**unifi BUSINESS**

# GENERAL FREQUENTLY ASKED QUESTIONS (FAQ)

# FOR UNIFI BIZ

*The following products and services are provided by TM Technology Services Sdn Bhd, also known as TM.*

| NO. | QUESTION | ANSWER |
|-----|----------|--------|
| | | **GETTING TO KNOW** |
| 1 | **What is unifi?** | • Unifi, a premier brand under Telekom Malaysia (TM), is the one and only convergence brand that brings you four technology leading products – Unifi fibre broadband, Unifi Mobile, Unifi TV and Unifi Wi-Fi, for residential and business customers all under one roof. For more information on Unifi, you can visit Unifi.com.my. |
| 2 | **What is Unifi Biz?** | • Unifi Biz includes High Speed Internet of up to 2Gbps, Voice and complete Business Solution of customer's choice that can boost their sales and maximizetheir profits. More information on Unifi Biz is available via Unifi.com.my or visit any of our TMpoint outlets nationwide. |
| 3 | **How can Unifi Biz benefit businesses?** | • Unifi Biz will enhance customer experience by providing fast internet speed and an array of business solutions that suits their business needs.<br><br>• Unifi Biz will enable business customers to boost their business operations and maximize their profits by offering affordable packages with great value and savings.<br><br>• Unifi Biz also allows customers to maintain their existing TM phone number with NO additional fee. |
| 4 | **Are there any extra features that I will receive with the Unifi Biz offering?** | ▪ You can enjoy the below features along with Unifi Biz offering:<br><br>*see table below*<br><br>* *Wireless router is applicable to new installation only.* |
| 5 | **Among the benefits of Unifi Biz is "Restoration time of up to 12 working hours". What does this mean?** | • Should there be any service downtime, TM will try its best to restore the services within 12 working hours.<br><br>• The 12-working hours is based on TM's operation hours – from 8:30 am to 5:30pm (from Sunday to Thursday for Kedah, Kelantan, Johor and Terengganu; from Monday to Friday for other states) excluding public holidays. |

| Features | Benefits |
|----------|----------|
| Installation & activation | WAIVED |
| WiFi@Unifi | UNLIMITED (until further notice) |
| Wireless router | INCLUSIVE |
| Restoration | up to 12 working hours |

| 6 | What are the Add-Ons offered to customers of Unifi Biz? | You can pick and choose your preferred add-ons that will boost your broadband experience.<br><br>Add-Ons for Unifi Biz are as below: |
|---|---|---|

▪ If

| NO | ADD-ONS | DESCRIPTION | OFFERING |
|---|---|---|---|
| 1 | Simple Voice Plus Plan | Voice package for national call with affordable monthly commitment | **Additional from as low as RM30/month**<br><br>▪ Inclusive usage up to RM70 |
| 2 | Voice IDD | Voice package for international call with affordable monthly commitment | **Additional RM30/month**<br>▪ Inclusive 500 minutes toselected 8 countries.<br>▪ Beyond rate at 20sen/min |
| 3 | Additional voice line | Multiple voice linesolution to Unifi customers | **Additional from as low as RM45/month**<br>▪ Free Single Line Telephone (SLT) or DECT Phone per line<br>▪ Call rates:<br>  • *5 sen/min to fixed and*<br>  • *15 sen/min to mobile* |
| 4 | Unifi Mobile | ▪ Unlimited experience for never-ending data, calls and SMS with our Unifi Mobile Biz postpaid plan | **Plans from as low as RM99/month**<br>▪ Unlimited Data<br>▪ Unlimited Calls<br>▪ Unlimited SMS<br>**Additional plans from as low as RM79/month per line when you subscribe to 5 lines or more**<br>▪ Unlimited Data<br>▪ Unlimited Calls<br>▪ Unlimited SMS |

you are subscribing to Unifi Home 1 Gbps plan™ and above, you will be able to enjoy these great values:
- Next Day Installation – Your service will be installed on the very next day based on slot appointment availability within business hours exclude public holiday.

| Upon Appointment Slot Checking and Order Submission | Earliest Slot Availability | Day of Installation |
|---|---|---|
| Before 12PM | Afternoon | Same Day |
| Within 12:01PM - 6:00PM | Morning | Next Day |
| After 6:00PM | Afternoon | Next Day |

- 12 Hours Restoration – You will be entitled to a prioritised restoration where we will restore your internet connection within 12 business hours. In the event that requires more time to restore, you will be eligible for an RM50 bill rebate if the restoration is beyond 24 hours.

| 7 | **What is the contract period for Unifi Biz and its Add-Ons? Is there any penalty imposed if I terminate the services within the contract period?** | | |

- The contract period and penalty for Unifi Biz and its Add-Ons vary. Pleaserefer to the table below for more information:

| NO | ITEM | CONTRACT PERIOD | PENALTY IF TERMINATION WITHIN CONTRACT PERIOD |
|---|---|---|---|
| 1 | Unifi Biz | 24 months | The remaining months of monthly subscription fee of package (price before discount) |
| 2 | Unifi Mobile | Not Applicable | Not Applicable |
| 3 | Simple Voice Plus | Not Applicable | Not Applicable |
| 4 | Voice IDD | 1 month | 1 month of subscription fee |
| 5 | Additional Voice | 24 month | RM 200/line |
| 6 | Fixed IP | Not Applicable | Not Applicable |
| 7 | UnifiTV Pack | 12 months subscription | The remaining months of monthly subscription fee |

## ELIGIBILITY

| 8 | **Who is eligible to subscribe to Unifi Biz?** | - Unifi Biz packages are open to all new and existing customers, subject to service availability. |
|---|---|---|
| 9 | **Are Non-Malaysians eligible to subscribe to the packages?** | - Yes, the packages are also open for non-Malaysians to subscribe. |

## VOICE OFFERING, DOWNLOAD & UPLOAD SPEED

| 10 | What are the voice call charges under the Unifi Biz packages? | • Under Unifi Biz packages, calls from Fixed to Fixed and Fixed to Mobile will becharged 20 sen/min (including local calls).<br><br>• Check out our latest campaign on the complimentary voice minutes. |
|---|---|---|
| 11 | Why is the upload speed different from the download speed? | • Unifi is committed to providing higher bandwidth to our customers. Based on our findings on consumer behavior, most of their activities spent on the Internet require higher download speed for seamless internet experience, for instance: video streaming, social networking, downloading materials, etc.<br><br>• The upload speed for Unifi Biz plans is sufficient to provide good experience toour subscribers. From the usage statistics of our current Unifi Biz customers, 90% of total users only use less than 5Mbps upload speed. Common genuine usage includes VoIP, FTP, CCTV and video streaming and other high latency applications. |
| 12 | I need higher upload speed. Do you have any packages that can suit that requirement? | • The upload speed for all Unifi Biz plans is sufficient to provide a trusted internet experience to our subscribers. For average usage, we encourage you to subscribe to our Unifi Biz 800Mbps plan™ to enjoy high upload speed.<br>• For customers that require even higher upload speed, we encourage you to subscribe to our Unifi 2Gbps plan™ to enjoy maximum upload speed that we can offer. |

## SERVICE AVAILABILITY

| 13 | How do I check the service availability in my area? | • You can check service availability in your area online at www.unifi.com.my, via Live Chat at the MyUnifi app or unifi.com.my/chat, visit any TMpoint outlets nationwide, tweet us @helpmeunifi or message us at facebook.com/weareunifi. |
|---|---|---|

## REGISTRATION

| 14 | How do I subscribe to Unifi Biz? | • You may register at any nearest TMpoint, TM Authorised Dealer (TAD), resellers, SME consultants & TM Sales Center.<br><br>• You can also register your interest to subscribe via Unifi portal unifi.com.my  and our team will manage it for you. |
|---|---|---|
| 15 | I'm not a Malaysian, can I subscribe to Unifi Biz via online, TM Authorised Dealer (TAD) or Resellers? | • You can register to our Unifi Biz plans at any TMpoint outlets, TM Authorised Dealers (TAD) or Resellers. |

## UPGRADE / DOWNGRADE

| 16 | Can I change my existing plan to the new Unifi Biz plans? | • Yes, you are allowed to change to the higher/lower speed package at any time.However, you will be tied to a new contract period regardless if you are within or beyond the contract period. |
|---|---|---|

| 17 | Where can I change my Unifi Biz plan? | • Any request to change your Unifi Biz plans can be done at all TMpoint outlets nationwide and SME consultants.<br><br>• You can also register your interest to change plan via Unifi portal unifi.com.my and our team will manage it for you. |
|----|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| 18 | If I am subscribing to Unifi Biz plan with Unifi TV pack, am I eligible to subscribe to the Unifi TV pack with Media box? | • Unifi Biz plan with Unifi TV media box will be offered during limited time promotion only. You may check out the promotion packages we have from time to time. |

**SPEED TEST FOR 800MBPS AND BELOW**

| 19 | How do I check the speed of my Unifi Biz? | • Once your Unifi Biz has been activated, you can run a speed test via http://speedtest.tm.com.my/. |
|----|-------------------------------------------|-----------------------------------------------------------------------------------------------------|
| 20 | I am an existing Unifi Biz customer and planning to upgrade to Unifi Biz. What do I need to do after TM has successfully upgraded my speed / package? | ▪ Step 1: You are required to turn off your wireless router for 10 minutes to allownew configuration to take place before you can enjoy your new speed.<br><br>▪ Step 2: Once done, you can start testing your Unifi speed at this link http://speedtest.tm.com.my/.<br><br>▪ Step 3: Click the 'GO' button on the front page and wait for the test to complete.<br><br><br><br>▪ Step 4: The test will show the result of your current upload and downloadspeeds. |
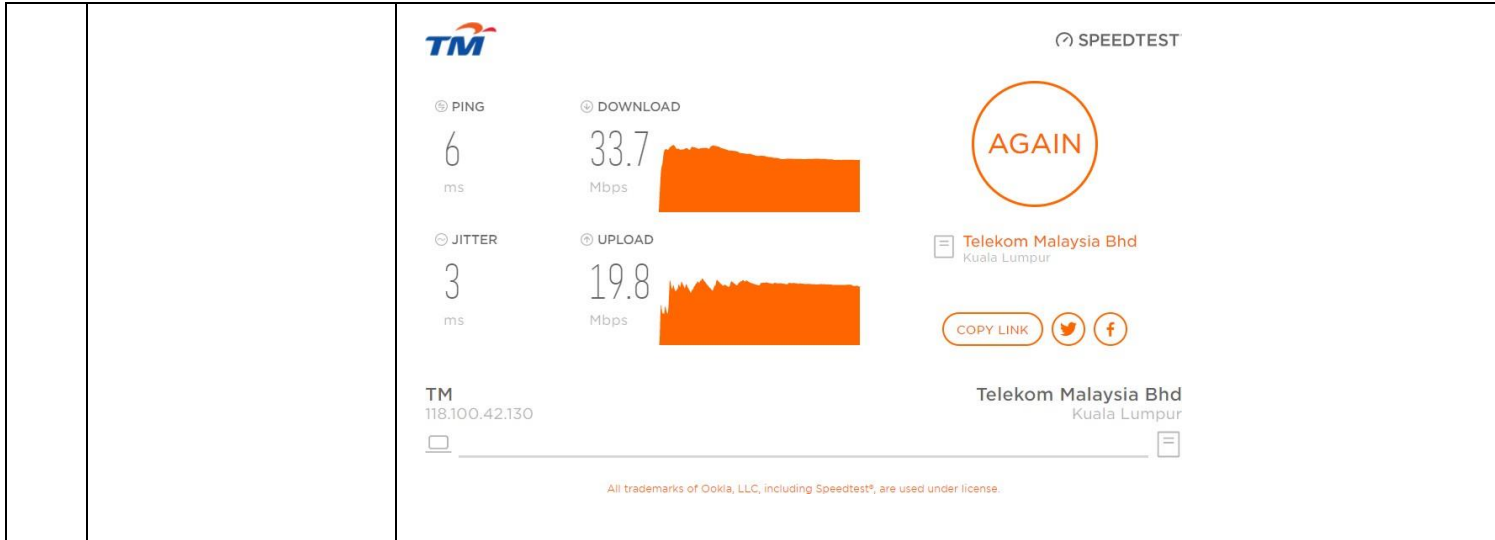
**IMPORTANT NOTES:**

- Before you perform the speed test, please stop any ongoing downloading activities and shut down any programs that may be utilising your connection i.e P2P, streaming, etc.

- Speed test can be done over wireless, however, for accurate results, it is recommended that the test to be done over wired connection by using LANcable provided during your Unifi Biz installation.

- Simply plug the LAN cable from your computer to your wireless router LANport LAN1 to LAN3 (any of them).
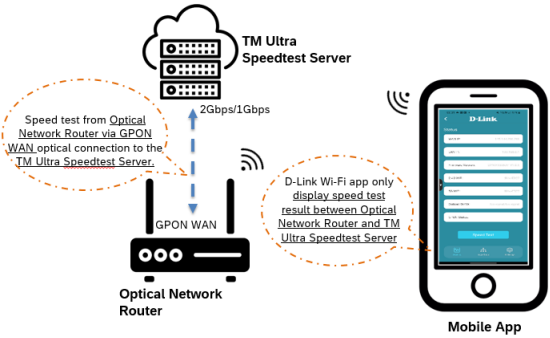


Figure 1: LAN Cable                    Figure 2: Wireless Router LAN ports
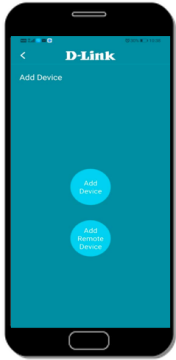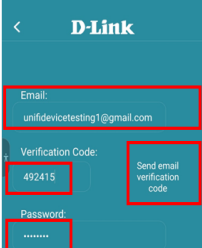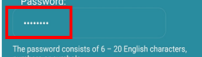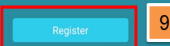
| 21 | Why didn't I get thespeed as advertised? | <ul><li>Unifi Biz is a wired broadband service. Wireless connectivity is a complimentary feature offered to our customers via the wireless router and it is subject to interference and obstructions factor. Check out our website https://home.unifi.com.my/unifi-experience to learn more.</li><li>Internet access speed may be affected due to several factors such as:<br>(a) Locations of websites; where users may experience lower speed from international websites;<br>(b) Capacity of visited web server, where some web servers cannot cope with huge traffic demand from users OR do not have enough capacity OR wheredownload speed is restricted to ensure fair level of service;<br>(c) Network congestion as a result of network maintenance or outages<br>(d) Running multiple applications simultaneously like using other applications such as Peer-to-Peer e.g.: BitTorrent</li><li>Multiple users sharing the Unifi Biz bandwidth at customer's premises at the same time.</li></ul> |

| | | |
|---|---|---|
| | | ▪ For the 2Gbps plan, the download speed is aggregated (combined) by each LAN port, where each LAN port will not exceed more than 1Gbps. |
| 22 | **What can I do to improve the speedvia wireless connectivity?** | We recommend you to practice these tips in order to improve the speed via wireless connectivity:<br><br>a. HEAT - Place your wireless router away from areas with high temperatureas heat will affect the router performance and browsing experience.<br>• Wireless router should be placed in an open area to allow heatventilation.<br>• Place the broadband equipment next to each other instead of stackingit up to reduce the risk of overheating.<br><br>b. DISTANCE – Wireless router has distance limitations when it comes tosignal range. As distance increases, the signal becomes weaker.<br>• Consider placing your Wireless router in an area where you wouldfrequently do your browsing activities.<br><br>c. OBSTRUCTION – WiFi signal efficiency will decrease when it passesthrough physical obstruction e.g.: thick walls, metals and solid objects.<br>• Consider placing your Wireless router in an open area to maximize signalreception<br>• Avoid placing your router in a closed cabinet, secluded room or underthe stairs.<br><br>d. ELECTROMAGNETIC INTERFERENCE – Signal waves generated by electronic appliances such as microwave ovens, refrigerators, baby monitors can interfere with your WiFi connectivity.<br>• Place your Wireless router away from the electronic appliances<br>• Avoid sharing the power socket that is connected with the electronic appliances.<br><br>e. WIFI SECURITY PASSWORD – A user may hack into your WiFi security password to get free connectivity. The more users connected to your Internet, the more bandwidth will be consumed; thus affecting your browsingexperience.<br>• Consider setting a unique and strong WiFi security password.<br>• Consider changing your WiFi security password from time to time.<br><br>Alternatively, you can visit this link for further information on tips to enhance your wireless connectivity speed. |

| | **SPEED TEST FOR 1GBPS AND 2GBPS** | |
|---|---|---|
| 23 | **How do I check the speed of my Unifi 1Gbps and 2Gbps?** | • Once your service is activated, you can run a speed test using a mobile app specifically provided for 1 Gbps and 2 Gbps plan. |
| 24 | **What do I need to do after TM has successfully upgraded my speed / package?** | • Step 1: You are required to turn off your wireless router for 10 minutes to allow new configuration to take place before you can enjoy your new speed.<br><br>• Step 2: Once done, you can start testing your Unifi speed using the mobile app specifically provided for 1 Gbps and 2 Gbps.<br><br>**IMPORTANT NOTES**:<br>▪ Before you perform the speed test, please stop any ongoing downloading activities and shut down any programs that may be utilizing your connection i.e. P2P, streaming, etc. |
| 25 | **Where can I get the mobile app to run the speed test?** | ▪ After installation, our Care Crew will guide and provide you with the speed test app.<br>▪ You can also download the app from Google Play Store by searching D-LINK Wi-Fi Air.<br><br>• The app is currently unavailable for iOS. Continue to watch this space as we will update you when it becomes available for download at the Apple App Store. |
| 26 | **Why do I need to test the speed using a mobile app?** | ▪ TM Ultra Speedtest server can only be accessed via D-Link mobile app and capable to reach up to 2Gbps.<br>▪ Built-In Speedtest Engine inside the Optical Network Router has been optimized for 2Gbps speedtest.<br>▪ Speedtest using a single device (Laptop, PC etc.) via LAN port as opposed to speedtest via app will not exceed more than 1Gbps due to limitation of Gigabit Ethernet LAN on Optical Network Router device.<br><br>*D-Link Wi-Fi Air App Speedtest Diagram*<br> |
| 27 | **What are the** | ▪ Mobile app features: |

| | **features included in the mobile app?** |  |
|---|---|---|
| **28** | **Do I have to register to use the mobile app?** | ▪ Yes, you need to register as per steps below:<br><br><br><br>STEP 1: Open D-Link WiFi Air App on Android mobile phone.<br>STEP 2: Select Country: **Malaysia**<br>STEP 3: Tap on Register button to register for an account<br><br>STEP 4: Insert email address<br>STEP 5: Tap on "Send email verification code"<br>STEP 6: Receive Account activation email and copy verification code<br>STEP 7: Insert verification code<br>STEP 8: Create login password<br>STEP 9: Tap on Register button |
| **29** | **How do I connect the mobile app with my internet's Wi-Fi?** | ▪ You can connect your mobile app with your internet's Wi-Fi as per steps below: |

D-LINK WiFi Air
Android App Version: 1.0.8

**Monitoring Features**
➢ Mesh status (Online/Offline)
➢ List of connected clients on each Mesh Satellite
➢ Apps Firmware Version
➢ WAN and LAN IP information

**Management Features**
➢ Wireless SSID configuration
➢ Parental control
➢ Mesh reboot
➢ VLAN configuration (for VOBB or IPTV)

**Built-in Speedtest Dashboard**

STEP 1: Connect mobile phone to Optical Network Router Wi-Fi
STEP 2: Insert registered email address
STEP 3: Enter password
STEP 4: Tap on Login button
STEP 5: Tap on Add Device
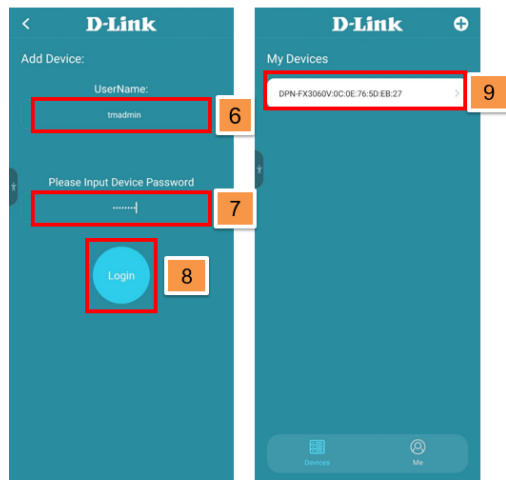
STEP 6: Enter Optical Network Router Username: tmadmin
STEP 7: Enter Optical Network Router Password: Adm@XXXX (according to device label)
STEP 8: Tap on Login button
STEP 9: Tap on device list

| 30 | Can I use the current Unifi speed test website for 1Gbps and 2Gbps plan? | ▪ Yes. 1Gbps will require minimum of a single laptop while 2Gbps will require minimum of two (2) laptops for an aggregated (1+1) speed test. ▪ For reference, the following laptop specification has been used during 1Gbps & 2Gbps LAN speed test: |
|---|---|---|

| Device Model | HP ProBook 440 G7 |
|---|---|
| CPU | Intel® Core™ i5-10210U CPU @ 1.6GHz 2.11GHz |
| Memory | 8GB |
| OS | Windows 10 Pro |
| Ethernet | Realtek 10/100/1000 GbE NIC |

| | | |
|---|---|---|
| | | ▪ Speed test via LAN diagram for illustration:<br><br><br><br>The Optical Network Router (ONR) will have four wired connections, providing a combined bandwidth of 2Gbps. Each connection is capable of transmitting data at a maximum speed of 1Gbps.<br><br>Figure 3: Speed test via LAN |
| 31 | How does the speed test in mobile app work? | ▪ Speed test measures the internet speed between Optical Network Router via GPON WAN connection to the dedicated TM Ultra Speedtest server and the result of the speed test will be shown in the mobile app. |
| 32 | Do I need internet connection to use the speed test app? | ▪ Yes. D-Link Wi-Fi Air app will require internet connection to access the dedicated TM Ultra Speedtest server. |
| 33 | Do I need to connect to my internet Wi-Fi account to use the speed test app? | ▪ Yes. D-Link Wi-Fi Air app needs to be installed and connected to your Wi-Fi. |
| 34 | Can I connect with a different internet Wi-Fi account to test my internet account speed via the speed test app? | ▪ No. This feature is not currently available and will be supported later. |
| 35 | What download and upload speeds can I expect if I test the speed from my computer by LAN cable to the Optical Network Router LAN port? | ▪ Please refer to the table below for speed test result example: |

| | 1 Gbps | 2 Gbps | |
|---|---|---|---|
| No. of client device | A single laptop connected to a single LAN port | Dual laptops connected to dual LAN ports | |
| | Laptop 1 | Laptop 1 | Laptop 2 |

| | | | | | |
|---|---|---|---|---|---|
| **Speedtest Example 1** | PING 3 ms DOWNLOAD 948.2 Mbps JITTER 1 ms UPLOAD 531.9 Mbps TM 210.195.6.231 | PING 2 ms DOWNLOAD 948.8 Mbps JITTER 0 ms UPLOAD 328.1 Mbps TM 210.195.6.231 | PING 3 ms DOWNLOAD 938.5 Mbps JITTER 1 ms UPLOAD 707.6 Mbps TM 210.195.6.231 | |
| **Speedtest Example 2** | PING 2 ms DOWNLOAD 946.7 Mbps JITTER 0 ms UPLOAD 530.3 Mbps TM 210.195.6.231 | PING 3 ms DOWNLOAD 947.4 Mbps JITTER 1 ms UPLOAD 589.2 Mbps TM 210.195.6.231 | PING 2 ms DOWNLOAD 928.5 Mbps JITTER 1 ms UPLOAD 452.0 Mbps TM 210.195.6.231 | |
| **Speedtest Example 3** | PING 3 ms DOWNLOAD 949.4 Mbps JITTER 0 ms UPLOAD 530.6 Mbps TM 210.195.6.231 | PING 2 ms DOWNLOAD 947.7 Mbps JITTER 0 ms UPLOAD 383.8 Mbps TM 210.195.6.231 | PING 2 ms DOWNLOAD 925.0 Mbps JITTER 1 ms UPLOAD 657.3 Mbps TM 210.195.6.231 | |

| | | |
|---|---|---|
| 36 | **What can I do to improve the speed via wireless connectivity?** | ▪ We recommend you to practise these tips in order to improve the speed via wireless connectivity:<br><br>(a) HEAT – Place your wireless router away from areas with high temperature as heat will affect the router performance and browsing experience.<br>    a. Wireless router should be placed in an open area to allow heat ventilation.<br>    b. Place the broadband equipment next to each other instead of stacking it up to reduce the risk of overheating. |

(b) DISTANCE – Wireless router has distance limitations when it comes to signal range. As distance increases, the signal becomes weaker.
    a. Consider placing your Wireless router in an area where you would frequently do your browsing activities.

(c) OBSTRUCTION – Wi-Fi signal efficiency will decrease when it passes through physical obstruction e.g.: thick walls, metals and solid objects.
    a. Consider placing your Wireless router in an open area to maximize signal reception
    b. Avoid placing your router in a closed cabinet, secluded room or under the stairs.

(d) ELECTROMAGNETIC INTERFERENCE – Signal waves generated by electronic appliances such as microwave ovens, refrigerators, baby monitors can interfere with your Wi-Fi connectivity.
    a. Place your Wireless router away from electronic appliances
    b. Avoid sharing the power socket that is connected with the electronic appliances.

(e) WI-FI SECURITY PASSWORD – A user may hack into your Wi-Fi security password to get free internet access. The more users connected to your Internet, the more bandwidth will be consumed; thus affecting your browsing experience.
    a. Consider setting a unique and strong Wi-Fi security password.
    b. Consider changing your Wi-Fi security password from regular basis to improve your network security

Alternatively, you can visit this link for further information on tips to enhance your wireless connectivity speed.

| | | |
|---|---|---|
| **RELOCATION** | | |
| 37 | **What if I need to relocate my Unifi Biz service? Are there any chargesthat I need to pay?** | ▪ Relocation request can be made at any TMpoint outlets and is subject to service availability at the new area where you wish to relocate the service. Therelocation fee of RM300 shall be waived. |
| 38 | **I'm subscribing to Unifi Biz and I wishto relocate to an area that cannot beserved with Unifi Biz service. Can I terminate my Unifi Biz service if my Unifi Biz still withinthe contract period?** | ▪ If you relocate to a Unifi non-serviceable area:<br><br>➢ You have the option to subscribe to any Broadband plan available depending on the area served.<br>➢ If you do not wish to subscribe to any of the Broadband packages available, TM has the right to charge early termination fee of your Unifi Biz account (ifapplicable). |
| **UNIFI INSTALLATION & ACTIVATION** | | |
| 39 | **When will my UnifiBiz service be activated?** | ▪ The lead time for your Unifi service to be activated is up to seven (7) days fromthe date of registration. |

| 40 | **How long does a typical Unifi Biz installation and testing take?** | ▪ Installation and testing are expected to take approximately 4 to 8 hours depending on the type of your premises due to the sensitive nature and the complexity involved in fiber installations. |
|---|---|---|
| | | ▪ The installation processes include site survey, ducting, piping, electrical work and equipment configurations. |
| 41 | **Does TM allow customers to appoint their own contractor to perform internal wiring?** | ▪ Yes, we do. You may call your own contractors to fix the internal wiring but Unifiwill not be liable for any damages resulting from any works done by third parties. |
| 42 | **What are the charges for installation fee and equipment?** | ▪ Installation charge for Unifi Biz is RM200 (currently waived for standard installation **for the first 50 meters only**). If your premises require non-standard installation or additional cabling, extra charges will be imposed byTM Contractor. |
| | | ▪ The standard package is also inclusive of equipment worth approximatelyRM1,000 that will be given free-of-charge to you. |
| 43 | **Can I use the unifi service at different location?** | ▪ Subscriber only allowed to use the unifi service at installation address and not allowed to use the service at any other different location than the installation address. |
| | **TRANSFER OF OWNERSHIP** | |
| 44 | **Are there any charges if I request for change of ownership?** | ▪ Yes, change of ownership is subject to a one-off fee of RM10 per change request. |
| 45 | **Where can I request for change of ownership?** | ▪ Change of ownership request can be made at any TMpoint outlets. Both existing and new owners must be present with their respective NRICs and related documents. |
| | **UPFRONT PAYMENT** | |
| 46 | **Do I need to pay any upfront payment during application?** | ▪ Yes. For Unifi Biz service application made without the verification of a MyKad Reader, you are subject to an upfront payment of RM100. |
| | | ▪ The upfront payment will be collected within 10 days from the date of the service activation. You will be notified by TM on the successful payment through SMS and the payment will be reflected in your next bill. |

| | **PAYMENT & BILLING** | |
|---|---|---|
| 47 | **When will I get myfirst bill after I subscribe to Unifi Biz package?** | ▪ The first bill can be expected around one (1) month after your service has beenactivated. The first bill will include pro-rated package fee (current usage) and one (1) month advance payment. |
| 48 | **Do I pay a separatebill for the services bundled in the UnifiBiz?** | ▪ All services offered under Unifi Biz including Unifi TV for Business will be in a single bill.<br><br>▪ For Unifi Mobile, you will receive a separate bill. |
| 49 | **Where can I pay myUnifi Biz bill?** | ▪ You can pay your bill through several payment channels such as:<br><br>➢ MyUnifi app<br>➢ Unifi portal at unifi.com.my<br>➢ any nearest TMpoint or TMpoint Authorised Dealer (TAD) outlets<br>➢ POS Malaysia and branches of selected preferred online banking channels<br><br>▪ For hassle-free payment transactions, it is highly recommended that yousubscribe to **TM Autopay service**.<br><br>▪ For the list of our authorized bill payment channels, click here |
| 50 | **How do I retrieve my Unifi Biz bill statement?** | ▪**e-Bill (softcopy)** – TM will send the e-Bill to your preferred email address, andit's FREE!<br><br>▪**SMS** – You will also receive SMS text notification within 7 days after the bill is ready. The content is the bill amount, bill due date and Unifi portal link to view & pay the bill.<br><br>▪You can also view your monthly bills via Unifi self care portal at Unifi.com.my and MyUnifi app. |
| 51 | **How do I change my billing email address?** | To change your billing profile, you may follow any of the following methods.<br><br>Update email address via Unifi portal:<br>1. Login at Unifi.com.my<br>2. Go to My Profile<br>3. Select account<br>4. Click "Edit" button under My Billing Profile<br><br>Update email address via MyUnifi app:<br>1. Login to MyUnifi app<br>2. Go to Account tab<br>3. Tap on "View Account"<br>4. Tap on "Account Details"<br>5. Tap on "Edit" button under Account Information |

| | | ▪ You can also Live Chat with us at <u>Unifi.com.my/chat</u>, or send an email request to <u>help@tm.com.my</u> . |
|---|---|---|
| **52** | **Where can I pay myUnifi Biz bill?** | ▪ You can pay your bill through several payment channels such as:<br><br>➢ MyUnifi app<br>➢ Unifi portal at <u>unifi.com.my</u><br>➢ Any nearest TMpoint or TMpoint Authorised Dealer (TAD) outlets<br>➢ POS Malaysia and branches of selected preferred online banking channels<br><br>▪ For hassle-free payment transactions, it is highly recommended that yousubscribe to **TM Autopay service**.<br><br>▪ For the list of our authorized bill payment channels, click <u>here</u> |
| **53** | **How do I retrieve my Unifi Biz bill statement?** | ▪ **e-Bill (softcopy)** – TM will send the e-Bill to your preferred email address, andit's FREE!<br><br>▪ **SMS** – You will also receive SMS text notification within 7 days after the bill is ready. The content is the bill amount, bill due date and Unifi portal link to view & pay the bill.<br><br>▪ You can also view your monthly bills via Unifi self care portal at Unifi.com.my and MyUnifi app. |
| **54** | **How do I change my billing email address?** | To change your billing profile, you may follow any of the following methods.<br><br>Update email address via Unifi portal:<br>1. Login at Unifi.com.my<br>2. Go to My Profile<br>3. Select account<br>4. Click "Edit" button under My Billing Profile<br><br>Update email address via MyUnifi app:<br>1. Login to MyUnifi app<br>2. Go to Account tab<br>3. Tap on "View Account"<br>4. Tap on "Account Details"<br><br>5. Tap on "Edit" button under Account Information<br><br>You can also Live Chat with us at <u>unifi.com.my/chat</u>, or send an email request to <u>help@tm.com.my</u> . |
| **55** | **I cannot open the Unifi Biz softcopy bill attachment received in my** | ▪ In order to view Unifi e-Bill, please ensure your device is installed with AdobeReader (version 7 or above).<br><br>▪ If you do not have the software installed in your device, you can |

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| | email. What should I do? | ▪ download it forfree from Adobe website.<br>▪ Alternatively, you can view the bill statement from the MyUnifi app or Unifi self care portal at Unifi.com.my |
| 56 | I did not receive myUnifi Biz monthly statements. What should I do? | ▪ We will send your monthly Unifi Biz bills to your registered email address.<br><br>▪ To ensure that you will not miss your monthly bills, please verify that your preferred email address for billing purposes is correct. Your Unifi Biz bill may have been sent to your junk mail folder, so we would like to advise that the email address noreply@Unifi.com.my / tmbilling@tm.com.my is added to your Address Book and/or the"Approved Sender" list.<br><br>▪ Alternatively, you can also view the bill statement from the MyUnifi app or Unifi self care portal at Unifi.com.my |
| 57 | Can I request to change my softcopy bill to hardcopy bill? | ▪ You may change your bill type from hardcopy to softcopy via Live Chat at unifi.com.my/chat, send an email request to help@tm.com.my or by making a request at your nearest TMpoint.<br><br>▪ However, please note that you will be charged RM2.00 per month for a hardcopy bill.<br><br>▪ You may also print the hardcopy bill yourself via Unifi self care portal at Unifi.com.my. |
| 58 | Can I check my previous month's statement? | ▪ Yes, you can. To check your previous bills, you may refer to the MyUnifi app or Unifi self care portal at Unifi.com.my.<br><br>▪ Alternatively, you can also request your bill statements from any of the nearest TMpoint outlet but you will be subjected to a charge. |
| 59 | How do I make online payments viaUnifi portal? | ▪ Step 1: Sign in to Unifi portal at unifi.com.my<br>▪ Step 2: Select account<br>▪ Step 3: Click "Pay Now" button<br>▪ Step 4: Click "Next" button<br>▪ Step 5: Select payment method either Credit/Debit Card or Online Banking<br>▪ Step 6: Click "Next" to proceed with the payment. |
| | **UNIFI BIZ EQUIPMENT** | |
| 60 | What Unifi Biz equipment should I get for 800Mbps and below? | ▪ For 800Mbps, 500Mbps and 300Mbps plans:<br>1. Optical Network Termination (ONT)<br>2. Mesh Wireless Gateway (MWG) AX3000 and Mesh Satellite<br><br>▪ For 100Mbps plan:<br>1. Optical Network Termination (ONT)<br>2. Mesh Wireless Gateway (MWG) AX1800 and Mesh Satellite<br><br>▪ For 30Mbps plan:<br>1. Optical Network Termination (ONT) |

| | | Residential Gateway (RG) AC1200 |
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| **61** | **What Unifi Biz equipment should I get for 1Gbps and 2Gbps?** | ▪ For 1Gbps and 2Gbps plans:<br>1. Optical Network Router AX3000 and Mesh Satellite |
| **62** | **What is the difference in Unifi Biz equipment between 1Gbps/2Gbps and 800Mbps & below?** | ▪ 1Gbps and 2Gbps subscribers will not receive Optical Network Termination (ONT) as this device has been integrated in the Optical Network Router AX3000. |
| **63** | **For Optical Network Router configuration, can it be done remotely via the mobile app?** | ▪ No. This feature is not currently available and will be supported later. |
| **64** | **How does a 2Gbps network work?** | ▪ 2Gbps connection is enabled via a GPON WAN connection. |
| **65** | **In an illustration or a diagram, how does a 2Gbps network work?** | ▪ The 2Gbps network is further illustrated in the diagram below:<br> |
| **66** | **My internet speed test for 2Gbps plan is not going beyond 1Gbps. Is this normal?** | ▪ It is recommended to perform speed test via D-Link Wi-Fi Air app to achieve speed test result beyond 1Gbps.<br>▪ If you wish to perform the speed test through Unifi speed test website, please refer to 'Figure 3: Speed test via LAN' diagram for the guide. |
| **67** | **What is the benefit of having a 2Gbps network in the premise?** | ▪ With the demands and trends for higher bandwidth growing each year, this ultra-speed package will fulfill those needs for higher bandwidth. |

| 68 | Can I use a third party router in conjunction with my Optical Network Router router? | ▪ We highly recommend that you use TM's provided equipment only as the device has been configured to work with TM network environment. |
|---|---|---|
| 69 | Can I use my own equipment instead of using the Optical Network Router provided by Unifi? | ▪ We highly recommend that you use TM's provided equipment only as the device has been configured to work with TM network environment. |
| | **TELEPHONE SET** | |
| 70 | Am I eligible to geta telephone set if Isubscribe to Unifi Biz plan? | ▪ All Unifi Biz plans come with a telephone set. Your telephone set model varies according to the Unifi plans subscribed. |
| 71 | Where can I get another type of telephone set? (e.g.: cordless phone) | ▪ Our voice service is compatible with any telephone set. You can get your phoneset at the nearest TMpoint outlet or any telecommunications outlets. |
| 72 | If I have my own telephone set, whowill install that phone for me? Any guideline? | ▪ You can connect the phone on your own. It is as simple as the steps below: <br><br> i) Connect telephone cable (RJ11) to telephone set <br> ii) Connect the telephone cable (RJ11) to the Splitter's "Phone" port <br><br> ▪ Test your telephone set and ensure there is a dial tone. |
| | **OTHER EQUIPMENT** | |
| 73 | What should I do if Ihave a problem with my Unifi Biz? | ▪ For Unifi Biz service enquiry or further assistance, you may contact us via TM'sdigital channels such as: <br><br> • Live Chat via the MyUnifi app or https://maya.unifi.com.my/ <br> • Facebook at facebook.com/weareunifi <br><br> • Twitter at @helpmeunifi |
| 74 | What should I do ifmy Unifi Biz equipment is faulty? | • If the fault is due to a manufacturing defect and the equipment is still under warranty, the equipment will be replaced for FREE. <br><br> • If the fault is due to customer, customer has an option to replace the equipmenteither by purchasing a new set of equipment at their own cost without the service contract period being extended or opt for renewal of service in which the contract period of subscribed service will be refreshed effective from the date of the equipment replacement and the equipment will be replaced for FREE. |

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|    |    | • If any of your Unifi Biz equipment is faulty, you may contact us via Live Chat atUnifi.com.my/chat, reach us via Twitter at @HelpMeUnifi or messageus at facebook.com/weareunifi. |
| 75 | **Will I get a new equipment if I upgrade from business broadband/BIZ to Unifi Biz packages?** | • For existing broadband subscribers who upgrade to any of the Unifi Biz plan,Unifi will provide you with a new equipment.<br><br>• For the change of plan from BIZ package to Unifi Biz plan, your equipment willnot be changed. |
| 76 | **Will the equipment warranty be refreshed if I upgrade to Unifi Bizplan?** | • Your equipment warranty will be refreshed for another one (1) year from thedate of upgrade.<br><br>• The warranty will not be refreshed if you upgrade within the Unifi Biz packages and no new equipment is provided. |
| 77 | **What are the other things that I shouldknow about Unifi Biz?** | These are additional information that may help you understand more about UnifiBiz services:<br>1. If your premises located in a high rise building served via copper, you arerequired to terminate your existing business broadband service (if any)before subscribing to Unifi Biz.<br><br>2. Minimal drilling is required for fibre installation to the premises. You will be responsible for providing a TV set and 4-socket extension cord to complete the installation. No installation appointment will be made for premises under renovation.<br><br>3. Unifi Biz is a wired broadband service. Wireless connectivity is an additional feature that TM provides for free and is subject to interference and obstructions factor which may affect its quality.<br><br>4. Unifi Biz account owner or authorized contact person must be available during the service installation. For high rise premises, owners are required to make arrangement with Building Management Office for installation permission, internal cabling and access to telecommunication room.<br><br>5. For internal cabling, additional charges will be applied for standard cables more than 50 meters and payment will be made directly to the contractor.<br>6. For other optional installation e.g. wiring inside ceiling or external cabling (pole to ground with surface cabling to premises), you may appoint your own contractor or deal directly with TM appointed contractor. Payment will be made directly to the contractor.<br><br>7. Please provide a correct and valid billing email address & mobile phone number. TM will send your monthly bill via e-Bill to your registered email address. Apart from e-Bill, you will also receive SMS text notification within 7 days after the bill is ready. The content of the SMS is the bill amount, bill due date and Unifi portal link to view & pay the bill. Your |

| | | bill is also accessible at Unifi portal (Unifi.com.my) and MyUnifi app. |
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| | | All Unifi Biz equipment provided by Unifi is covered by 12 months manufacturer's warranty. |

<table>
<tr><td colspan="3" align="center"><b>TERMINATION</b></td></tr>
<tr>
<td>78</td>
<td><b>How do I terminatemy broadband subscription?</b></td>
<td>

1) **Step 1**: You may give us a 30-day notice on your intention to terminate theservice via channels below:
   a. Unifi portal at Unifi.com.my
   b. Live Chat at https://maya.unifi.com.my/
   c. Email at help@tm.com.my
   d. Walk in to the nearest TMpoint

2) **Step 2**: We will provide your pre-final bill indicating your outstanding balance. TM representative will call you within seven (7) days to confirm on your termination request. Upon payment settlement, we will proceed with termination order on day 31 from your termination notice.

3) **Step 3**: For Unifi account, you will receive an SMS when your termination request is completed.

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<tr>
<td>79</td>
<td><b>What document do I need to bring for termination procedure at TMpoint?</b></td>
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- Just bring along your MyKad and Business Registration related form forverification.

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<tr>
<td>80</td>
<td><b>What if I couldn't go to the TMpoint personally to terminate the service?</b></td>
<td>

- If your company is registered under a personal name or trading/enterprise category, you are allowed to send an authorized representative to terminate:

| Scenario | Supporting document required from an authorized representative |
|---|---|
| You have serious medical problem/unable to walk–in to TMpoint/Critical illness | <ul><li>Doctor's consent letter on the account ownermedical problem/medical condition/ Medical appointment/</li><li>valid medical supporting document.</li><li>A copy of the owner's IC/Passport</li><li>Authorized person's IC/Passport.</li><li>Authorization letter with the owner's signature</li></ul> |
| You are not in Malaysia (resides /studying/ working overseas) | <ul><li>A copy of the owner's passport or letter to prove that you are studying/working abroad.</li><li>A copy of the owner's IC/Passport</li><li>Authorized person's IC/Passport</li><li>Authorization letter with the owner's signature</li></ul> |

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| | | | | |
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| | | | | • Business Registration related form |
| | | OKU | | • A copy of the owner's IC/Passport<br>• Authorized person's IC/Passport<br>• Authorization letter with the owner's signature.<br>• The owner's OKU card<br>• Business Registration related form |
| | | Senior Citizen (60 years and above) | | • A copy of the owner's IC/Passportyears and above).<br>• Authorized person's IC/Passport<br>• Authorization letter with the owner's signature.<br>• Business Registration related form |
| | | Demise of the account owner | | • A copy of the owner's IC/Passport<br>• Authorized person's IC/Passport<br>• Business Registration related form<br>• The original / certified true copy of the death certificate of the account owner |

| 81 | **Where can I get sample of the authorization letter?** | • You may view a sample of authorization letter here. |
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| 82 | **Do I need to return my device (phone/modem/router etc.) upon termination?** | • No, you do not have to return any of the devices. |
| 83 | **What document do I need to bring for termination procedure at TMpoint?** | • Please bring along your MyKad for thumbprint verification and a copy Front Page of your Bank Account Statement (displaying Bank Account Name & Bank Account Number) |
| 84 | **What is the minimum amount that TM will refund?** | • The minimum amount that is eligible for a refund via bank account transfer is RM10.01. Credit balance RM10.00 or less will not be refunded. |