

FREQUENTLY ASKED QUESTIONS (FAQ) FOR SME STEP FORWARD: SME VALUE BIZ 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: SME Value Biz Campaign?	The SME Step Forward: SME Value Biz Campaign is the latest campaign by us to new TM business customers and existing Business Broadband customers. Enjoy special discount in connectivity and solution throughout the contract of twenty-four (24) months when you sign up within this campaign period.																		
1.2	When is the campaign period?	The campaign period is from 22 nd June 2022 until further notice.																		
1.3	What is in the campaign package?	<p>The campaign offerings are as follows. Choose any one (1) unifi Biz plan from Category 1 and one (1) solution from Category 2:</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</th> </tr> </thead> <tbody> <tr> <td rowspan="5" style="text-align: center;">Category 1: Internet Connectivity</td> <td style="text-align: center;">unifi Biz</td> </tr> <tr> <td style="text-align: center;">unifi Biz 100 Mbps</td> </tr> <tr> <td style="text-align: center;">unifi Biz 300 Mbps</td> </tr> <tr> <td style="text-align: center;">unifi Biz 500 Mbps</td> </tr> <tr> <td style="text-align: center;">unifi Biz 800 Mbps</td> </tr> <tr> <td rowspan="7" style="text-align: center;">Category 2: Solution</td> <td style="text-align: center;">unifi eCommerce Hub</td> </tr> <tr> <td style="text-align: center;">unifi eCommerce Hub Starter</td> </tr> <tr> <td style="text-align: center;">unifi Cloud Storage</td> </tr> <tr> <td style="text-align: center;">unifi Cloud Storage Basic</td> </tr> <tr> <td style="text-align: center;">unifi Cloud Storage Standard</td> </tr> <tr> <td style="text-align: center;">Kaspersky Small Office Security</td> </tr> <tr> <td style="text-align: center;">Kaspersky Small Office Security Starter</td> </tr> <tr> <td style="text-align: center;">Campaign discount</td> <td style="text-align: center;">You are entitled for solution bundling with connectivity at a discounted price throughout the contract of twenty-four (24) months when you apply within the campaign period.</td> </tr> </tbody> </table>	Category	Campaign Offering	Category 1: Internet Connectivity	unifi Biz	unifi Biz 100 Mbps	unifi Biz 300 Mbps	unifi Biz 500 Mbps	unifi Biz 800 Mbps	Category 2: Solution	unifi eCommerce Hub	unifi eCommerce Hub Starter	unifi Cloud Storage	unifi Cloud Storage Basic	unifi Cloud Storage Standard	Kaspersky Small Office Security	Kaspersky Small Office Security Starter	Campaign discount	You are entitled for solution bundling with connectivity at a discounted price throughout the contract of twenty-four (24) months when you apply within the campaign period.
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1.4	What does the unifi Biz offers?	<p>unifi Biz has all the essentials your business needs to operate; high speed fibre broadband up to 800 Mbps, value added voice plans and free devices all in one package!</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Speed</th> <th style="text-align: center;">Connectivity</th> <th style="text-align: center;">Voice</th> <th style="text-align: center;">Device</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">100 Mbps</td> <td style="text-align: center;">DL: up to 100Mbps UP: up to 50Mbps</td> <td style="text-align: center;">SVP30</td> <td style="text-align: center;">Wi-Fi 6 certified router BTU DECT Phone</td> </tr> <tr> <td style="text-align: center;">300 Mbps</td> <td style="text-align: center;">DL: up to 300Mbps UP: up to 50Mbps</td> <td style="text-align: center;">SVP50</td> <td style="text-align: center;">Wi-Fi 6 certified router Wi-Fi 6 certified Mesh BTU DECT Phone</td> </tr> </tbody> </table>	Speed	Connectivity	Voice	Device	100 Mbps	DL: up to 100Mbps UP: up to 50Mbps	SVP30	Wi-Fi 6 certified router BTU DECT Phone	300 Mbps	DL: up to 300Mbps UP: up to 50Mbps	SVP50	Wi-Fi 6 certified router Wi-Fi 6 certified Mesh BTU DECT Phone						
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1.0 THE CAMPAIGN

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		800 Mbps	DL: up to 800Mbps UP: up to 200Mbps	SVP70	Wi-Fi 6 certified router Wi-Fi 6 certified Mesh BTU DECT Phone				
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1.0 THE CAMPAIGN

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		<ul style="list-style-type: none"> ▪ Remove wipe ▪ Virus scan ▪ Storage encryption ▪ E2E encryption
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1.7	What does the Kaspersky Small Office Security offers?	<p>Kaspersky Small Office Security offers the following:</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <p style="text-align: center;">Kaspersky Small Office Security Starter</p> <ul style="list-style-type: none"> • No. of user: 5 • Device coverage: <ul style="list-style-type: none"> ▪ 5 desktop licenses ▪ 5 mobile licenses ▪ 1 file server license ▪ 5 password managers • Features: <ul style="list-style-type: none"> ▪ Protection against ransomware ▪ Vulnerability scanning ▪ Privacy protection ▪ Productivity controls ▪ Password management </div>
1.8	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
1.9	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) 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 b. TM physical touchpoints: <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 for solution bundling with Internet Connectivity (unifi Biz)?	<p>Under this offering, the pricing details for solution bundling with Internet Connectivity (unifi Biz) are illustrated as below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2">No</th> <th rowspan="2">unifi Biz</th> <th rowspan="2">Solution</th> <th colspan="3">unifi Biz</th> <th>Solution</th> <th rowspan="2">Total unifi Biz Price After Discount + Solution Price (For 24 months only) (RM)</th> <th rowspan="2">Total Price unifi Biz Commercial Rate + Solution Price (25th Month onwards) (RM)</th> </tr> <tr> <th>unifi Biz Price (RM)</th> <th>Periodic Discount Value (RM)</th> <th>Price After Discount (RM)</th> <th>Solution Price (RM)</th> </tr> </thead> <tbody> <tr><td>1</td><td>100Mbps</td><td>Cloud Basic</td><td>139.00</td><td>10.00</td><td>129.00</td><td>9.00</td><td>138.00</td><td>148.00</td></tr> <tr><td>2</td><td>100Mbps</td><td>Ecommerce Starter</td><td>139.00</td><td>20.00</td><td>119.00</td><td>49.00</td><td>168.00</td><td>188.00</td></tr> <tr><td>3</td><td>100Mbps</td><td>Kaspersky SOS Starter</td><td>139.00</td><td>20.00</td><td>119.00</td><td>30.00</td><td>149.00</td><td>169.00</td></tr> <tr><td>4</td><td>300Mbps</td><td>Cloud Standard</td><td>249.00</td><td>30.00</td><td>219.00</td><td>31.50</td><td>250.50</td><td>280.50</td></tr> <tr><td>5</td><td>300Mbps</td><td>Ecommerce Starter</td><td>249.00</td><td>30.00</td><td>219.00</td><td>49.00</td><td>268.00</td><td>298.00</td></tr> <tr><td>6</td><td>300Mbps</td><td>Kaspersky SOS Starter</td><td>249.00</td><td>30.00</td><td>219.00</td><td>30.00</td><td>249.00</td><td>279.00</td></tr> <tr><td>7</td><td>500Mbps</td><td>Cloud Standard</td><td>299.00</td><td>30.00</td><td>269.00</td><td>31.50</td><td>300.50</td><td>330.50</td></tr> <tr><td>8</td><td>500Mbps</td><td>Ecommerce Starter</td><td>299.00</td><td>30.00</td><td>269.00</td><td>49.00</td><td>318.00</td><td>348.00</td></tr> <tr><td>9</td><td>500Mbps</td><td>Kaspersky SOS Starter</td><td>299.00</td><td>30.00</td><td>269.00</td><td>30.00</td><td>299.00</td><td>329.00</td></tr> <tr><td>10</td><td>800Mbps</td><td>Cloud Standard</td><td>349.00</td><td>40.00</td><td>309.00</td><td>31.50</td><td>340.50</td><td>380.50</td></tr> <tr><td>11</td><td>800Mbps</td><td>Ecommerce Starter</td><td>349.00</td><td>40.00</td><td>309.00</td><td>49.00</td><td>358.00</td><td>398.00</td></tr> <tr><td>12</td><td>800Mbps</td><td>Kaspersky SOS Starter</td><td>349.00</td><td>40.00</td><td>309.00</td><td>30.00</td><td>339.00</td><td>379.00</td></tr> </tbody> </table>	No	unifi Biz	Solution	unifi Biz			Solution	Total unifi Biz Price After Discount + Solution Price (For 24 months only) (RM)	Total Price unifi Biz Commercial Rate + Solution Price (25 th Month onwards) (RM)	unifi Biz Price (RM)	Periodic Discount Value (RM)	Price After Discount (RM)	Solution Price (RM)	1	100Mbps	Cloud Basic	139.00	10.00	129.00	9.00	138.00	148.00	2	100Mbps	Ecommerce Starter	139.00	20.00	119.00	49.00	168.00	188.00	3	100Mbps	Kaspersky SOS Starter	139.00	20.00	119.00	30.00	149.00	169.00	4	300Mbps	Cloud Standard	249.00	30.00	219.00	31.50	250.50	280.50	5	300Mbps	Ecommerce Starter	249.00	30.00	219.00	49.00	268.00	298.00	6	300Mbps	Kaspersky SOS Starter	249.00	30.00	219.00	30.00	249.00	279.00	7	500Mbps	Cloud Standard	299.00	30.00	269.00	31.50	300.50	330.50	8	500Mbps	Ecommerce Starter	299.00	30.00	269.00	49.00	318.00	348.00	9	500Mbps	Kaspersky SOS Starter	299.00	30.00	269.00	30.00	299.00	329.00	10	800Mbps	Cloud Standard	349.00	40.00	309.00	31.50	340.50	380.50	11	800Mbps	Ecommerce Starter	349.00	40.00	309.00	49.00	358.00	398.00	12	800Mbps	Kaspersky SOS Starter	349.00	40.00	309.00	30.00	339.00	379.00
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2.2	How long is the duration of the discount and contract period?	<ul style="list-style-type: none"> The solution (unifi eCommerce Hub/ unifi Cloud Storage/ Kaspersky Small Office Security) contract period is 12 months. The internet connectivity (unifi Biz) contract period is 24 months. You will enjoy the discount for 24 months throughout the contract period of internet connectivity (unifi Biz) and will be automatically converted to the commercial package rate starting 25th month onwards. <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">No.</th> <th style="text-align: center;">Category</th> <th style="text-align: center;">Contract Term</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Internet connectivity (unifi Biz) + Solution (unifi eCommerce Hub)</td> <td>24 months (Internet Connectivity) 12 months (Solution)</td> </tr> <tr> <td style="text-align: center;">2</td> <td>Internet connectivity (unifi Biz) + Solution (unifi Cloud Storage)</td> <td>24 months (Internet Connectivity) 12 months (Solution)</td> </tr> <tr> <td style="text-align: center;">3</td> <td>Internet connectivity (unifi Biz) + Solution (Kaspersky Small Office Security)</td> <td>24 months (Internet Connectivity) 12 months (Solution)</td> </tr> </tbody> </table>	No.	Category	Contract Term	1	Internet connectivity (unifi Biz) + Solution (unifi eCommerce Hub)	24 months (Internet Connectivity) 12 months (Solution)	2	Internet connectivity (unifi Biz) + Solution (unifi Cloud Storage)	24 months (Internet Connectivity) 12 months (Solution)	3	Internet connectivity (unifi Biz) + Solution (Kaspersky Small Office Security)	24 months (Internet Connectivity) 12 months (Solution)																																																																																																													
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2.3	Can I change to different package within the discount contract period?	<p>Due to the bundle is already tied-up with 24-months discount:</p> <ul style="list-style-type: none"> you will not be able to change, upgrade or downgrade the unifi Biz package within the 24-months period you will not be able to change or upgrade unifi eCommerce Hub / unifi Cloud Storage / Kaspersky Small Office Security within the 12-months period 																																																																																																																									
2.4	Is relocation allowed during the discount contract period?	Yes, you will be able to relocate during the discount contract period depending on infra readiness and slot availability.																																																																																																																									

2.0 CAMPAIGN OFFERING

NO	QUESTION	ANSWER
2.5	Is transfer of ownership allowed during the discount contract period?	We're sorry, transfer of ownership is not allowed during the discount contract period of 24 months.

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 uBC (ubc@email.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	Do I need to pay any advance payment during application of the packages?	If you are a new TM business customer, you are required to pay an advance payment of RM200 for these packages.

3.0 GENERAL FAQ

NO	QUESTION	ANSWER																				
3.4	How will I be billed?	<p>You will receive two (2) separate bills from TM according to your subscription package as below:</p> <table border="1" data-bbox="368 472 1501 815"> <thead> <tr> <th>No</th> <th>Subscription Package</th> <th>Description</th> <th>Bill No. 1: Connectivity Bill (billing period date as allocated)</th> <th>Bill No. 2: Solution Bill (billing period on every 22nd of the month)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>unifi Biz + unifi Cloud Storage</td> <td>With Bundle</td> <td>In unifi Bill: With discount</td> <td>In solution bill: No discount*</td> </tr> <tr> <td>2</td> <td>unifi Biz + unifi eCommerce Hub</td> <td>With Bundle</td> <td>In unifi Bill: With discount</td> <td>In solution bill: No discount*</td> </tr> <tr> <td>3</td> <td>unifi Biz + Kaspersky Small Office Security</td> <td>With Bundle</td> <td>In unifi Bill: With discount</td> <td>In solution bill: No discount*</td> </tr> </tbody> </table> <p><i>*Your package monthly discount is applied at your unifi Biz connectivity plan</i></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	unifi Biz + unifi Cloud Storage	With Bundle	In unifi Bill: With discount	In solution bill: No discount*	2	unifi Biz + unifi eCommerce Hub	With Bundle	In unifi Bill: With discount	In solution bill: No discount*	3	unifi Biz + Kaspersky Small Office Security	With Bundle	In unifi Bill: With discount	In solution bill: No discount*
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3.5	What do I need to know if I want to terminate the package?	<p>We hope that you can remain with us and do not terminate as you will lose the discount entitlement:</p> <ul style="list-style-type: none"> Any termination of solution (unifi eCommerce Hub / unifi Cloud Storage / Kaspersky Small Office Security) within discount contract period will impact the discount entitlement on connectivity (unifi Biz). 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: <table border="1" data-bbox="416 1223 1426 1637"> <thead> <tr> <th>No.</th> <th>Category</th> <th>Contract Term</th> <th>Early Termination Fee (RM)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Internet connectivity (unifi Biz) + Solution (unifi eCommerce Hub)</td> <td>24 months (Internet Connectivity) 12 months (Solution)</td> <td>Package fee X remaining months</td> </tr> <tr> <td>2</td> <td>Internet connectivity (unifi Biz) + Solution (unifi Cloud Storage)</td> <td>24 months (Internet Connectivity) 12 months (Solution)</td> <td>Package fee X remaining months</td> </tr> <tr> <td>3</td> <td>Internet connectivity (unifi Biz) + Solution (Kaspersky Small Office Security)</td> <td>24 months (Internet Connectivity) 12 months (Solution)</td> <td>Package fee X remaining months</td> </tr> </tbody> </table>	No.	Category	Contract Term	Early Termination Fee (RM)	1	Internet connectivity (unifi Biz) + Solution (unifi eCommerce Hub)	24 months (Internet Connectivity) 12 months (Solution)	Package fee X remaining months	2	Internet connectivity (unifi Biz) + Solution (unifi Cloud Storage)	24 months (Internet Connectivity) 12 months (Solution)	Package fee X remaining months	3	Internet connectivity (unifi Biz) + Solution (Kaspersky Small Office Security)	24 months (Internet Connectivity) 12 months (Solution)	Package fee X remaining months				
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3.6	What are the Terms and Conditions (T&C) related to this campaign?	<p>The T&C for services below shall apply:</p> <ul style="list-style-type: none"> SME Step Forward: SME Value Biz Campaign unifi Biz Mesh Wi-Fi unifi eCommerce Hub unifi Cloud Storage Kaspersky Small Office Security 																				

[End of FAQ]