


## FREQUENTLY ASKED QUESTIONS (FAQ)

### FOR

### SME DIGITALISATION GRANT WITH MICROSOFT 365 PLAN CHANGED TO A NEW PLAN

| NO. | QUESTION   | ANSWER   |
|-----|--|--|
| 1.  | <b>Why is the Microsoft 365 no longer offered to TM customers?</b>                   | <ul style="list-style-type: none"><li>• Microsoft 365 is one of the solution bundling with broadband previously offered under SME Digitalisation Grant. Customers who subscribed to this bundled package would enjoy 50% rebate from the full price for 12 months.</li><li>• After 12 months, the rebate is no longer applicable. Hence, customers are chargeable with the full price of Microsoft 365 in month 13 onwards.</li><li>• However, Microsoft 365 service is no longer offered to TM customers.</li></ul>   |
| 2.  | <b>How does this Microsoft 365 discontinuation affect me?</b>                        | <ul style="list-style-type: none"><li>• If you have signed up Microsoft 365 in August 2021 onwards and are currently on SME Digitalisation Grant packages, your Microsoft 365 is no longer applicable after 12 months.</li><li>• To stop the charging of Microsoft 365 in your bill, your current subscription plan requires to be converted to other commercial packages without Microsoft 365 starting from January 2023 onwards.</li><li>• Any previous charges for Microsoft 365 since its expiry after 12 months will be credited back in your next monthly bill(s).</li><li>• Don't worry, your current service contract will remain and not renewed after changing the plan to the new commercial package.</li></ul>  |
| 3.  | <b>What should I expect during the transition process to the commercial package?</b> | <ul style="list-style-type: none"><li>• We will be converting your subscription plans to our commercial packages starting from January 2023 onwards.</li><li>• If you have previously been charged with the Microsoft 365 with full charges after the 12 months subscriptions, you will be credited back in your next monthly bill(s).</li><li>• We will notify you via Whatsapp (Unifi Care)<ol style="list-style-type: none"><li>i. Whatsapp (1<sup>st</sup>) on the SME Digitalisation Grant with Microsoft 365 expiry and change of plan information.</li><li>ii. Whatsapp (2<sup>nd</sup>) on the successful plan change to the commercial package.</li><li>iii. Whatsapp (3<sup>rd</sup>) on the credit adjustment of Microsoft 365 previous monthly charges to your next monthly bill(s).</li></ol></li></ul> |
| 4.  | <b>What if I disagree to convert to the commercial package?</b>                      | <ul style="list-style-type: none"><li>• There is no available option to stay on your current package with Microsoft 365 due to Microsoft 365 discontinuation.</li><li>• We recommend you to convert your current plan to the new commercial package as soon as possible so that you will no longer be charged with Microsoft 365.</li><li>• Don't worry, your new commercial package will have the same broadband speed that you are currently subscribing to.</li></ul>   |

| 5.                           | <b>Are there any terms and conditions implying this change of plan?</b>                                | <ul style="list-style-type: none"> <li>• Yes, you may refer to the SME Digitalisation Grant Terms &amp; Conditions, clause 3.0(g) as follows:<br/> <i>“TM reserves the right to withdraw, cancel, suspend, extend or terminate the offering earlier either in whole or in part and further reserves the right to vary, supplement, delete, <u>amend or modify</u> any of the terms and conditions from time to time without prior notice for the Campaign.”</i></li> <li>• You may refer to the SME Digitalisation Grant Terms &amp; Conditions from our Unifi portal, click <a href="#">here</a>.</li> </ul>   |       |                |         |     |                         |     |                              |     |         |     |         |     |         |     |
|------------------------------|--|---|-------|----------------|---------|-----|-------------------------|-----|------------------------------|-----|---------|-----|---------|-----|---------|-----|
| 6.                           | <b>Will my contract be renewed with the change of plan to the new commercial package?</b>              | <ul style="list-style-type: none"> <li>• No. Your service contract will not be renewed and will continue from your existing SME Digitalisation Grant plan subscription.</li> </ul>  |       |                |         |     |                         |     |                              |     |         |     |         |     |         |     |
| 7.                           | <b>Do I need to submit new application form for this purpose?</b>                                      | <ul style="list-style-type: none"> <li>• No, you simply do not have to do anything as we will change your current SME Digitalisation Grant package to the commercial package without any hassle.</li> </ul>   |       |                |         |     |                         |     |                              |     |         |     |         |     |         |     |
| 8.                           | <b>What is the new commercial package that will be offered to me?</b>                                  | <ul style="list-style-type: none"> <li>• The new commercial package will be the closest and most similar to your current package subscribed with the SME Digitalisation Grant, but without a Business Solution.</li> <li>• Please refer to the table below for the commercial package and the new price.</li> </ul> <table border="1" data-bbox="719 1108 1414 1493"> <thead> <tr> <th>Speed</th> <th>New Price (RM)</th> </tr> </thead> <tbody> <tr> <td>100Mbps</td> <td>139</td> </tr> <tr> <td>100Mbps (MESH Wi-Fi M4)</td> <td>154</td> </tr> <tr> <td>100Mbps (MESH Wi-Fi M9 Plus)</td> <td>169</td> </tr> <tr> <td>300Mbps</td> <td>249</td> </tr> <tr> <td>500Mbps</td> <td>299</td> </tr> <tr> <td>800Mbps</td> <td>349</td> </tr> </tbody> </table> | Speed | New Price (RM) | 100Mbps | 139 | 100Mbps (MESH Wi-Fi M4) | 154 | 100Mbps (MESH Wi-Fi M9 Plus) | 169 | 300Mbps | 249 | 500Mbps | 299 | 800Mbps | 349 |
| Speed                        | New Price (RM)   |   |       |                |         |     |                         |     |                              |     |         |     |         |     |         |     |
| 100Mbps                      | 139  |   |       |                |         |     |                         |     |                              |     |         |     |         |     |         |     |
| 100Mbps (MESH Wi-Fi M4)      | 154  |   |       |                |         |     |                         |     |                              |     |         |     |         |     |         |     |
| 100Mbps (MESH Wi-Fi M9 Plus) | 169  |   |       |                |         |     |                         |     |                              |     |         |     |         |     |         |     |
| 300Mbps                      | 249  |   |       |                |         |     |                         |     |                              |     |         |     |         |     |         |     |
| 500Mbps                      | 299  |   |       |                |         |     |                         |     |                              |     |         |     |         |     |         |     |
| 800Mbps                      | 349  |   |       |                |         |     |                         |     |                              |     |         |     |         |     |         |     |
| 9.                           | <b>What is the difference between the SME Digitalisation Grant package and the commercial package?</b> | <ul style="list-style-type: none"> <li>• The commercial package has exactly the same offerings as the previous SME Digitalisation Grant package which is inclusive of connectivity and voice plan without grant rebates: <ul style="list-style-type: none"> <li>i. Internet connectivity rebate at 30%</li> <li>ii. Solution rebate at 50%</li> </ul> </li> </ul>   |       |                |         |     |                         |     |                              |     |         |     |         |     |         |     |

|     |   |   |
|-----|---|---|
| 10. | <b>What will happen to my current digital solution after changing to the commercial package?</b>                | <ul style="list-style-type: none"> <li>Your current digital solution subscription, Microsoft 365 is no longer included in the commercial package.</li> </ul>  |
| 11. | <b>What will happen to my current Microsoft 365 service?</b>  | <ul style="list-style-type: none"> <li>Your current Microsoft 365 will no longer be active.</li> <li>The license period is valid for 12 months from the start date of the SME Digitalisation Grant package. If you have received an SMS notifying you on SME Digitalisation Grant with Microsoft 365 expiry, this means your Microsoft 365 has expired.</li> </ul>  |
| 12. | <b>How will the charges be like after changing to the commercial package?</b>                                   | <ul style="list-style-type: none"> <li>In your next monthly bill, you will see the new commercial package price (<i>refer Q8</i>) without the Microsoft 365 monthly charge.</li> <li>A credit adjustment for the previous Microsoft 365 monthly charges during your subscription to the SME Digitalisation Grant package after 12 months will also be reflected in the next bill(s).</li> <li>Please refer to the illustration as below:</li> </ul> <div style="text-align: center;">  <p style="text-align: center;">Month 0                      Month 12<sup>th</sup>                      Month 24<sup>th</sup></p> <p style="text-align: center;">Month 15<sup>th</sup><br/>↓<br/>Successfully convert to new commercial package</p> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <ol style="list-style-type: none"> <li>1. Microsoft 365 already been charged for 3 months</li> <li>2. Microsoft 365 charges for 3 months will be transferred to your account</li> <li>3. Example RM42/monthly, <math>RM\ 42 \times 3 = RM\ 126</math> will be transferred to your account</li> </ol> </div> |
| 13. | <b>Can I choose any commercial plan?</b>  | <ul style="list-style-type: none"> <li>We are sorry that you will not be able to choose the commercial plan. Don't worry, we will match your current SME Digitalisation Grant package with the most similar commercial package available (<i>refer Q8</i>).</li> </ul>  |
| 14. | <b>Do I still get to enjoy the rebates from the previous offer when I am converted to this commercial plan?</b> | <ul style="list-style-type: none"> <li>No. Your current plan will be converted to a commercial plan without any rebates due to the discontinuation of the grant packages.</li> </ul>  |
| 15. | <b>Can I choose to downgrade the SME Digitalisation Grant plan before changing to the commercial plan?</b>      | <ul style="list-style-type: none"> <li>Yes, you can. However, you will be subjected to a penalty fee of RM200 as a downgrade fee or your contract will be renewed.</li> <li>We recommend that you maintain your current subscription and we will automatically convert it to the commercial package so that you can continue to enjoy only the best values from Unifi seamlessly!</li> </ul>  |

| 16. | <b>Can I terminate my SME Digitalisation Grant plan before changing to commercial plan?</b>                               | <ul style="list-style-type: none"> <li>• Yes. However, there will be an early termination penalty fee that will be charged to you since you are still within the contract period.</li> <li>• Early termination penalty fee will be based on the existing campaign package fee for the remaining months (<i>calculated at the price before discount</i>).</li> <li>• We recommend that you maintain your current subscription and we will automatically convert it to the commercial package so that you can continue to enjoy only the best values from Unifi seamlessly!</li> </ul>   |                                |          |               |                            |   |           |                          |                                |
|-----|---|--|--------------------------------|----------|---------------|----------------------------|---|-----------|--------------------------|--------------------------------|
| 17. | <b>What are the Terms and Conditions (T&amp;C) related to this SME Digitalisation Grant campaign?</b>                     | <ul style="list-style-type: none"> <li>• The Terms and Conditions (T&amp;C) for SME Step Forward: SME Digital Solutions Bundle Campaign shall apply: <ul style="list-style-type: none"> <li>i. The T&amp;C for Unifi Biz</li> <li>ii. The T&amp;C for Mesh Wi-Fi</li> </ul> </li> <li>• You may refer to the SME Digitalisation Grant Terms &amp; Conditions from our Unifi portal, click <a href="#">here</a>.</li> </ul>   |                                |          |               |                            |   |           |                          |                                |
| 18. | <b>Will I be charged with early termination penalty if I terminate the commercial package within the contract period?</b> | <ul style="list-style-type: none"> <li>• Yes. You will be charged with an early termination penalty based on the existing package fee for the remaining months (<i>calculated at the price before discount, if any</i>).</li> <li>• The early termination penalty will be based on the subscribed package as below:</li> </ul> <table border="1" data-bbox="532 936 1455 1014"> <thead> <tr> <th>No.</th> <th>Category</th> <th>Contract Term</th> <th>Early Termination Fee (RM)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Unifi Biz</td> <td>24 months (Connectivity)</td> <td>Package fee X remaining months</td> </tr> </tbody> </table> | No.                            | Category | Contract Term | Early Termination Fee (RM) | 1 | Unifi Biz | 24 months (Connectivity) | Package fee X remaining months |
| No. | Category  | Contract Term  | Early Termination Fee (RM)     |          |               |                            |   |           |                          |                                |
| 1   | Unifi Biz   | 24 months (Connectivity)   | Package fee X remaining months |          |               |                            |   |           |                          |                                |

[End of FAQ]