

## Frequently Asked Questions (FAQ)

### Your questions answered

We've put together some commonly asked questions to give you more information about the SME Biz Deal Campaign.

#### General

#### 1. What is the campaign about?

SME Biz Deal Campaign is a package of fibre connectivity with solution bundling. You may subscribe to Unifi Business with one (1) or two (2) Solutions.

The campaign's offerings are applicable to new and existing Unifi business customers. Enjoy special discount when you sign up with broadband and solution within this campaign period.

SME customers will enjoy the following benefits when subscribing to the campaign:

- Free CariCari eCommerce Marketplace
- Free Masterclass
- SME Premium Lane at Unifi Contact Centre 100 for any enquiries
- Entitled for solution bundling with connectivity at a discounted price for speed 100Mbps and above (*perpetual for as long as you subscribe to this package*)

#### 2. How long is the campaign period?

The promotion runs from 1<sup>st</sup> March 2023 until further notice.

#### 3. What is the package offering for this campaign?

The package offerings under this campaign are listed as below:

Unifi Business Fibre	Business Solutions
<ul style="list-style-type: none"> <li>• Unifi Biz 100Mbps</li> <li>• Unifi Biz 300Mbps</li> <li>• Unifi Biz 500Mbps</li> <li>• Unifi Biz 800Mbps</li> <li>• Unifi Biz 1Gbps</li> <li>• Unifi Biz 2Gbps</li> </ul>	<p><b>Single solution:</b></p> <ul style="list-style-type: none"> <li>• eCommerce Hub</li> <li>• Cloud Storage</li> <li>• Kaspersky Small Office Security (KSOS)</li> <li>• Digital Marketing Solutions (DMS)</li> </ul> <p><b>Multiple solutions:</b></p> <ul style="list-style-type: none"> <li>• Cloud Storage Basic + Kaspersky Small Office</li> </ul>

	Security Starter <ul style="list-style-type: none"> <li>• Cloud Storage Standard + Kaspersky Small Office Security Starter</li> </ul>
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#### 4. What is Masterclass?

Get exclusive invitation to a FREE Masterclass where you will be guided to get the most benefits from your subscribed solutions in a way that could bring your business to the next level! For more info, please refer to <https://ubc.unifi.com.my/>

#### 5. What are the solution add-ons available?

Add-on solutions are listed as below:

Solutions	Description	Price per Month	Contract
<a href="#">CariCari eCommerce Marketplace</a>	An online marketplace that helps business owners connect with buyers and enables business owners to expand their businesses in the digital space.	Free <i>(included in the bundled package)</i>	NA
<a href="#">Kaspersky Small Office Security</a>	PC protection with special capabilities to keep your business safe.	<ul style="list-style-type: none"> <li>• Starter: RM30/month</li> <li>• Standard: RM125/month</li> </ul>	12 months
<a href="#">eCommerce Hub</a>	A one stop centre for business customers to centralise and easily manage various online marketplaces.	<ul style="list-style-type: none"> <li>• Starter: RM49/month</li> <li>• Standard: RM129/month</li> </ul>	12 months
<a href="#">Cloud Storage</a>	Unifi Cloud Storage offers full control of online storage.	<ul style="list-style-type: none"> <li>• Basic: RM9/month</li> <li>• Standard: RM31.50/month</li> <li>• Advanced: RM52/month</li> </ul>	12 months
<a href="#">Digital Marketing Solutions</a>	Advertising solutions that will help grow SME's business.	<ul style="list-style-type: none"> <li>• Starter: RM50/month</li> <li>• Standard: RM100/month</li> </ul>	12 months

## 6. How long is the contract period for the solution bundle?

The contract period for the subscription of this solution bundle is 24 months.

## 7. Will I be notified on the subscription of the solution?

Yes, for subscription to solutions (CariCari eCommerce Marketplace, Cloud Storage, eCommerce Hub & Kaspersky Small Office Security) you will be notified with two (2) emails:

Welcome Email:

- Check your Inbox/Junk mail folder from the registered email address
- Look out for the Welcome Email for Unifi subscription and DigitalSolution from sender [ubc@email.unifi.com.my](mailto:ubc@email.unifi.com.my).

Digital Solution Onboarding Email:

- CariCari eCommerce Marketplace: email to self-activate from [support.cari@tm.com.my](mailto:support.cari@tm.com.my)
- Unifi Cloud Storage: email to self-login from [no-reply@cloudstorage.unifi.com.my](mailto:no-reply@cloudstorage.unifi.com.my)
- Unifi eCommerce Hub: email to self-login from [no-reply@ecommercehub.unifi.com.my](mailto:no-reply@ecommercehub.unifi.com.my)
- Kaspersky Small Office Security: email to self-login from [no-reply@kasperskymy.com](mailto:no-reply@kasperskymy.com)

For Digital Marketing Solutions you will be notified with the followings:

- An email from [tmcare@tm.com.my](mailto:tmcare@tm.com.my) notifying you that your order has been successfully created
- In addition, you will also receive a personalised introduction email from your campaign manager.

## 8. Will I be charged for the solution if I did not activate my solution?

Yes, you will be charged/billed once the solution is registered.

You are not required to do self-registration for the bundled solution offered under this campaign. You can simply access the solution dashboard right away in order to activate or start utilising the solution(s).

### **9. How will I be billed?**

Both Unifi Business Fibre and Business Solution subscriptions will be billed together in the same bill.

### **10. What other privileges will I enjoy?**

You will enjoy other privileges related to the Complete Business Solutions tailored to meet your business needs:

- Marketing and Omnichannel Solutions
- Financial Solutions
- Premium Support
- Productivity Booster

For more details, you may refer to this link: <https://ubc.unifi.com.my/>

### **11. Is there an advance payment required for the subscription of this campaign's packages?**

Yes. For Unifi Business Fibre 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.

### **12. Can I change to a different package within the contract period?**

Yes, you are allowed to change your package. However, you will no longer enjoy the special discount upon the change of plan. Your contract will also be renewed to 24 months after successfully changing the plan.

### **13. Is relocation allowed while I am still within the contract period?**

Yes, you will be able to relocate the service while you are still in the contract period, depending on the infra readiness and port availability at the new location.

### **14. Is transfer of ownership allowed while I am still in the contract period?**

During the contract period of 24 months, transfer of ownership is allowed for the Unifi Business (Fibre Connectivity) plans only.

However, transfer of ownership for the Digital Solutions and devices is not possible at the moment. The Digital Solutions and devices will remain under the current owner's account and will continue to be available as long as the Unifi Business (Fibre Connectivity) plan remains active from the new owner's subscription. If the current owner decides to terminate the Digital Solutions and/or devices while still in contract, the remaining month(s) fees will be charged.

## 15. What do I need to know if I want to terminate the package?

We hope that you can remain with us and do not terminate your subscription, as you will lose the discount entitlement:

- Any termination of solution (eCommerce Hub / Cloud Storage / Kaspersky Small Office Security / Digital Marketing Solution) within the contract period will impact the discount entitlement on your broadband plan.
- Early termination charges based on the existing campaign package fee for the remaining months (*calculated at the price before discount*) will be imposed for termination within the contract period.
- Upon terminating the solutions, your subscription plan will be changed to non-solution plan and your broadband contract will be renewed to 24 months.
- The termination penalty will be based on the subscribed bundle as below:

Product	Contract Term	Early Termination Fee (RM)
Broadband Plan	24 months	Broadband fee X remaining months
Digital Solution	12 months	Solution fee X remaining months

## 16. Where can I subscribe to this campaign's offering?

You can subscribe to the campaign's offerings from the following touchpoints:

- Unifi portal at <https://www.unifi.com.my/business>
- Live Chat in MyUnifi app or at <https://maya.unifi.com.my/>
- TMpoint/Unifi Store outlets
- TM Authorised Dealers and TM Resellers
- TM Biz Rovers sales representatives
- Account Executives
- Call Unifi Contact Centre at 100 (and choose option 4)

## 17. Who can I contact for enquiries and further assistance?

Should there be any enquiries, you can reach out to us via:

### a. Unifi Digital Channels

- MyUnifi app (available for Android and iOS)
- Unifi Business portal : <http://biz.unifi.com.my/>
- Email - [help@tm.com.my](mailto:help@tm.com.my)
- Facebook - <https://www.facebook.com/weareunifi/>
- X (Twitter) - [@Unifi](https://twitter.com/Unifi)

### b. SME Premium Lane:

- Cut the queue! You can reach our SME Unifi Care Crews faster when you call Unifi

*Updated as of 04102023*



Contact Centre at 100 using your fixed line number registered with Unifi Business.

- Our Care Crews are available daily from 8.00am until 10.00pm.

*<End of FAQ>*