

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
UNIFI SERVICE RELOCATION**

| NO. | QUESTION   | ANSWER  |
|-----|--|---|
| 1.  | <b>I want to relocate my Unifi service to a new address. What are the important things that I should know about?</b> | <ul style="list-style-type: none"> <li>▪ Here are the important things to note before you proceed with your service relocation request:               <ol style="list-style-type: none"> <li>1. Your service account that you wish to relocate must be in ACTIVE status.</li> <li>2. If you have current and outstanding amount in your bill, we advise you to make the payment first so we could proceed to process your relocation request.</li> <li>3. Depending on the new location, there is a possibility that your telephone line number might change if we are not able to maintain the same number for you.</li> </ol> </li> </ul> |
| 2.  | <b>Where can I make Unifi service relocation request?</b>  | <ul style="list-style-type: none"> <li>▪ You can submit your relocation request through any of our channels below:               <ul style="list-style-type: none"> <li>• <a href="#">MyUnifi app</a> and <a href="#">Unifi Selfcare portal</a></li> <li>• <a href="#">TMpoint/Unifi Store</a> outlets nationwide</li> <li>• Email at <a href="mailto:help@tm.com.my">help@tm.com.my</a></li> <li>• Social media facebook.com/weareunifi and X (Twitter) at @Unifi</li> <li>• Live Chat at <a href="https://maya.unifi.com.my/">https://maya.unifi.com.my/</a></li> <li>• Unifi Contact Centre (100)</li> </ul> </li> </ul>                 |
| 3.  | <b>How long does a relocation process take?</b>  | <ul style="list-style-type: none"> <li>▪ If your area is already within the Unifi service coverage, relocation process shall take around a duration of 7-14 business days based on installation slot availability.</li> </ul>   |
| 4.  | <b>Are there any charges for relocation?</b>   | <ul style="list-style-type: none"> <li>▪ There will be no charges for relocation but if your premises require non-standard installation or additional cabling, separate charges will be imposed by our contractors. For additional info, please click here <a href="https://unifi.com.my/installation">https://unifi.com.my/installation</a></li> </ul>   |

| NO. | QUESTION   | ANSWER  |
|-----|--|---|
| 5.  | <p><b>Am I allowed to submit the relocation request on behalf of the owner?</b></p>        | <ul style="list-style-type: none"> <li>▪ For verification purpose, only the owner is allowed to apply for relocation.</li> <li>▪ However, there is an exception where you can apply on behalf of the owner who may have difficulties to do so with the following conditions:               <ol style="list-style-type: none"> <li>1. Owner is more than 60 years old</li> <li>2. Owner is under the People with Disabilities (OKU) category</li> <li>3. Owner is unable to visit TMpoint/Unifi Store due to an illness</li> <li>4. Other conditions that are making it inconvenient for the owner to apply for relocation.</li> </ol> </li> </ul> <p style="text-align: center;"><i>*It is necessary for you to bring or provide an authorisation letter detailing the specific condition of the owner if you are applying on behalf.</i></p> |
| 6.  | <p><b>What if my new area is not within Unifi coverage?</b></p>                            | <ul style="list-style-type: none"> <li>▪ During your application to relocate your existing Unifi service, our Care Crews will assist to register your new address in our demand list in the event of port unavailability or address not within Unifi coverage. As soon as Unifi is available in your area, we will update you via phone call, email, WhatsApp, or SMS notification.</li> <li>▪ Alternatively, for immediate solution, you will be offered with the latest unlimited <a href="#">Unifi Air</a> packages if your new address is within the Unifi Air coverage.</li> </ul> <p style="text-align: center;"><i>*Subject to coverage availability and best solution offerings</i></p>   |
| 7.  | <p><b>Can I upgrade my package at the same time when I request for the relocation?</b></p> | <ul style="list-style-type: none"> <li>▪ The relocation process must be completed first before you could upgrade your plan so we could be sure that the service is available and can be supported at the new address. You may request to upgrade your plan after the relocation is completed.</li> </ul> <p style="text-align: center;"><i>Note: Package upgrade will come with a new service contract.</i></p>   |
| 8.  | <p><b>Do I need to bring or prepare any document to request for relocation?</b></p>        | <ul style="list-style-type: none"> <li>▪ Yes. You can simply provide us any utility bill for your new address and let us know your service account number to be relocated.</li> </ul>   |

| NO. | QUESTION  | ANSWER   |
|-----|---|--|
| 9.  | <b>Can I choose my preferred date to do the installation for my relocation?</b>                           | <ul style="list-style-type: none"> <li>▪ Yes. During the application process, you may choose your preferred installation date and time based on the slot availability. We recommend that you select the earliest slot available so you could continue to enjoy Unifi the soonest!</li> </ul> |
| 10. | <b>Can I reschedule my installation date for the relocation?</b>  | <ul style="list-style-type: none"> <li>▪ Yes, you may change your relocation date via Unifi portal. Details will be given in an SMS that you will receive upon submission of your relocation order.</li> </ul>   |
| 11. | <b>Is there any penalty charge if I reschedule my service relocation installation at the last minute?</b> | <ul style="list-style-type: none"> <li>▪ You can reschedule your installation appointment latest by 4.00pm a day before your actual appointment date. If you reschedule your appointment after this time, you may be imposed with a penalty charge.</li> </ul>                               |
| 12. | <b>Do I need to bring my existing equipment and prepare any additional equipment at the new place?</b>    | <ul style="list-style-type: none"> <li>▪ Yes, bring all your existing equipment to the new place and our technician will handle the rest. It is also preferable for your premises to have all the power plugs and sockets ready.</li> </ul>  |
| 13. | <b>Can I request for a new modem/router device?</b>   | <ul style="list-style-type: none"> <li>▪ The relocation will not provide you with new devices. However, if your modem/router is faulty, you can make a report to request for a placement.</li> </ul>   |
| 14. | <b>Can I relocate my fixed line telephone only?</b>   | <ul style="list-style-type: none"> <li>▪ Yes. However, if the new address cannot support for a fixed line only, and you are relocating to a Unifi area, you are required to subscribe to Unifi service that comes together with a fixed line.</li> </ul>                                     |
| 15. | <b>When should I apply for my relocation?</b>   | <ul style="list-style-type: none"> <li>▪ To ensure a smooth relocation, you can reach out to us at any time that your premises is ready. If your premises is under renovation, please ensure that the wiring is completed.</li> </ul>  |
| 16. | <b>Will the technician come to my premises to do an installation?</b>                                     | <ul style="list-style-type: none"> <li>▪ Yes, our installer will handle the installation of your service and equipment.</li> </ul>   |
| 17. | <b>If I apply for a relocation, will my contract be renewed?</b>  | <ul style="list-style-type: none"> <li>▪ No. Your service contract will remain and not renewed.</li> </ul>   |
| 18. | <b>Can I do the installation myself for my relocation?</b>  | <ul style="list-style-type: none"> <li>▪ We're sorry. The installation must be done by a TM Authorised installer only.</li> </ul>  |

| NO.              | QUESTION  | ANSWER  |
|------------------|---|---|
| 19.              | What would happen to my current service when I relocate to my new address?                            | <ul style="list-style-type: none"> <li>▪ Your service at the old address will still be active and will only end once the service relocation is completed for the new address.</li> </ul>  |
| 20.              | I want to relocate to business/residence address. What do I need to do?                               | <ul style="list-style-type: none"> <li>▪ If you want to relocate your service from a residence address to a business address, you need to terminate your existing package and apply a business package.</li> <li>▪ If you want to relocate your service from a business address to a residence address, you can maintain the business package.</li> </ul>   |
| 21.              | Will there be any service downtime after I submit the relocation request?                             | <ul style="list-style-type: none"> <li>▪ Don't worry. There will be no service downtime or interruption. You can continue to enjoy the service until your last day at the old location. The service will then resume as usual at the new address once the installation is completed.</li> </ul>   |
| <b>UNIFI AIR</b> |   |   |
| 22.              | Where can I subscribe for Unifi Air plan if there is no coverage for Unifi Home during my relocation? | <ul style="list-style-type: none"> <li>▪ You may subscribe to Unifi Air at our following touchpoints:               <ol style="list-style-type: none"> <li>a. Unifi portal at <a href="https://unifi.com.my/broadband/wireless">https://unifi.com.my/broadband/wireless</a></li> <li>b. <a href="#">TMpoint/Unifi Store</a> outlets nationwide</li> <li>c. Unifi Contact Centre (100)</li> </ol> <p><i>*Note: Subscriptions via the Unifi portal and TMpoint/Unifi Store may be subject to upfront payment.</i></p> </li> </ul> |
| 23.              | What is the contract period for Unifi Air?  | <ul style="list-style-type: none"> <li>▪ The contract period for Unifi Air is 24 months (2 years), and there will be a penalty fee for early termination.</li> <li>▪ However, the early termination penalty fee will be waived when you change your subscription to Unifi Home.</li> </ul>  |
| 24.              | How do I know when my Unifi Air service is activated?   | <ul style="list-style-type: none"> <li>▪ You just need to boot up the device and the service will be auto-activated. You will receive an SMS as well to inform you that the service has been activated.</li> </ul>  |

| NO. | QUESTION   | ANSWER   |
|-----|--|--|
| 25. | <b>How do I collect the Unifi Air device?</b>  | <ul style="list-style-type: none"> <li>▪ If you are subscribing via TMpoint/Unifi Store, you will receive the device on the spot during subscription.</li> <li>▪ Meanwhile, if you are subscribing via Unifi portal or Unifi Contact Centre, the device will be delivered to you within 3 to 7 working days for Peninsular Malaysia and 7 to 15 working days for East Malaysia (Sabah &amp; Sarawak).</li> </ul> |
| 26. | <b>What should I do if the Unifi Air device is faulty?</b>   | <ul style="list-style-type: none"> <li>▪ For further technical assistance on faulty Unifi Air router, please visit any nearest manufacturer <a href="#">Service Centres</a>.</li> </ul>  |
| 27. | <b>What will happen if I terminate Unifi Air while still in contract, without subscribing to Unifi Home?</b> | <ul style="list-style-type: none"> <li>▪ You will be imposed with early termination fee if you terminate the service while still in the 24 months contract period.</li> </ul>  |
| 28. | <b>Do I need to return the Unifi Air device when I terminate the service within contract period?</b>         | <ul style="list-style-type: none"> <li>▪ Yes, you will need to return the device in its original packaging and in good working condition to any of our TMpoint/Unifi Store outlets.</li> </ul>   |
| 29. | <b>How will I know when Unifi is ready to serve me at my new address?</b>                                    | <ul style="list-style-type: none"> <li>▪ As soon as Unifi becomes available in your area, our Care Crew will notify you via phone call, email, WhatsApp or SMS notification.</li> </ul>  |