

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
SME STEP FORWARD: UNIFI ECOMMERCE HUB 30 DAYS FREE TRIAL CAMPAIGN**

This FAQ is divided into the following sections:

- 1.0 The Campaign
- 2.0 Campaign Offering
- 3.0 General FAQ

1.0 THE CAMPAIGN

NO	QUESTION									
1.1	What is SME Step Forward: unifi eCommerce Hub 30 Days Free Trial Campaign?	The SME Step Forward: unifi eCommerce Hub 30 Days Free Trial Campaign is the latest campaign by us to TM and non-TM business customers who wish to try unifi eCommerce Hub for the first time. Enjoy 30 days free access to all unifi eCommerce Hub features when you sign up within this campaign period.								
1.2	When is the campaign period?	The campaign period is from 16th August 2022 until 16th November 2022.								
1.3	What is in the campaign package?	<p>The campaign offerings are as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Category</th> <th style="text-align: center;">Campaign Offering: unifi eCommerce Hub 30 Days Free Trial Campaign</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Type of customers</td> <td>New to unifi eCommerce Hub: <ol style="list-style-type: none"> 1. New TM customers without this solution 2. Existing TM customers without this solution 3. Non-TM customers </td> </tr> <tr> <td style="text-align: center;">Subscription rules</td> <td>30 days free access to all unifi eCommerce Hub features without any contract</td> </tr> <tr> <td style="text-align: center;">Category: Solution</td> <td style="text-align: center;">unifi eCommerce Hub 30 Days Free Trial</td> </tr> </tbody> </table>	Category	Campaign Offering: unifi eCommerce Hub 30 Days Free Trial Campaign	Type of customers	New to unifi eCommerce Hub: <ol style="list-style-type: none"> 1. New TM customers without this solution 2. Existing TM customers without this solution 3. Non-TM customers 	Subscription rules	30 days free access to all unifi eCommerce Hub features without any contract	Category: Solution	unifi eCommerce Hub 30 Days Free Trial
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Category: Solution	unifi eCommerce Hub 30 Days Free Trial									
1.4	Where can I subscribe to this campaign's offering?	<p>You can subscribe to the campaign's offering from the following touchpoints:</p> <ul style="list-style-type: none"> ○ unifi portal at https://www.unifi.com.my/business ○ Live Chat in myunifi app ○ Call TM 100 (choose option 4) ○ TMpoint outlet/TM Authorised Dealer ○ TM Authorised Resellers ○ TM Biz Rovers sales representatives ○ Your Account Executive ○ TM Direct Sales representatives <p>Application will be registered online via unifi eCommerce Hub microsite:</p> <ul style="list-style-type: none"> ○ https://biz.unifi.com.my/business/eCommerceHub 								
1.5	Who can I contact for further enquiries?	<p>Should there be any enquiries, you can reach out to us via:</p> <ul style="list-style-type: none"> a. TM digital touchpoints: <ul style="list-style-type: none"> i. myunifi app (available for Android and iOS) 								

1.0 THE CAMPAIGN

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		<ul style="list-style-type: none"> ii. unifi portal at https://www.unifi.com.my/business iii. Email - help@tm.com.my iv. Facebook - https://www.facebook.com/weareunifi/ v. Twitter - https://twitter.com/helpmeunifi <p>b. TM physical touchpoints:</p> <ul style="list-style-type: none"> i. Call TM 100 (choose option 4) ii. TMpoint outlet/TM Authorised Dealer iii. TM Authorised Resellers iv. TM Biz Rovers sales representative v. Your Account Executive vi. TM Direct Sales representatives

2.0 CAMPAIGN OFFERING

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2.1	Under this offering, what are the pricing details?	<p>Under this offering, there will be no charges due to free trial as below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #e0e0e0;">Ala-Carte package</th> <th style="background-color: #e0e0e0;">Freemium</th> <th style="background-color: #e0e0e0;">Starter</th> <th style="background-color: #e0e0e0;">Standard</th> <th style="background-color: #e0e0e0;">Pro</th> <th style="background-color: #e0e0e0;">30 Days Free Trial</th> </tr> </thead> <tbody> <tr> <td>Price TM broadband customers (RM)</td> <td>FREE</td> <td>RM49.00</td> <td>RM129.00</td> <td>RM289.00</td> <td>FREE</td> </tr> <tr> <td>Price non-TM broadband customers (RM)</td> <td>FREE</td> <td>RM59.00</td> <td>RM159.00</td> <td>RM309.00</td> <td>FREE</td> </tr> <tr> <td>Contract</td> <td>-</td> <td>12 months</td> <td>12 months</td> <td>12 months</td> <td>30 days free trial with no contract</td> </tr> <tr> <td style="text-align: center;">CENTRALISED DISTRIBUTION</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">Synchronize store and inventory</td> <td>1 store Shopee & Lazada</td> <td>3 stores Shopee & Lazada</td> <td>5 stores Shopee & Lazada</td> <td>10 stores Shopee & Lazada</td> <td>10 stores Shopee & Lazada</td> </tr> <tr> <td style="text-align: center;">Data storage</td> <td>3 months</td> <td>6 months</td> <td>2 years</td> <td>5 years</td> <td>1 month</td> </tr> <tr> <td style="text-align: center;">Product management: - 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2.2	How long is the duration of the trial period?	By subscribing to the campaign, you are subjected to a 30-day free trial access to all features without any contract.																					
2.3	Towards the trial ending period, what kind of offer will I get?	<p>Towards the trial ending period, customer have options to subscribe to paid plan as per below:</p> <table border="1" style="border-style: dashed;"> <tr> <td style="background-color: #e6f2ff;">Post-trial plan options for free trial subscribers:</td> <td> <ul style="list-style-type: none"> Standalone solution [unifi eCommerce Hub (Starter Standard Pro)] SME Digitalisation Grant [unifi Biz + unifi eCommerce Hub (Starter Standard)]: enjoy grant rebate SME Value Biz [unifi Biz + unifi eCommerce Hub (Starter)]: enjoy discount rebate </td> <td> <ul style="list-style-type: none"> Customers to self-upgrade in customer dashboard Customers to register their interest in an online form and our Care Crews will assist to process the application </td> </tr> <tr> <td style="background-color: #e6f2ff;">Post-trial plan activation:</td> <td colspan="2">The new bundle offering of SME Digitalisation Grant and SME Value Biz will only be activated after the completion of 30 days free trial.</td> </tr> <tr> <td style="background-color: #e6f2ff;">Active account quota:</td> <td colspan="2">Subscribers are entitled for only one active account/package at a time</td> </tr> </table> <p><i>Note: After trial period, customer can have options to subscribe as per the above table or not to subscribe to the plan.</i></p>	Post-trial plan options for free trial subscribers:	<ul style="list-style-type: none"> Standalone solution [unifi eCommerce Hub (Starter Standard Pro)] SME Digitalisation Grant [unifi Biz + unifi eCommerce Hub (Starter Standard)]: enjoy grant rebate SME Value Biz [unifi Biz + unifi eCommerce Hub (Starter)]: enjoy discount rebate 	<ul style="list-style-type: none"> Customers to self-upgrade in customer dashboard Customers to register their interest in an online form and our Care Crews will assist to process the application 	Post-trial plan activation:	The new bundle offering of SME Digitalisation Grant and SME Value Biz will only be activated after the completion of 30 days free trial.		Active account quota:	Subscribers are entitled for only one active account/package at a time													
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3.0 GENERAL FAQ

NO	QUESTION	ANSWER																				
3.1	Will I be notified on the subscription of registered solution?	Yes, you will be notified via email from no-reply@ecommercehub.unifi.com.my on the action required by you to provide domain name and/or other necessary information for solution subscription.																				
3.2	What other privileges will I enjoy?	<p>You will enjoy other privileges related to Complete Business Solutions in order to meet your business needs:</p> <ul style="list-style-type: none"> ▪ Marketing and Omnichannel Solutions; ▪ Financial Solutions; ▪ Premium Support; and ▪ Productivity Booster <p>You may refer to the website link for more details: https://ubc.unifi.com.my/</p>																				
3.3	How will I be billed?	<ul style="list-style-type: none"> • During trial period, no bill will be issued due to free trial plan. • Towards the end of free trial period, once you have decided to apply for paid plan, you will receive either one (1) or two (2) separate bills from TM according to your subscription package as below: <table border="1" data-bbox="368 1218 1505 1601"> <thead> <tr> <th data-bbox="368 1218 416 1339">No</th> <th data-bbox="416 1218 759 1339">Subscription Package</th> <th data-bbox="759 1218 938 1339">Description</th> <th data-bbox="938 1218 1217 1339">Bill No. 1: Connectivity Bill (billing period date as allocated)</th> <th data-bbox="1217 1218 1505 1339">Bill No. 2: Solution Bill (billing period on every 22nd of the month)</th> </tr> </thead> <tbody> <tr> <td data-bbox="368 1339 416 1435">1</td> <td data-bbox="416 1339 759 1435">Standalone solution [unifi eCommerce Hub (Starter Standard Pro)]</td> <td data-bbox="759 1339 938 1435">Standalone</td> <td data-bbox="938 1339 1217 1435">Not applicable</td> <td data-bbox="1217 1339 1505 1435">In solution bill</td> </tr> <tr> <td data-bbox="368 1435 416 1532">2</td> <td data-bbox="416 1435 759 1532">SME Digitalisation Grant [unifi Biz + unifi eCommerce Hub (Starter Standard)]</td> <td data-bbox="759 1435 938 1532">With Bundle</td> <td data-bbox="938 1435 1217 1532">In unifi Bill: With grant rebate</td> <td data-bbox="1217 1435 1505 1532">In solution bill: With grant rebate</td> </tr> <tr> <td data-bbox="368 1532 416 1601">3</td> <td data-bbox="416 1532 759 1601">SME Value Biz [unifi Biz + unifi eCommerce Hub (Starter)]</td> <td data-bbox="759 1532 938 1601">With Bundle</td> <td data-bbox="938 1532 1217 1601">In unifi Bill: With discount</td> <td data-bbox="1217 1532 1505 1601">In solution bill: No discount*</td> </tr> </tbody> </table> <p data-bbox="368 1601 1094 1630">*Your package monthly discount is applied at your unifi Biz connectivity plan</p>	No	Subscription Package	Description	Bill No. 1: Connectivity Bill (billing period date as allocated)	Bill No. 2: Solution Bill (billing period on every 22 nd of the month)	1	Standalone solution [unifi eCommerce Hub (Starter Standard Pro)]	Standalone	Not applicable	In solution bill	2	SME Digitalisation Grant [unifi Biz + unifi eCommerce Hub (Starter Standard)]	With Bundle	In unifi Bill: With grant rebate	In solution bill: With grant rebate	3	SME Value Biz [unifi Biz + unifi eCommerce Hub (Starter)]	With Bundle	In unifi Bill: With discount	In solution bill: No discount*
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3.4	What are the Terms and Conditions (T&C) and FAQ related to this campaign?	<p>The T&C and FAQ for services below shall apply:</p> <ul style="list-style-type: none"> • unifi eCommerce Hub • SME Step Forward: SME Digitalisation Grant Campaign • SME Step Forward: SME Value Biz Campaign 																				

[End of FAQ]