

## Frequently Asked Questions (FAQ) Geran Digital PMKS Madani (GDPM)

### 1. What is the campaign about?

- The **Geran Digital PMKS Madani (GDPM)** is organised by Bank Simpanan Nasional (BSN), Malaysian Communications and Multimedia Commission (MCMC) and Malaysia Digital Economy Corporation (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, you will be entitled to enjoy monthly discount for the period of twelve (12) months for your campaign package subscription with TM.
- You will also enjoy the following benefits when subscribing to the campaign:
  - i. Free 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/>
  - ii. SME Premium Lane at Unifi Call Centre 100 for any enquiries.

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

- Unifi Business is offering four (4) categories of GDPM offerings as below:
  - i. Fixed broadband with digital solution bundle
  - ii. Standalone digital solution
  - iii. UNI5G Mobile Postpaid Business with digital solution
  - iv. Fixed broadband, UNI5G Mobile Postpaid Business and digital solution bundle.

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

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

### 4. What are the Geran Digital PMKS Madani eligibilities?

- Eligible customers will be entitled to claim for grant rebates of up to 50% of internet 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.

## 5. What are the grant rebate entitlements for this campaign offering?

- The monthly rebate offered under the grant for your Unifi subscription shall be in accordance with the rates/percentages below:

Bundle	Element	Monthly Charges (% from the monthly subscription)	Entitled Discount Under the Grant (% from the monthly subscription)
	Connectivity + Solution	50%	50%
	Solution only	50%	50%

## 6. How long is the campaign period?

- The promotion runs from 2<sup>nd</sup> of October 2023 until further notice.

## 7. Where can I subscribe to this campaign's offerings?

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)
- Unifi Call Centre at 100 (press 4)
- Live chat at <https://maya.unifi.com.my/> or via MyUnifi app
- Unifi portal at <https://www.unifi.com.my/business>

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

- The supporting documents required are as follows:

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

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

- The contract periods for the offerings are as follows:

Category	Contract
Unifi Business Bundle Package	24 months
Standalone Solution	12 months

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

- The grant rebate will only be awarded for twelve (12) months only and the subscription of the package shall be automatically converted to the commercial package rate starting from the thirteenth (13<sup>th</sup>) month onwards.

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

- Yes, for subscription to solutions (CariCari Premium Listings, Unifi eCommerce Hub, Kaspersky Small Office Security & e-Pharmacy) 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 Digital Solution from sender [ubc@email.unifi.com.my](mailto:ubc@email.unifi.com.my)

Digital Solution Onboarding Email:

- CariCari Premium Listings: email to self-activate from [listings.cari@tm.com.my](mailto:listings.cari@tm.com.my)
- Unifi eCommerce Hub: email to self-log in from [no-reply@ecommercehub.unifi.com.my](mailto:no-reply@ecommercehub.unifi.com.my)
- Kaspersky Small Office Security: email to self-log in from [no-reply@kasperskymy.com](mailto:no-reply@kasperskymy.com)
- e-Pharmacy: acknowledgment email on subscription and activation from [e-pharmacy.support@teleme.co](mailto:e-pharmacy.support@teleme.co)

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

- An email from [noreply@tm.com.my](mailto:noreply@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.

## 12. If I did not activate my solution, will I be charged for it?

- Yes, you will be charged/billed once the solution is registered.
- Your solution will be automatically activated and you may start using the service after you have received an activation email consisting of your login ID and password.
- 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.

## 13. What will happen to my subscription if my grant application is rejected?

- If your grant application is unsuccessful, your plan will be automatically reverted to any available commercial plan. You will be charged with full difference of the commercial plan and GDPM plan upon receiving application status from BSN.

## 14. What are the offering details of Geran Digital PMKS Madani?

- The offering details are illustrated as below:

Category	Offerings	
<b>Bundle</b>	<b>Unifi Business Fibre</b> <ul style="list-style-type: none"> <li>• Unifi Biz 30Mbps</li> <li>• Unifi Biz 100Mbps</li> <li>• Unifi Biz 300Mbps</li> <li>• Unifi Biz 500Mbps</li> <li>• Unifi Biz 1Gbps</li> <li>• Unifi Biz 2Gbps</li> </ul>	<b>Digital Solution</b> <ul style="list-style-type: none"> <li>• Digital Marketing Solution (DMS)</li> <li>• Unifi eCommerce Hub</li> <li>• Kaspersky Small Office Security (KSOS)</li> <li>• CariCari Premium Listings</li> <li>• e-Pharmacy</li> </ul>
<b>Digital Solution Only</b>	<ul style="list-style-type: none"> <li>• Digital Marketing Solutions (DMS)</li> <li>• Unifi eCommerce Hub</li> </ul>	

<p><b>Unifi Business Broadband, Unifi Mobile and Digital Solution Bundle</b></p>	<p><b>Unifi Business Fibre</b></p> <ul style="list-style-type: none"> <li>• Unifi Biz 100Mbps</li> <li>• Unifi Biz 300Mbps</li> </ul>	<p><b>Unifi Mobile</b></p> <ul style="list-style-type: none"> <li>• UNI5G Postpaid Biz 39</li> <li>• UNI5G Postpaid Biz 39 (2 SIMS)</li> <li>• UNI5G Postpaid Biz 65</li> </ul>	<p><b>Digital Solution</b></p> <ul style="list-style-type: none"> <li>• Digital Marketing Solution (DMS)</li> <li>• Kaspersky Small Office Security (KSOS)</li> </ul>
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**15. I am an existing Unifi Business customer, can I subscribe to the campaign offering?**

- Yes. As an existing Unifi Business customer, you may subscribe to the commercial GDPM plans as illustrated above or you may choose any of the plans below:

Fixed Broadband with Digital Solution bundle

Unifi Business Fibre	Business Solutions (Multiple Solutions)
<ul style="list-style-type: none"> <li>• Unifi Biz 30Mbps</li> <li>• Unifi Biz 100Mbps</li> <li>• Unifi Biz 300Mbps</li> <li>• Unifi Biz 500Mbps</li> <li>• Unifi Biz 1Gbps</li> <li>• Unifi Biz 2Gbps</li> </ul>	<ul style="list-style-type: none"> <li>• Digital Marketing Solutions (DMS) + CariCari Premium Listings</li> <li>• Kaspersky Small Office Security (KSOS) + CariCari Premium Listings</li> </ul>

Fixed Broadband and Unifi Mobile with Digital Solution Bundle

Unifi Business Fibre	Unifi Mobile	Business Solutions (Multiple Solutions)
<ul style="list-style-type: none"> <li>• Unifi Biz 100Mbps</li> <li>• Unifi Biz 300Mbps</li> </ul>	<ul style="list-style-type: none"> <li>• UNI5G Postpaid Biz 39</li> <li>• UNI5G Postpaid Biz 39 (2SIM)</li> <li>• UNI5G Postpaid Biz 65</li> </ul>	<ul style="list-style-type: none"> <li>• Digital Marketing Solutions (DMS) + CariCari Premium Listings</li> <li>• Kaspersky Small Office Security (KSOS) + CariCari Premium Listings</li> </ul>

- For every successful upgrade, you will be subject to twelve (12) months grant period and a refreshed term of the campaign package which will run concurrently with the grant period.
- Unifi Mobile grant rebate will only be applied upon approval from BSN. You will be notified via an email or SMS notification (sent to your Unifi Mobile number) or called by TM on the grant status.
- The grant rebate for Business Solution will be reflected in your second month's bill upon successful subscription.
- If your grant application is unsuccessful, the grant rebate for Business Solution will be discontinued, and the package will revert to its commercial pricing. Additionally, any previously enjoyed rebates will also be charged back to your bill.

**16. What will happen to my grant entitlement if I terminate Unifi Business Fibre, Unifi Mobile or Business Solution from the bundle subscription?**

- The grant rebate will no longer be applicable and your subscription plan will revert to the commercial offering without grant.

**17. Can I switch my mobile service provider (Mobile Number Portability, MNP) and subscribe to the grant offering?**

- It is advisable for you to perform Mobile Number Portability (MNP) to your Unifi Business Postpaid first. Once the MNP is successful, you can proceed to apply for the grant offering.

*Note: MNP is not applicable during grant application.*

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

- Yes, for Unifi Business Fibre service applications made without the verification of a MyKad Reader, an upfront payment of RM100 is required.
- The upfront payment will have to be made within ten (10) days from the date of your service activation. You will be notified by TM on the successful payment through SMS and the payment will be reflected in your next bill.

**19. How will I be billed?**

- You will receive a single bill for both of your Unifi Business Fibre and Business Solution subscriptions.

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

- During the 12 months grant rebate period, it is not possible for you to change your plan since it will forfeit your grant rebate entitlement. To enjoy the grant benefits, you are advised to remain in your current plan.

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

- Relocation of your services is allowed and subject to service infrastructure/technology (FTTH/VDSL) availability. Change of plan within the same package family\* may be required if similar infrastructure is not available at your new location.

*\*Note: For example, your current plan is 300Mbps (FTTH) and when you relocate to a high-rise building (VDSL), your existing plan will be changed to 30Mbps.*

**22. 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.

**23. 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 discount entitlement. However, if you wish to proceed with termination, here are the important things to note:
  - i. Any termination of solution (eCommerce Hub/Kaspersky Small Office Security/Digital Marketing Solution/CariCari Premium Listings/e-Pharmacy) within the contract period will affect the discount entitlement on your broadband plan.
  - ii. 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.
  - iii. Upon terminating the solutions, your subscription plan will be changed to non-solution plan and your broadband contract will be renewed to 24 months.
  - iv. 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

#### 24. 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**
    - Live chat at <https://maya.unifi.com.my/> or via MyUnifi app (downloadable from Apple App Store, Google Play Store and Huawei AppGallery)
    - Unifi Business portal - <http://biz.unifi.com.my/>
    - Email - [help@tm.com.my](mailto:help@tm.com.my)
    - Facebook at facebook.com/weareunifi
    - X (Twitter) at @unifi
  - b. SME Premium Lane:**
    - You can reach our SME Unifi Care Crews faster when you contact Unifi Call Centre at 100 using your fixed line number registered with Unifi Business.
    - Our Care Crews are available daily from 8.00am until 10.00pm.

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