

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
FAMILY BUNDLE CAMPAIGN 2024**

NO.	QUESTION	ANSWER																																			
<b>GENERAL INFO &amp; CAMPAIGN OFFERING</b>																																					
<b>1</b>	<b>What is Family Bundle Campaign all about?</b>	<ul style="list-style-type: none"> <li>▪ <b>Family Bundle Campaign</b> is our latest offering for families where everyone can enjoy unlimited Home Broadband, entertainment and mobile lines.</li> <li>▪ Customers will enjoy the following benefits when subscribing to Unifi Home plan under this campaign:               <ul style="list-style-type: none"> <li>○ Unifi Home Broadband 500Mbps with Netflix (Standard Plan), Unifi TV free channels (20+ complimentary Unifi TV Channels) with free Unifi TV Box and Unifi Mobile Family Plan (4 SIMs/3 SIMs/2 SIMs).</li> <li>○ Discounted price on Family Bundle plan for 24 months (new/existing customers outside contract).</li> </ul> </li> </ul>																																			
<b>2</b>	<b>Can you tell me more about the campaign?</b>	<ul style="list-style-type: none"> <li>▪ New and existing customers can subscribe to any Family Bundle plan as per offerings below:</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #4F81BD; color: white;"> <th style="width: 15%;">Speed</th> <th colspan="4" style="width: 85%;">500Mbps</th> </tr> </thead> <tbody> <tr> <td><b>Total Price per month</b></td> <td style="text-align: center;">RM299.90</td> <td style="text-align: center;">RM279.90</td> <td style="text-align: center;">RM229.90*</td> <td style="text-align: center;">RM219.90*</td> </tr> <tr> <td><b>Segment</b></td> <td style="text-align: center;">New/Existing customers</td> <td style="text-align: center;">New/Existing customers</td> <td style="text-align: center;">New customers</td> <td style="text-align: center;">Existing customers</td> </tr> <tr> <td><b>Contract Period</b></td> <td style="text-align: center;">24-month</td> <td style="text-align: center;">24-month</td> <td style="text-align: center;">24-month</td> <td style="text-align: center;">24-month</td> </tr> <tr> <td><b>Mobile SIMs</b></td> <td style="text-align: center;">4 SIMs</td> <td style="text-align: center;">3 SIMs</td> <td style="text-align: center;">2 SIMs</td> <td style="text-align: center;">2 SIMs</td> </tr> <tr> <td><b>Content</b></td> <td colspan="4" style="text-align: center;">Unifi TV free channels + Netflix Standard Plan + Unifi Plus Box</td> </tr> <tr> <td><b>Voice</b></td> <td colspan="4">           1. FREE 600 minutes to fixed lines and mobile.           <ul style="list-style-type: none"> <li>• TM Fixed Lines: FREE</li> <li>•</li> </ul> </td> </tr> </tbody> </table> <p><i>*Offer valid for a limited time only.</i></p>	Speed	500Mbps				<b>Total Price per month</b>	RM299.90	RM279.90	RM229.90*	RM219.90*	<b>Segment</b>	New/Existing customers	New/Existing customers	New customers	Existing customers	<b>Contract Period</b>	24-month	24-month	24-month	24-month	<b>Mobile SIMs</b>	4 SIMs	3 SIMs	2 SIMs	2 SIMs	<b>Content</b>	Unifi TV free channels + Netflix Standard Plan + Unifi Plus Box				<b>Voice</b>	1. FREE 600 minutes to fixed lines and mobile. <ul style="list-style-type: none"> <li>• TM Fixed Lines: FREE</li> <li>•</li> </ul>			
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<b>3</b>	<b>How long is the campaign period?</b>	<ul style="list-style-type: none"> <li>▪ This campaign is available from:           <ol style="list-style-type: none"> <li>i. <b>14th June 2024 for Family Plan with 2 SIMs to existing customers.</b></li> <li>ii. <b>12th July 2024 for the rest of the plans.</b></li> <li>iii. <b>This campaign runs until further notice.</b></li> </ol> </li> <li>▪ Any early discontinuation or extension of the campaign will be notified on the official website.</li> </ul>																																			

4	<b>Who is eligible for this campaign?</b>	<ul style="list-style-type: none"> <li>▪ This campaign is specially offered for subscriptions from new customers and existing Unifi customers.</li> </ul>
5	<b>How do customers register for this campaign?</b>	<ul style="list-style-type: none"> <li>▪ Customers can sign up for this campaign at below touchpoints nationwide during the Campaign Period:             <ol style="list-style-type: none"> <li>1. Unifi Store/TMpoint</li> <li>2. TM Reseller</li> <li>3. TM Authorised Dealer</li> <li>4. Unifi Call Centre (100)</li> <li>5. TM Sales &amp; Retention Center</li> <li>6. OKB (TM affiliate portal)</li> <li>7. Digital channels:                 <ol style="list-style-type: none"> <li>i. <a href="#">Campaign website</a></li> <li>ii. MyUnifi app or <a href="#">Unifi portal</a></li> </ol> </li> </ol> </li> </ul>
6	<b>Is there any supporting document needed?</b>	<ul style="list-style-type: none"> <li>▪ No supporting document is required to sign up for this campaign.</li> <li>▪ Subscription is as per existing/current process.</li> </ul>
7	<b>Will customers be tied to any contract if they subscribe to this campaign?</b>	<ul style="list-style-type: none"> <li>▪ Yes, all Unifi Home plans will be subject to the contract as follows:             <ul style="list-style-type: none"> <li>○ 24-month contract for new or existing Unifi customers who are outside contract.</li> </ul> </li> </ul>
8	<b>What is the added value for this campaign compared to other promos?</b>	<ul style="list-style-type: none"> <li>▪ If customers sign up for this campaign, they will be entitled to enjoy:             <ul style="list-style-type: none"> <li>○ Unifi Home Broadband 500Mbps with Netflix (Standard Plan), Unifi TV free channels (20+ complimentary Unifi TV Channels) with free Unifi TV Box and Unifi Mobile Family Plan (4 SIMs/3 SIMs/2 SIMs).</li> <li>○ Discounted price on Family Bundle plan for 24 months (new/existing customers outside contract).</li> </ul> </li> </ul>
9	<b>Can customers request to change or modify plan within contract period?</b>	<ul style="list-style-type: none"> <li>▪ Customers are <b>allowed</b> to make change request to other plans (upgrade plans only) after contract period has ended.</li> <li>▪ Only movements with incremental price or speed are allowed.</li> </ul>

10	<p><b>Can customers request to add on any TV Pack within contract period?</b></p>	<ul style="list-style-type: none"> <li>▪ Customers are <b>not allowed</b> to make request to add on any TV Pack such as Ultimate Max, Ultimate Plus, Movies, Ultimate, Sports and Kids pack during contract period.</li> </ul>
11	<p><b>Can customers request to add on device at mobile plan (Uni5G 129/159/189) under this campaign?</b></p>	<ul style="list-style-type: none"> <li>▪ Under Family Bundle mobile plan (Uni5G 129/159/189), adding a mobile device is not allowed as the SIM is already tied to a contract except for new mobile subscription with device.</li> </ul>

### BILLING

12	<p><b>What is an upfront payment?</b></p>	<ul style="list-style-type: none"> <li>▪ New customers will need to pay an upfront payment depending on their plan subscription which will be offset in their first or second month's bill for both Unifi Home Broadband and Unifi Mobile.             <ol style="list-style-type: none"> <li>1. <b>Unifi Home Broadband:</b> Upfront payment of RM100 (for Malaysian citizen) and RM500 (for a foreign customer who resides in Malaysia or a permanent resident of Malaysia) will be imposed and is payable within ten (10) days effective from the Unifi activation date. Depending on the time left for payment, customers will receive different communication (total 2 calls, 4 Emails &amp; 5 SMSes) as reminders. Upfront payment can be made at any TM payment channels (<a href="https://i.unifi.my/paymentchannel">https://i.unifi.my/paymentchannel</a>). For immediate payment update, customers are encouraged to pay at JomPay, online banking or Unifi Store/TMpoint through kiosk or counter. Broadband account will be suspended if no payment is received after 10 days and terminated after 30 days.</li> <li>2. <b>Unifi Mobile:</b> Upfront payment depends on the subscription of the mobile plan (RM129, RM159 or RM189) (for Malaysian citizen) and RM300 (for a foreign customer who resides in Malaysia or a permanent resident of Malaysia) will be imposed and is payable on the activation day. Customers will be provided with a payment link and must complete the payment by 11.59 pm on the same day as the payment link will expire at 12.00 am. Failure to make payment within the timeframe will lead to the customer's mobile registration being unsuccessful.</li> </ol> </li> </ul>
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13	<b>Will customers' bills be prorated for the month when the upgraded speed takes effect?</b>	<ul style="list-style-type: none"> <li>▪ Yes, if customers agree to be upgraded, their' bills for the month when the upgrades take effect will be prorated. In subsequent months, they will be charged based on the new subscription fees.</li> </ul>
14	<b>What will customers' bills look like when they subscribe to this campaign?</b>	<ul style="list-style-type: none"> <li>▪ Customers will receive two (2) separate bills for Unifi Home Broadband and Unifi Mobile.</li> <li>▪ Customers will also see two (2) types of charges in their first bill:             <ol style="list-style-type: none"> <li>1. Prorated charges based on the Unifi activation date and billing period date.</li> <li>2. Full month charges of the broadband package based on 30 days from the first (1<sup>st</sup>) billing date.</li> </ol> </li> <li>▪ Customers will also see the charges for other add-ons such as Smart Device/Mesh Wi-Fi (<i>if applicable</i>).</li> </ul>
15	<b>Where can customers view and pay bill?</b>	<ul style="list-style-type: none"> <li>▪ Customers can view and pay all broadband and entertainment bills via Unifi Selfcare portal or MyUnifi app, which can be downloaded for free via the following links:             <ol style="list-style-type: none"> <li>1. Apple: <a href="#">App Store</a></li> <li>2. Android: <a href="#">Google Play</a></li> <li>3. Huawei: <a href="#">AppGallery</a></li> </ol> </li> <li>▪ Customers can view and pay mobile bills via Unifi Mobile portal or Unifi Mobile app, which can be downloaded for free via the following links:             <ol style="list-style-type: none"> <li>1. Apple: <a href="#">App Store</a></li> <li>2. Android: <a href="#">Google Play</a></li> <li>3. Huawei: <a href="#">AppGallery</a></li> </ol> </li> <li>▪ For other payment channels, please refer to <a href="https://i.unifi.my/paymentchannel">https://i.unifi.my/paymentchannel</a></li> </ul>

### TRANSFER OWNERSHIP, RELOCATION AND TERMINATION

16	<b>Customers will be relocating to a new address. Will the plans be carried over?</b>	<ul style="list-style-type: none"> <li>▪ 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 package family.</li> </ul> <p><i>*For example, if the current plan speed is 300Mbps and the customer relocates to a high rise building (VDSL), the new plan will be changed to 30Mbps.</i></p>
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17	<b>Can customers transfer their Unifi account to another owner?</b>	<ul style="list-style-type: none"> <li>▪ Any transfer of Unifi Home Broadband or Unifi Mobile plan is allowed, subject to terms and conditions for relocation and transfer of ownership.</li> <li>▪ Please note that all OTT entitlements are not transferable to the new owner or account.</li> </ul>
18	<b>What happens if customers cancel the subscription within contract period?</b>	<ul style="list-style-type: none"> <li>▪ If customers cancel the subscription within the contract period for Unifi Home and Unifi Mobile packages, they will be charged with the standard early termination fee, which is the full subscription fees of the remaining months in the contract period.</li> <li>▪ Early termination charges for Home Broadband will be based on the monthly subscription plan before the discount.           <div style="border: 1px solid red; padding: 5px; margin: 5px 0;"> <p style="text-align: center;"><u>Home Broadband</u></p> <p>Remaining Contract Period Months X Unifi Home Monthly Subscription Plan (Calculated based on price before discounts)</p> </div> </li> <li>▪ Early termination charges for Unifi Mobile (Uni5G Postpaid 129/159/189) will be based on the monthly subscription plan before the discount.           <div style="border: 1px solid red; padding: 5px; margin: 5px 0;"> <p style="text-align: center;"><u>Mobile With SIM Only</u></p> <p>Remaining Contract Period Months X Unifi Mobile Monthly Subscription Plan (Calculated based on price before discounts)</p> </div> </li> </ul>
<b>SUPPORT</b>		
19	<b>If customers have any further enquiries or need further assistance, who should they reach out to?</b>	<ul style="list-style-type: none"> <li>▪ For further assistance, customers may contact the following Unifi's digital channels:           <ul style="list-style-type: none"> <li>○ Live Chat at <a href="https://maya.unifi.com.my">maya.unifi.com.my</a> or MyUnifi app</li> <li>○ Facebook at <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a></li> <li>○ X (formerly known as Twitter) at <a href="https://twitter.com/unifi">@unifi</a></li> </ul> </li> <li>▪ Customers may also visit us at any of our <a href="#">Unifi Store/TMpoint</a> outlets nationwide or call 100.</li> </ul>