

**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 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 customer who subscribe to unifi 30Mbps plan. The offer is subject to unifi service and coverage availability in the customer's area.</li> <li>▪ Customer 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 customer decided to maintain their current subscription.</li> <li>▪ Customers who opt for an 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: #e0e0e0;">unifi 100Mbps</td> <td style="background-color: #e0e0e0;">RM129</td> </tr> <tr> <td style="background-color: #e0e0e0;">unifi 100Mbps with Ultimate Pack</td> <td style="background-color: #e0e0e0;">RM189</td> </tr> </tbody> </table> </li> <li>▪ Customer will receive 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>▪ Customer is encouraged to download myunifi app for free via the links below to receive notifications (please allow app notification for myunifi app): <ol 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> </ol> </li> </ul>	unifi Plan	Monthly price	unifi 100Mbps	RM129	unifi 100Mbps with Ultimate Pack	RM189
unifi Plan	Monthly price							
unifi 100Mbps	RM129							
unifi 100Mbps with Ultimate Pack	RM189							

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 outlet 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 promotion runs from <b>15<sup>th</sup> November 2021</b> until <b>31<sup>st</sup> December 2021</b>. <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>▪ Customer 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 broadband'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>