

**FREQUENTLY ASKED QUESTIONS (FAQ)  
ON  
30Mbps - FREE 30 DAYS SPEED UPGRADE**

NO	QUESTION	ANSWER						
<b>30MBPS - FREE 30 DAYS SPEED UPGRADE</b>								
1.	<b>What is the campaign all about?</b>	<ul style="list-style-type: none"> <li>▪ In conjunction with the year-end 2021 promotion, customers who subscribe to unifi 30Mbps plan will be given the opportunity to experience our high speed 100Mbps plan for 30 days for free.</li> <li>▪ This speed upgrade comes with no extra cost for customers during the 30-days period.</li> <li>▪ New customers will also enjoy broadband waiver for their 1<sup>st</sup> month of subscription amounting RM89.</li> </ul>						
2.	<b>Can you tell me more about this campaign?</b>	<ul style="list-style-type: none"> <li>▪ This campaign is only applicable for new customers who subscribe to unifi 30Mbps plan. The offer is subject to unifi service and coverage availability in the customer's area.</li> <li>▪ Customers will be given the option to continue <b>subscribing to 100Mbps</b> plan after the 30-days period is over and will pay the subscription fees for 100Mbps plan.</li> <li>▪ Customer's plan will be reverted to its original speed of 30Mbps if they decide to maintain their current subscription.</li> <li>▪ Customers who opt for the upgrade will be on unifi 100Mbps plan pricing structure upon successful upgrade. unifi 100Mbps plan's pricing is stated in the table below: <table border="1" style="margin: 10px auto; border-collapse: collapse;"> <thead> <tr> <th style="background-color: black; color: white;">unifi Plan</th> <th style="background-color: black; color: white;">Monthly price</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cccccc;">unifi 100Mbps</td> <td style="background-color: #cccccc;">RM129</td> </tr> <tr> <td>unifi 100Mbps with Ultimate Pack</td> <td>RM189</td> </tr> </tbody> </table> </li> <li>▪ Customers will receive a notification via SMS and myunifi app seven (7) days before the end of their 30-days free speed upgrade period to choose to either maintain or upgrade their plan.</li> <li>▪ Customers are encouraged to download myunifi app for free via the links below to receive notifications (please allow app notification for myunifi app): <ul style="list-style-type: none"> <li>i. Apple: <a href="#">Apple App Store</a></li> <li>ii. Android: <a href="#">Google Play</a></li> <li>iii. Huawei: <a href="#">App Gallery</a></li> </ul> </li> </ul>	unifi Plan	Monthly price	unifi 100Mbps	RM129	unifi 100Mbps with Ultimate Pack	RM189
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3.	<b>Who is eligible for this campaign?</b>	<ul style="list-style-type: none"> <li>▪ New unifi Home customers who subscribe unifi 30Mbps</li> <li>▪ Existing unifi Lite (Streamyx) customers who upgrade to unifi 30Mbps</li> </ul>
4.	<b>Where can I subscribe this promotion?</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 Authorized 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 100 (press 4):               <ul style="list-style-type: none"> <li>○ TM Sales Centre (TMSC)</li> </ul> </li> </ul>
5.	<b>How long is the campaign period?</b>	<ul style="list-style-type: none"> <li>▪ This year end promo is extended until further notice. <b>Subscribe now</b> to enjoy this promotion.</li> </ul>
6.	<b>When will the FREE speed upgrade take effect?</b>	<ul style="list-style-type: none"> <li>▪ Customers will enjoy the FREE speed upgrade to 100Mbps for 30 days upon successful unifi installation. The higher speed can be enjoyed immediately with the whole family!</li> </ul>
7.	<b>Currently, unifi's speed is capped at 30Mbps at my condominium. Can I still request for an upgrade under this campaign?</b>	<ul style="list-style-type: none"> <li>▪ Stay tuned. When your area is ready for our upgrading exercise, you will get notifications on new campaigns and offerings from TM. Thank you for your support.</li> </ul>

**DURING THE FREE 30-DAYS SPEED UPGRADE**

8.	<b>What if I did not receive any SMS that my Speed upgrade trial is about to end?</b>	<ul style="list-style-type: none"> <li>▪ You may download myunifi app and check your subscription plan.</li> <li>▪ You may also reach out to our agents via <a href="http://www.unifi.com.my/chat">www.unifi.com.my/chat</a> to ask about the status and we will send you the SMS to your registered mobile phone number.</li> </ul>
9.	<b>Will there be any additional charges for this campaign?</b>	<ul style="list-style-type: none"> <li>▪ No. This speed upgrade comes with no extra cost for customers during the 30-days period.</li> <li>▪ Customers will be billed accordingly for any add-on services subscribed during the free speed upgrade period.</li> </ul>
10.	<b>Before offering the FREE speed upgrade, will TM verify the speed capacity at the premise?</b>	<ul style="list-style-type: none"> <li>▪ Yes, we will check the network capacity of the customer's area and premise before offering the FREE speed upgrade.</li> </ul>

11.	<b>How can I validate my current speed?</b>	<ul style="list-style-type: none"> <li>▪ Once your unifi account has been activated, you can perform a speed test via unifi Speedtest - <a href="#">Test Your Internet Speed</a></li> <li>▪ To be able to fully utilise your upgraded speed, please perform the speed test using a LAN cable (CAT5/CAT6) and ensure your laptop/PC network adapter can support high speed connection.</li> <li>▪ If you 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, your internet speed will be slower if your device does not support the 5Ghz spectrum.</li> </ul>
12.	<b>If I am satisfied with the new speed, how do I upgrade from my current package?</b>	<ul style="list-style-type: none"> <li>▪ You can opt in to the higher speed via a link in the SMS and myunifi app notification that will be sent to you 7 days before the end of the 30-days period.</li> <li>▪ The SMS sent will be as per the example below:  <i>RM0 unifi: Your FREE SPEED UPGRADE is ending soon! Your broadband speed will be reverted to 30Mbps in 7 days. Continue at 100Mbps here <a href="http://i.unifi.my/30upgrade100">i.unifi.my/30upgrade100</a></i></li> </ul>

#### AFTER THE FREE 30-DAYS SPEED UPGRADE

13.	<b>What will happen to my speed after the 30-days period?</b>	<ul style="list-style-type: none"> <li>▪ If you do not agree to upgrade or do not respond to the notification (received via SMS or myunifi app), your speed will be automatically reverted to the original plan's speed, which is unifi 30Mbps.</li> <li>▪ If you agree to upgrade and proceed to submit your application via the link given in the SMS notification or myunifi app, your speed will be upgraded to unifi 100Mbps plan and the new price plan will be reflected in your next bill.</li> <li>▪ Your submission of interest to upgrade is deemed confirmed and cannot be modified anymore.</li> </ul>
14.	<b>When will my 100Mbps plan be activated after I opt to upgrade my speed?</b>	<ul style="list-style-type: none"> <li>▪ Your new speed plan will be activated within 7 days after the end of your FREE 30-days period.</li> </ul>
15.	<b>Will I receive any notification on the new package plan?</b>	<ul style="list-style-type: none"> <li>▪ You will receive an SMS from the short code <b>66555</b> informing you of the successful speed upgrade.</li> <li>▪ The SMS sent will be as per the example below: <i>RM0 unifi: Good news! Your broadband speed has been successfully UPGRADED to 100Mbps! Download myunifi app for everything unifi now <a href="http://i.unifi.my/downloadmyunifi">i.unifi.my/downloadmyunifi</a></i></li> </ul>
16.	<b>Is my subscription subjected to a new 24 months' contract if I choose to upgrade to 100Mbps?</b>	<ul style="list-style-type: none"> <li>▪ Your 24-months contract period will continue and will not be refreshed.</li> </ul>

17.	<b>I prefer to subscribe to a higher speed than the one offered to me under this campaign. Is that possible?</b>	<ul style="list-style-type: none"> <li>▪ Absolutely, you can upgrade to a higher speed than the speed offered under this speed upgrade exercise.</li> <li>▪ You can simply upgrade your speed plan via myunifi app or walk in to the nearest TMpoint.</li> </ul>
18.	<b>Once upgraded, what will happen to my other add-on services i.e. voice plan?</b>	<ul style="list-style-type: none"> <li>▪ Don't worry, the other services remain unchanged. There will be no changes to the contract of your add-on services.</li> </ul>
19.	<b>What happens if I did not respond within 7 days?</b>	<ul style="list-style-type: none"> <li>▪ Your plan will be reverted to the 30Mbps plan if you do not respond to the SMS or myunifi app notification.</li> <li>▪ Fret not, you can easily upgrade your speed plan via myunifi app or walk in to any TMpoint even after the 30-days FREE speed upgrade period.</li> </ul>

### BILLING

20.	<b>Will my bill be pro-rated for the month when the upgraded speed takes effect?</b>	<ul style="list-style-type: none"> <li>▪ Yes, if you agree to be upgraded, your bill for the month when the upgrade takes effect will be pro-rated. In the subsequent months, you will only be charged based on your new subscription fees.</li> </ul>
21.	<b>How will my bill look like when I subscribe to this campaign?</b>	<ul style="list-style-type: none"> <li>▪ You will see two (2) types of charges in your first unifi bill:             <ol style="list-style-type: none"> <li>1. Full month charges of broadband package waiver based on 30 days from the 1st Billing Date.</li> <li>2. Pro-rated charges based on unifi activation date and Billing Period date.</li> </ol> </li> </ul>

### TERMINATION

22.	<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 30 days</b> of the subscription.</li> <li>▪ Customers are strongly advised to <b>return all equipment upon cancellation</b> to avoid being charged with early termination fee.</li> <li>▪ The equipment that should be returned are those provided during installation:             <ol style="list-style-type: none"> <li>i. Residential Gateway (RG)</li> <li>ii. Broadband Termination Unit (BTU)</li> </ol> </li> <li>▪ If you fail to return the items, 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 penalty fees of that particular VAS.</li> <li>▪ If you are subscribing to the All in One plan, you will no longer enjoy unifi Mobile at RM59 per month when you terminate your unifi Home account, and the price will revert to RM79 per month.</li> <li>▪ Kindly note that termination for unifi Home and unifi Mobile will need to be done separately.</li> </ul>
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23.	<b>What happens if I cancel my internet subscription after the free trial period (30 days) is over?</b>	<ul style="list-style-type: none"><li>▪ If you cancel your 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 fees which is the full subscription fee of the remaining contract period.</li></ul>
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