

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
unifi Air Biz Promo**

**unifi AIR BIZ PLAN PROMO FOR NEW SUBSCRIBERS**

**GETTING TO KNOW**

<b>1.</b>	<b>What is unifi Air Biz promo plan?</b>	<ul style="list-style-type: none"> <li>▪ unifi Air is a wireless broadband service which offers high-speed wireless Internet access.</li> <li>▪ This latest unifi Air Biz plan comes with a free wireless router where it can simply connect to your computer, smartphone, tablets and other compatible smart devices.</li> <li>▪ unifi Air Biz is easy and quick to install as you just need to connect the wireless router to a power plug and it is ready to be used. Furthermore, you can carry along the wireless router everywhere and be connected in other locations, as long as it is within unifi LTE coverage.</li> </ul>																								
<b>2.</b>	<b>What is the unifi Air Biz promo plan for new subscribers?</b>	<ul style="list-style-type: none"> <li>▪ The special plan is as follows:</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #cccccc;"> <th colspan="3"></th> </tr> </thead> <tbody> <tr> <td>Monthly fee</td> <td style="text-align: center;">RM129</td> <td style="text-align: center;">RM129</td> </tr> <tr style="background-color: #cccccc;"> <td colspan="3"></td> </tr> <tr> <td>Monthly fee with Promo Discount</td> <td style="text-align: center;">RM79</td> <td style="text-align: center;">RM79</td> </tr> <tr> <td>Quota</td> <td style="text-align: center;">unlimited</td> <td style="text-align: center;">unlimited</td> </tr> <tr> <td>Contract</td> <td style="text-align: center;">24-month</td> <td style="text-align: center;">N/A</td> </tr> <tr> <td>Device Price</td> <td style="text-align: center;">FREE</td> <td style="text-align: center;">N/A</td> </tr> <tr> <td>Upfront Payment</td> <td style="text-align: center;">RM100</td> <td style="text-align: center;">RM100</td> </tr> </tbody> </table> <p><i>* Price displayed excludes 6% Service Tax.</i></p>				Monthly fee	RM129	RM129				Monthly fee with Promo Discount	RM79	RM79	Quota	unlimited	unlimited	Contract	24-month	N/A	Device Price	FREE	N/A	Upfront Payment	RM100	RM100
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<b>3.</b>	<b>What is the speed of unifi Air Biz plan?</b>	<ul style="list-style-type: none"> <li>▪ The speed of unifi Air plan minimum 1Mbps and can reach up to 20Mbps for both download and upload activities.</li> </ul>																								
<b>4.</b>	<b>Who is eligible to subscribe to the unifi Air plan?</b>	<ul style="list-style-type: none"> <li>▪ This plan is open to all businesses in Malaysia and it is subject to coverage availability.</li> </ul>																								

<p><b>5.</b></p>	<p><b>What documents do I need to bring during registration?</b></p>	<ul style="list-style-type: none"> <li>▪ Eligible applicants are required to bring valid documentations and other company details as below:               <ol style="list-style-type: none"> <li>a) A copy of the company's director/authorised signatory's NRIC (both sides)/ Passport (for Non-Malaysians)</li> <li>b) If you're an existing TM customer, please bring along your latest bill that is registered under your company name/Business Registration Number (BRN)</li> <li>c) Company Authorisation Letter for non-director authorised signatory</li> <li>d) Original or certified true copy of certified documents (whichever applicable):</li> </ol> <table border="1" data-bbox="591 596 1334 1020"> <thead> <tr> <th data-bbox="591 596 964 653">Business Applicants</th> <th data-bbox="964 596 1334 653">Documents</th> </tr> </thead> <tbody> <tr> <td data-bbox="591 653 964 835">Private Company</td> <td data-bbox="964 653 1334 835"> <ol style="list-style-type: none"> <li>i. Return for allotment of shares / Form 24,</li> <li>ii. Notification of change in the Register of Members / Form 49,</li> <li>iii. Users' Registration / Form 9</li> </ol> </td> </tr> <tr> <td data-bbox="591 835 964 892">Sole Proprietor</td> <td data-bbox="964 835 1334 892">Form D &amp; A</td> </tr> <tr> <td data-bbox="591 892 964 949">Partnership</td> <td data-bbox="964 892 1334 949">Form D &amp; B</td> </tr> <tr> <td data-bbox="591 949 964 1020">NGO/ Association/ Corporation/ Embassy/ Government</td> <td data-bbox="964 949 1334 1020">Documents issued by relevant authorities</td> </tr> </tbody> </table> </li> </ul>	Business Applicants	Documents	Private Company	<ol style="list-style-type: none"> <li>i. Return for allotment of shares / Form 24,</li> <li>ii. Notification of change in the Register of Members / Form 49,</li> <li>iii. Users' Registration / Form 9</li> </ol>	Sole Proprietor	Form D & A	Partnership	Form D & B	NGO/ Association/ Corporation/ Embassy/ Government	Documents issued by relevant authorities
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<p><b>6.</b></p>	<p><b>Who are the authorised individuals from the company that can subscribe to unifi Air Biz plan?</b></p>	<ul style="list-style-type: none"> <li>▪ Only the company's authorised director can be the account holder of the unifi Air Biz plan.</li> <li>▪ However, you are allowed to appoint a representative with an authorisation letter to represent the company to register and subscribe to this plan on behalf of your company.</li> </ul>										
<p><b>7.</b></p>	<p><b>How many lines can I subscribe?</b></p>	<ul style="list-style-type: none"> <li>▪ With our unifi Air Biz plan, there is no limit to the number of lines that you can subscribe.</li> <li>▪ The only difference is that depending on the number of lines requested, and your existing unifi lines, the sign up process may be slightly different.</li> <li>▪ If you would like to request for more than or already have three (3) unifi Air Biz lines, then your request will be handled by our SME sales consultant.</li> <li>▪ While customers who do not require more than 3 unifi Air Biz lines, you can simply walk into any TMpoint outlets nationwide to register and subscribe.</li> </ul>										

8.	<b>Where can I subscribe to unifi Air Biz plan?</b>	<ul style="list-style-type: none"> <li>▪ You can subscribe to this offer starting 21<sup>st</sup> November 2019 via our touchpoints below: I. TMpoint outlet II. SME consultant</li> </ul>
9.	<b>Can I sign up to unifi Air Biz plan as individual?</b>	<ul style="list-style-type: none"> <li>▪ No. The unifi Air Biz plan is for business owners that has a Business Registration Number (BRN) only.</li> <li>▪ For individual application, you can subscribe to our unifi Air plan for your personal use. For further info on the package, visit unifi website: <a href="https://unifi.com.my/personal/home/wireless-broadband">https://unifi.com.my/personal/home/wireless-broadband</a>.</li> </ul>
10.	<b>Can I transfer my line to another business entity or individual?</b>	<ul style="list-style-type: none"> <li>▪ Currently we do not allow our subscribers to transfer their ownership, any new business entity will have to register for a new unifi Air Biz plan.</li> </ul>
11.	<b>How long is the promo period?</b>	<ul style="list-style-type: none"> <li>▪ This promo will run from 21<sup>st</sup> November 2019 until further notice.</li> </ul>
12.	<b>How do I know when my unifi Air service is activated?</b>	<ul style="list-style-type: none"> <li>▪ Just boot up the device and the service will be automatically activated. You will also receive an SMS to inform you that the service has been activated.</li> </ul>
13.	<b>Will the monthly subscription fee remain the same when the contract period ends?</b>	<ul style="list-style-type: none"> <li>▪ Yes, the package price will remain the same even after the 24-month contract period ends.</li> </ul>
14.	<b>Is the internet quota transferrable?</b>	<ul style="list-style-type: none"> <li>▪ Unfortunately, no. You can't transfer the quota.</li> </ul>
15.	<b>Can I port my unifi Air Biz promo plan to other service provider?</b>	<ul style="list-style-type: none"> <li>▪ Unfortunately, you are unable to switch to other service provider.</li> </ul>
16.	<b>Can I make calls and send SMS with this unifi Air plan?</b>	<ul style="list-style-type: none"> <li>▪ The SIM card for unifi Air plan does not support any calls and SMS at the moment. Should you need the voice service, you may subscribe to our telephony service separately.</li> </ul>
17.	<b>Can I use this service while I'm overseas?</b>	<ul style="list-style-type: none"> <li>▪ Unfortunately, you can't as this service is not available outside of the country.</li> </ul>

THE DEVICE		
18.	<b>How can I get the unifi Air device?</b>	<ul style="list-style-type: none"> <li>You can collect the unifi Air device at any TMpoint outlet nationwide upon success registration.</li> </ul>
19.	<b>What is the warranty period for Unifi Air device?</b>	<ul style="list-style-type: none"> <li>The warranty period of this device is 12 months from the date of the purchase.</li> </ul>
20.	<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 Service Centers as listed here:</li> <li>Huawei Modem: <a href="https://consumer.huawei.com/my/support/service-center/">https://consumer.huawei.com/my/support/service-center/</a></li> <li>ZTE Modem: <a href="https://ztedevices.com.my/index.php/service-center/">https://ztedevices.com.my/index.php/service-center/</a></li> </ul>
21.	<b>How many devices can I connect to the wireless broadband via unifi Air?</b>	<ul style="list-style-type: none"> <li>You can connect up to 64 devices at one time and the speed will be divided based on number of device connected.</li> </ul>
22.	<b>What should I do if I do not understand how to use the unifi Air service or having problem with this product or device?</b>	<ul style="list-style-type: none"> <li>You can refer to the tutorial steps and FAQ available here to help you with your inquiries or you can visit our TMpoint outlets for further explanation.</li> <li>You can also Live Chat with us via myunifi app (available on Google Play/AppleStore)</li> </ul>
23.	<b>Can the device work if I change to other SIM?</b>	<ul style="list-style-type: none"> <li>Our device is only applicable for unifi Air service.</li> </ul>
CONTRACT REGULATION		
24.	<b>Is there any contract for customers who subscribe to this unifi Air Biz promo plan?</b>	<ul style="list-style-type: none"> <li>Yes, you will tied to a 24-months contract and this is applicable for the SIM card + device plan only.</li> </ul>
25.	<b>Will I be charged any penalty if I decide to terminate unifi Air within the contract period?</b>	<ul style="list-style-type: none"> <li>If you decide to terminate the subscription before the end of the contract period, a penalty fee will be charged on the remaining months of contract period and it will be reflected in your last bill.</li> </ul>

26.	<b>I'm not getting good surfing experience from the unifi Air plan. Can I terminate it without any penalty?</b>	<ul style="list-style-type: none"> <li>▪ You are able to terminate the unifi Air plan without any penalty in the below scenarios:               <ol style="list-style-type: none"> <li>I. Proven the LTE network experience based on registered customer address is congested.</li> <li>II. Proven wrong information from our customer service or reseller or agent.</li> <li>III. Proven there is an element of fraud from our customer service or reseller or agent.</li> </ol> </li> </ul>
27.	<b>Do I need to return the unifi Air device when I terminate the service without any penalty?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you will need to return the device and its packaging in good working condition to any of our TMpoint outlets.</li> </ul>
<b>UPFRONT PAYMENT POLICY, DEPOSIT &amp; CREDIT LIMIT POLICY</b>		
28.	<b>What is the credit limit per line for unifi Air?</b>	<ul style="list-style-type: none"> <li>▪ The default credit limit per line is RM300.</li> </ul>
29.	<b>What is an upfront payment?</b>	<ul style="list-style-type: none"> <li>▪ The upfront payment is a fee of RM100 and that amount will be used to offset your first bill.</li> </ul>
30.	<b>Can I increase my credit limit?</b>	<ul style="list-style-type: none"> <li>▪ Yes. You can do so through Live Chat via myunifi app or walk-in to any TMpoint nationwide.</li> </ul>
31.	<b>Can I decrease my credit limit?</b>	<ul style="list-style-type: none"> <li>▪ Yes. You can decrease your credit limit to the default credit limit through Live Chat in via myunifi app or walk-in to any TMpoint nationwide.</li> </ul>
32.	<b>Will I be notified if my balance exceeded the credit limit?</b>	<ul style="list-style-type: none"> <li>▪ Yes, we will notify you when your account reaches 70%, 90% and 100% credit limit utilisation via your registered email.</li> </ul>
33.	<b>What if my usage balance exceeded the credit limit?</b>	<ul style="list-style-type: none"> <li>▪ Temporarily, you will not be able to use the service upon exceeding your credit limit until you make some or full settlement of your outstanding bill.</li> </ul>
34.	<b>How much do I need to pay to restore my services, if it is barred due to credit limit?</b>	<ul style="list-style-type: none"> <li>▪ You need to pay a minimum of 75% of your unbilled and / or billed amount to restore your connection.</li> </ul>

35.	<b>Will I be subject to a credit check when I subscribe to this unifi Air?</b>	<ul style="list-style-type: none"> <li>▪ Yes. You will be subjected to the standard telco credit check (CTOS) when you subscribe to unifi Air Biz plan. You will be exempted from credit check if you're an existing TM (unifi Business or Streamyx Business) subscriber.</li> </ul>
36.	<b>Will I get the refund if there is an extra payment in my account?</b>	<ul style="list-style-type: none"> <li>▪ Yes. We will refund you of any extras if your account has more than RM10.</li> </ul>
<b>BILLING &amp; PAYMENT</b>		
37.	<b>How will I receive my monthly bill?</b>	<ul style="list-style-type: none"> <li>▪ You will receive the monthly bill through your registered e-mail.</li> </ul>
38.	<b>When is my bill date and bill cycle?</b>	<ul style="list-style-type: none"> <li>▪ Your bill date is always on the 1st day of every month and the cycle is the full period of the month (e.g. 1st March – Bill generated for 1/3/18 – 31/3/18)</li> </ul>
39.	<b>Can I request for a hardcopy bill?</b>	<ul style="list-style-type: none"> <li>▪ We support the environmental friendly way and you will only be receiving an e-bill. You may print the hardcopy bill via myunifi app if necessary.</li> </ul>
40.	<b>Where can I pay my bills?</b>	<ul style="list-style-type: none"> <li>▪ You may pay your bills via following methods:           <ul style="list-style-type: none"> <li>a) JomPay-Internet Banking               <ul style="list-style-type: none"> <li>➢ Login to your internet banking portal</li> <li>➢ Click on Pay &amp; Transfer</li> <li>➢ Click on Make a one-off payment</li> <li>➢ Click on Pay from and choose your options</li> <li>➢ Click and select JomPAY</li> <li>➢ Enter the Biller Code: 8888</li> <li>➢ Key in your mobile new 10-digit account number</li> <li>➢ Enter the bill amount to be paid</li> <li>➢ For details, please visit <a href="http://www.jompay.com.my">www.jompay.com.my</a></li> </ul> </li> <li>b) myunifi app               <ul style="list-style-type: none"> <li>➢ Current/Saving Account, Debit/Credit Card</li> </ul> </li> <li>c) Walk in &amp; Over Counter Payment               <ul style="list-style-type: none"> <li>➢ Pos Malaysia (Cash Only)</li> <li>➢ TMpoint via Kiosk (Cash Only)</li> <li>➢ TM Authorized Dealer (TAD) (Cash only)</li> <li>➢ TM Authorized Reseller Outlet (Cash only)</li> <li>➢ PayNow dealer outlet – Sabah &amp; Sarawak ONLY (Cash only)</li> </ul> </li> </ul> </li> <li>▪ E-Wallet           <ul style="list-style-type: none"> <li>➢ Boost app</li> </ul> </li> </ul>



FAQ for unifi Air Biz

<b>41.</b>	<b>How do I terminate my unifi Air subscription?</b>	<ul style="list-style-type: none"><li>▪ You can cancel the subscription via our Live Chat, email or at any TMpoint nationwide.</li></ul>
<b>42.</b>	<b>What is the re-activation fee if the line is suspended due to late payment?</b>	<ul style="list-style-type: none"><li>▪ In the event of line suspension, RM20 will be charged to re-activate the line.</li></ul>