

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
unifi Cloud Storage**

NO	QUESTION	ANSWER																																																																		
Package Offerings & Product Information																																																																				
1.	What is unifi Cloud Storage and how does it benefit my business?	<ul style="list-style-type: none"> ▪ unifi Cloud Storage is a new offering for unifi Biz customers which will be available from 18th February 2022. ▪ unifi Cloud Storage offers full control of online storage like Google Drive and OneDrive. It comes with features as below: <ul style="list-style-type: none"> i. Secured Data - Peace of mind. All your important work, files and precious memories are safely stored in Cloud with our multi-layer security protection. ii. Store Locally - Keep your important and valuable data near you. All your data is hosted in Malaysia at TM's global Tier-3 certified data centre. iii. Scalable & Flexible - Multi-user access management, easy user and storage size customisation, and trouble-free storage access anytime, anywhere. iv. Superior Saving - Package with the most value in the market. ▪ Suitable for all micro, small and medium enterprises (MSMEs), unifi Cloud Storage is a single plan built with exciting features to make your business easier. 																																																																		
2.	What are unifi Cloud Storage plans that are available for unifi customers?	<ul style="list-style-type: none"> ▪ The unifi Cloud Storage plans available for unifi customers are as below: <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #f4a460;"> <th>Plans</th> <th>Freemium</th> <th>Basic</th> <th>Standard</th> <th>Advance</th> <th>Enterprise</th> </tr> </thead> <tbody> <tr> <td colspan="6">Features</td> </tr> <tr> <td>Number of user</td> <td>1 user</td> <td>2 user</td> <td>3 user</td> <td>5 user</td> <td>10 user</td> </tr> <tr> <td>Size</td> <td>15GB</td> <td>500GB</td> <td>1.5 TB</td> <td>3 TB</td> <td>5 TB</td> </tr> <tr> <td colspan="6">Package Price (RM)</td> </tr> <tr> <td>Monthly Retail Price for TM customer</td> <td>FOC</td> <td>RM 9</td> <td>RM 31.50</td> <td>RM 52</td> <td>RM 94.40</td> </tr> <tr> <td>Monthly Retail Price for non-TM customer</td> <td>FOC</td> <td>RM 10</td> <td>RM 35</td> <td>RM 65</td> <td>RM 118</td> </tr> <tr> <td>Contract Period</td> <td>NA</td> <td colspan="4">12 months</td> </tr> <tr> <td colspan="6">Add-On Plans</td> </tr> <tr> <td>Add-on user</td> <td colspan="5">RM 10 / month (5 Users)</td> </tr> <tr> <td>Add-on storage</td> <td colspan="5">RM 25 / month (1TB)</td> </tr> </tbody> </table> <p>Note:</p> <ul style="list-style-type: none"> a. For more details, please visit: https://unifi.com.my/business/CloudStorage b. For freemium package, we provide free access for one (1) month c. Campaign Price is available until further notice d. TM customer refers to active subscribers of TM connectivity services such as unifi Biz/Biz Broadband/telephony services/unifi Mobile Biz 	Plans	Freemium	Basic	Standard	Advance	Enterprise	Features						Number of user	1 user	2 user	3 user	5 user	10 user	Size	15GB	500GB	1.5 TB	3 TB	5 TB	Package Price (RM)						Monthly Retail Price for TM customer	FOC	RM 9	RM 31.50	RM 52	RM 94.40	Monthly Retail Price for non-TM customer	FOC	RM 10	RM 35	RM 65	RM 118	Contract Period	NA	12 months				Add-On Plans						Add-on user	RM 10 / month (5 Users)					Add-on storage	RM 25 / month (1TB)				
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3.	Who is eligible to subscribe to unifi Cloud Storage?	<ul style="list-style-type: none"> ▪ Any MSME with a valid Business Registration Number (BRN) registered with Suruhanjaya Syarikat Malaysia (SSM) can subscribe to unifi Cloud Storage. ▪ MSME will have the option to register the BRN with SSM in the new twelve (12) digit format or old format, for example AMS Setia Jaya Sdn. Bhd. Registration No: 201901000005 (new format) or Registration No: 1312525-A (old format).
4.	How many unifi Cloud Storage plan can an SME subscribe to?	<ul style="list-style-type: none"> ▪ An SME is eligible to subscribe to multiple Premium plans either Basic, Standard, Advance or Enterprise (unlimited) and Add On plans (storage up to 3TB, up to 15 users) ▪ However, SME customers can only subscribe to the Freemium plan once.
5.	Why are there two different price points for each unifi Cloud Storage plan?	<ul style="list-style-type: none"> ▪ The two different price points are to differentiate between existing TM connectivity customers and non-TM connectivity customers. ▪ Existing TM connectivity customers (unifi Biz/Biz Broadband/telephony service/unifi Mobile Biz) who already have an active account with TM during the application/upgrade/downgrade of unifi Cloud Storage will enjoy a special price exclusive for TM customers. If you do not fall under the aforementioned category, you will enjoy a non-TM customer price.
6.	What language is supported by unifi Cloud Storage?	<ul style="list-style-type: none"> ▪ Our system in unifi Cloud Storage is available in English and Malay.
7.	How will I receive any notifications related to unifi Cloud Storage during my subscription?	<ul style="list-style-type: none"> ▪ You will receive email notifications which will be sent via no-reply@cloudstorage.unifi.com.my
8.	Why do I have to verify my email?	<ul style="list-style-type: none"> ▪ Your security is important to us. Verifying your email address lets us know that you indeed own the email address and allows us to assist you better if you need any support. ▪ To verify your email address, you need to follow the link that we sent you during the sign up process. ▪ For any request to upgrade or cancel your subscription, we will send a verification one-time password (OTP) to your email before you can make changes to your plan.
9.	What can I do if I forgot my password?	<ul style="list-style-type: none"> ▪ You can request to set for a new password by performing the following steps:

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		<ol style="list-style-type: none"> 1. Click "Forgot password" at the sign in page. 2. Enter your email address that you used to register the account. 3. Check your email and follow the instructions to set up your new password.
10.	<p>If I face any problems with unifi Cloud Storage, who do I reach out to for assistance?</p>	<ul style="list-style-type: none"> ▪ You may reach out to TM via the below channels to get assistance on solving problems related to unifi Cloud Storage: <ol style="list-style-type: none"> 1. Digital Platforms: <ul style="list-style-type: none"> ▪ Live Chat via myunifi app or unifi portal ▪ Facebook @weareunifi ▪ Twitter @helpmeunifi ▪ Email help@tm.com.my 2. Call 100 3. Walk in to the nearest TMpoint outlet.
Subscription and payment		
11.	<p>Am I allowed to upgrade/downgrade my unifi Cloud Storage plan when my account is suspended?</p>	<ul style="list-style-type: none"> ▪ If your account is suspended, you are not allowed to upgrade/downgrade your plan. You need to settle the outstanding charges and resume the account before requesting for any upgrade/downgrade.
12.	<p>How will my contract be impacted if I upgrade/downgrade my unifi Cloud Storage plan?</p>	<ul style="list-style-type: none"> ▪ You have the flexibility to upgrade/downgrade at any time you wish. You will be bounded to a refreshed 12-months contract for each upgrade/downgrade from the date of change.
13.	<p>How do I change my subscription plan or subscribe to add-on user and storage?</p>	<ul style="list-style-type: none"> ▪ Any changes to your subscription such as upgrade, downgrade, add on user/storage and termination can be done via unifi Cloud Storage portal.
14.	<p>Can I extend the usage of unifi Cloud Storage Freemium plan?</p>	<ul style="list-style-type: none"> ▪ Freemium plan has a maximum usage period of one (1) month only and you cannot extend after the expiry date, unless you upgrade to one of the Premium plans i.e. either Basic, Standard, Advance or Enterprise plan.
15.	<p>How long can I enjoy the unifi Cloud Storage Freemium plan?</p>	<ul style="list-style-type: none"> ▪ You can enjoy unifi Cloud Storage Freemium plan for up to one (1) month. We will notify you on the expiry of the plan within 7-days prior to its expiry date and on the expiry date via email from no-reply@cloudstorage.unifi.com.my
16.	<p>What will happen to my subscription once the unifi Cloud</p>	<ul style="list-style-type: none"> ▪ Once the unifi Cloud Storage Freemium plan expires, you will be notified via email to upgrade to the unifi Cloud Storage Premium plan via no-reply@cloudstorage.unifi.com.my

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	Storage Freemium plan expires?	<ul style="list-style-type: none"> ▪ Your stored data will be lost if you choose not to upgrade to a Premium plan.
17.	How do I upgrade my account to the Premium plan?	<ul style="list-style-type: none"> ▪ If your current plan is unifi Cloud Storage Freemium Plan, the following steps would allow you to upgrade your account to a Premium plan: <ol style="list-style-type: none"> 1. Go to “Plan Management” 2. Click "Change plan" > Select the plan that you prefer at "Upgrade" 3. Click "Submit" ▪ We will receive your upgrade request and revert to you upon successful activation.
18.	How do I change my unifi Cloud Storage subscription plan?	<ul style="list-style-type: none"> ▪ Here are some points that you should be aware of before changing your plan: <ul style="list-style-type: none"> • If your current plan is unifi Cloud Storage Enterprise, you cannot upgrade your plan since it is the highest plan. • If your current plan is unifi Cloud Storage Basic, you cannot downgrade your plan since it is the lowest plan. ▪ The following steps below would allow you to change the plan: <ol style="list-style-type: none"> 1. Go to “Plan Management” 2. Click "Change plan" > Select the plan that you prefer at "Upgrade" 3. Click "Submit" ▪ We will receive your upgrade request and revert to you upon successful activation.
19.	How do I check if I have successfully changed my subscription plan?	<ul style="list-style-type: none"> ▪ After you have successfully changed your subscription plan, you can check the updated subscription as follows: <ol style="list-style-type: none"> 1. Go to “Plan Management” > Change ▪ It will show your current plan which should be the most recent plan that you have changed to.
20.	How can I make bill payment for unifi Cloud Storage?	<ul style="list-style-type: none"> ▪ We recommend that you subscribe to TM Autopay Service for automatic monthly deduction from your preferred saving/current bank account or credit/debit card (Local Issued Bank only). ▪ You can make bill payments via the below channels: <ol style="list-style-type: none"> 1. unifi.com.my (Self-care or Live Chat) 2. myunifi app (Downloadable via Google PlayStore, Apple AppStore or Huawei App Gallery) 3. Log in to unifi.com.my or myunifi app and pay using FPX or Credit/Debit Card (Local Issued Bank only) 4. JomPAY via Internet/Mobile Banking and ATM (Biller code: 8888 (unifi)) 5. Boost and Touch N Go eWallet

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		<ul style="list-style-type: none"> ▪ Alternatively, you can pay your bills through counter/kiosk as per below channels: <ol style="list-style-type: none"> 1. TMpoint outlets – Kiosk only using Cash, Credit/Debit Card/Cheque 2. TMpoint Authorised Dealer (TAD) – Counter using Cash, Credit/Debit Card/Cheque 3. PayQuik Kiosk – Cash only 4. Ejen Bank Berdaftar BSN (EBB) – Cash only 5. Epay – Cash only 6. ONEPAY (M1) – Cash only 7. 7-Eleven, 99 Speedmart, MyNEWS, KK Mart outlet – Cash only ▪ For the full list of our authorised bill payment channel, click here.
21.	How will I receive the bill for unifi Cloud Storage?	<ul style="list-style-type: none"> ▪ You will receive a monthly e-bill from unifi. Please check your registered email address with TM to view the monthly e-bill (softcopy).
22.	Is there a bill payment cut-off period?	<ul style="list-style-type: none"> ▪ Please pay your monthly bill promptly to avoid account suspension due to late or no payment.
23.	How do I terminate my unifi Cloud Storage subscription plan?	<ul style="list-style-type: none"> ▪ When you terminate your subscribed unifi Cloud Storage plan (at the time of submitting the termination request, the plan that you are currently subscribing to must be active), unifi Cloud Storage will terminate the current plan and log you out. Hence, please consider carefully before deciding to terminate the account. ▪ If you wish to terminate your unifi Cloud Storage account, please follow the steps below: <ol style="list-style-type: none"> 1. Go to "Plan Management" 2. Click the "Trash" icon > "Are you sure want to delete?" > Click "Delete" 3. We will terminate your current plan and log you out of unifi Cloud Storage. 4. After the request is successfully processed, you will receive an email notification.
24.	How do I manage the activation/deactivation of individual user accounts (staff) in unifi Cloud Storage?	<ul style="list-style-type: none"> ▪ This role can only be performed by the admin/owner of the unifi Cloud Storage account. ▪ The following steps would allow you to activate/deactivate your user account in unifi Cloud Storage: <ol style="list-style-type: none"> 1. Go to User Management > New User 2. You can choose which role and click Submit.

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25.	Will my unifi Cloud Storage monthly recurring charge be billed together with unifi Biz in the same bill?	<ul style="list-style-type: none"> ▪ No, you will receive a separate bill with a dedicated account number for the subscribed unifi Cloud Storage plan.
26.	When will I receive my unifi Cloud Storage bill?	<ul style="list-style-type: none"> ▪ Your unifi Cloud Storage bill will be generated every 22nd of the month (billing period).
27.	If I subscribe to unifi Cloud Storage prior to or after the billing period, will the charges be prorated?	<ul style="list-style-type: none"> ▪ Yes, the charges will be prorated.
28.	Can I change my unifi Cloud Storage billing date to be on the same billing date of my unifi Biz bill?	<ul style="list-style-type: none"> ▪ Yes, you may change your unifi Cloud Storage bill to come on the same billing date as your unifi Biz. Please contact us at the following channels: <ol style="list-style-type: none"> 1. Digital Platforms: <ul style="list-style-type: none"> ▪ Live Chat via myunifi app or unifi portal ▪ Facebook @weareunifi ▪ Twitter @helpmeunifi ▪ Email help@tm.com.my 2. Call to 100 3. Walk in to the nearest TMpoint outlet
29.	Is there any penalty charge if I terminate unifi Cloud Storage AFTER the minimum subscription period is over?	<ul style="list-style-type: none"> ▪ There will be no penalty charge for termination made after the minimum contract period (12 months).
30.	What will happen if I terminate unifi Cloud Storage within the contract period?	<ul style="list-style-type: none"> ▪ If you terminate unifi Cloud Storage within the contract period, you will be charged with the early termination penalty fees, which is the full subscription fee multiplied by the remaining contract period.