	RM278	800Mbps	RM378	<b>Broadband and with</b>	30Mbps	Ultimate pack with unifi Plus Box	NA	RM149
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		30Mbps	Varnam Plus or Aneka Plus or Ruby Plus pack complimentary unifi Plus Box		RM119
		100Mbps	Ultimate pack with unifi Plus Box		RM189
		100Mbps	Varnam Plus or Aneka Plus or Ruby Plus pack complimentary unifi Plus Box		RM159
		300Mbps	Ultimate pack with unifi Plus Box		RM199
		500Mbps			RM249
		800Mbps			RM349
		100Mbps	NA		RM129
35.	<p><b>I just changed my plan to 30Mbps broadband plan only, why am I not entitled for this one-month waiver?</b></p>	<ul style="list-style-type: none"> <li>Please note that the one-month waiver is not applicable to 30Mbps broadband plan only. If you wish to enjoy the waiver, you can choose to upgrade your subscription with an entertainment offering.</li> </ul>			