

## Frequently Asked Questions (FAQ)

### Geran Digital PMKS Madani (GDPM) – Mobile with Digital Solution

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

- The **Geran Digital PMKS Madani (GDPM)** is organised by BSN, MCMC and MDEC aiming to incentivise local businesses, particularly MSMEs to embrace digital solutions in enhancing their operational efficiency and productivity, fostering growth.
- A matching grant of up to RM5,000 to Micro, Small and Medium Enterprises (MSMEs) that intend to implement business digitalisation and automation solution or subscribe to digital service.
- BSN will play the role as validator for the grant application and upon approval, customers will be entitled to enjoy monthly discount for the period of twelve (12) months for their campaign package subscription with TM.

#### 2. What are the offerings offered under the campaign?

- Unifi Mobile is now bundled with Digital Marketing Solution. Subscribing to this bundle package under grant will entitled customer with a 50% grant rebate for the bundle package.
- Customer can choose to opt to Unifi Mobile plan with SIM only or with device.
- Illustration of offering are as below:

Bundle Plan	Normal Price	Grant Price	Mobile Plan Example
Mobile with Digital Marketing Solution Starter	RM139	RM69.50 (12months)	<b>UNI5G Postpaid Biz 89</b> with ZTE Blade A73 5G (Free)
			<b>UNI5G Postpaid Biz 89</b> SIM only
Mobile with Digital Marketing Solution Standard	RM189	RM99.50 (for 12 months)	<b>UNI5G Postpaid Biz 89</b> with ZTE Blade A73 5G (Free)
			<b>UNI5G Postpaid Biz 89</b> SIM only

#### 3. What is the contract period for the offerings?

- The contract period for the offering are as follows:

Category	Contract Period	Grant rebate Period
<b>UNI5G Postpaid Biz 89</b> with Device + Digital Solution	24 months	12 months
<b>UNI5G Postpaid Biz 89</b> SIM Only + Digital Solution	12 months	12 months

#### 4. How long will I enjoy the grant rebate?

##### **UNI5G Postpaid Biz 89:**

- You will be able to enjoy the rebate upon approval from BSN. Monthly commitment will be charged at the normal rate of RM89/month until approval is obtained. Once Geran Digital PMKS Madani is approved, you will be able to see the discount in your bill for the next 12 months.

### Digital Marketing Solution:

- The grant rebate for solution will reflect upon successful subscription on the 2<sup>nd</sup> month bill.
- If your grant application is unsuccessful, your grant rebate for digital solution plan will be removed and you will be charged with normal price. Previous rebates that you have enjoyed will be changed back to your bill as well.

### 5. Who is eligible for the Geran Digital PMKS Madani?

- The campaign's offerings are applicable to new and existing Unifi Business customers.

<b>Customer category</b>	New unifi Mobile RM89	Existing Unifi Mobile RM89 (sim only)
<b>Offering entitlement</b>	Bundle mobile + solution	Add DMS

- This grant is limited to one (1) application only per applicant.
- Applicants must fulfil all of the following criteria:
  - i. The applicant is an SME, Cooperative ("Koperasi"), or local SME business authority licensed with professional bodies certificate (without SSM registration); any business registered under relevant business registration authorities in Malaysia;
  - ii. The SME is at least 60% owned by Malaysian;
  - iii. The SME/Coop has been in operation for at least six (6) months; and
  - iv. The SME/Coop has a minimum average annual sales turnover of RM50,000
  - v. Have not applied the grant with TM previously or with any other Telco service providers.

### 6. What are the benefits of Geran Digital PMKS Madani ?

- Eligible customers will be entitled to claim for grant rebates of up to 50% of mobile connectivity and up to 50% of solution from the commercial package price
- One-time claimable grant
- Not eligible for Unifi Business customers who have already subscribed to the grant through previous subscriptions or with other Telco service providers even though the grant has not exceeded the limit.

<b>Bundle to customer</b>	<b>Element</b>	<b>Monthly Charges to Customer (% from the monthly subscription)</b>	<b>Entitled Discount Under the grant (% from the monthly subscription)</b>
	Mobile with Solution	50%	50%

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

- The promotion runs from 7<sup>th</sup> November 2023 until further notice.

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

You can subscribe to the offerings via the following touchpoints:

- Unifi Store/TMpoint outlets
- TM Authorised Dealers and Resellers
- TM Sales Representative (Biz Rovers, Account Executives, Direct Sales)

### 9. What are the supporting documents required to be submitted during the application?

- The supporting documents required are as follows:

- **Business Application**
  - i. A copy of Director's IC/Passport
  - ii. Representative's IC/Passport
  - iii. Original Authorisation letter with company letterhead
  - iv. Business Registration Form (eg. SSM Form 9, 13, 24, 49 or Super Form)
  - v. Proof of RM50,000 annual sales turnover or Bank Statement

## UNI5G Postpaid Biz 89 plan

### 10. What is UNI5G Postpaid Biz 89 plan?

- You may refer to below for detail offering of UNI5G Postpaid Biz 89 plan <https://biz.unifi.com.my/business/products/mobile-postpaid>

### 11. Can I get a device along with the UNI5G Postpaid Biz 89 plan?

- Yes. You can choose to purchase a device with UNI5G Postpaid Biz 89 plan. Device bundle comes with a 24 months contract. You can choose your device on <https://biz.unifi.com.my/business/products/mobile-postpaid>

### 12. What if my grant application is not approved?

- Customer will need to adhere to the terms and condition and business rules for **Geran Digital PMKS Madani (GDPM)**. For mobile plan, you will continue to pay RM89 if your grant application is not approved.

### 13. When can I start to enjoy Geran Digital PMKS Madani rebate on my monthly commitment for my mobile bill?

- **Geran Digital PMKS Madani (GDPM)** rebate will only be applied upon approval of BSN. Customer will be notified via EDM or SMS (to your unifi mobile no) or call by TM on the Grant status.

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

UNI5G Postpaid Biz 89 SIM only: Yes, you are subject to an upfront payment of RM89.

UNI5G Postpaid Biz 89 with Device: As per table below:

Total Amount To Be Paid Upon Registration		Device Upfront Payment Rebate	Device Upfront Waiver Criteria
Without Upfront Payment	With Upfront Payment		
FREE	RM 528	RM 22/month X 24 months	<ul style="list-style-type: none"> <li>• Length of stay (LOS) 6 months and above on Mobile</li> <li>• Existing customer with CPBR A status on Mobile</li> </ul>

### 15. If I subscribe to this offering, will I receive all charges in 1 bill or separate bill?

- You will receive separate bill for both of your Unifi Mobile biz and Business Solution subscriptions.

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

- During this 12 months grant rebate period, it is not possible for you to change your plan. Any changes to your plan will cause your rebate entitlement to be forfeited. To enjoy the grant benefits, you are advised to remain in your current plan.

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

- Since the grant entitlement is given to your account name, transfer of ownership is strictly not allowed within the grant period. Such transfer will only be allowed starting from the thirteenth (13<sup>th</sup>) month onwards, subject to the terms and conditions for transfer of ownership.

## Digital Marketing Solution (DMS)

### 18. Will I be notified on the subscription of the DMS?

- Yes, you will be notified on the subscription of the solution as below:
  - 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.

### 19. How to activate and start using DMS?

Customer will receive:

- 1st email – on boarding upon DMS order successful submission
- 2nd email – introducer to Dedicated Campaign Manager
- 3rd email – dedicated Campaign Manager will contact customer to fill up Campaign Brief.

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

- We hope that you will maintain your subscription to continue enjoying your rebate entitlement. However, if you wish to proceed with termination, here are the important things to note:
  - Any termination of solution within the contract period will affect the discount entitlement on grant rebate.
  - 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.
  - The termination penalty will be based on the subscribed bundle as below:

Product	Contract Term	Early Termination Fee (RM)
Mobile Plan + device	24 months	Mobile plan fee X remaining months
Digital Solution	12 months	Solution fee X remaining months

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

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

- Live chat at <https://maya.unifi.com.my/>
- Email - [help@tm.com.my](mailto:help@tm.com.my)
- Facebook - <https://www.facebook.com/weareunifi/>
- Twitter - <https://twitter.com/helpmeunifi>

<End of FAQ>