

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNIFIED COMMUNICATIONS SOLUTION**

NO.	QUESTION	ANSWER																																
GETTING TO KNOW																																		
1	What is Unified Communications Solution (UC)?	- Unified Communications Solution (UC) is a digital solution that enables SME employees to stay connected with customers anytime, anywhere using their mobile devices. - Via UC, you can use your TM Business landline number—previously limited to your office—directly on your mobile device for all communications, ensuring a consistent and unified business identity. - This solution is enabled via a mobile app called Unifi UC, which is provided to SME employees as part of the UC subscription. - With UC, you can stay connected with customers and stakeholders via both your office desk phone (DECT/SLT) and your mobile device, all using the same TM Business landline number.																																
2	What are UC plans?	- UC comes with the following plans:. <table><tr><th>Plan</th><th>UC 3</th><th>UC 5</th><th>UC 10</th></tr><tr><td>Monthly Price</td><td>RM60</td><td>RM75</td><td>RM130</td></tr><tr><td>No of Mobile App Users</td><td>3</td><td>5</td><td>10</td></tr><tr><td>Concurrent Inbound and Outbound Calls</td><td>Up to 3</td><td>Up to 5</td><td>Up to 10</td></tr><tr><td>Call Transfer</td><td colspan="3">√</td></tr><tr><td>Calls Among Mobile App Users</td><td colspan="3">Free and Unlimited</td></tr><tr><td>Add-on Mobile App User(s)</td><td colspan="2">N/A</td><td>Available at RM13/user/month</td></tr><tr><td>Other Features</td><td colspan="3"> - UC Customer Admin Portal - Unifi UC Mobile App - Multiple concurrent calls - Video conference - Instant messaging </td></tr></table> Notes: UC is a Value-Added Service to Unifi Business Voice and shares the same call plan - For more information, kindly visit our website at https://biz.unifi.com.my/products/unifiuc for full product details.	Plan	UC 3	UC 5	UC 10	Monthly Price	RM60	RM75	RM130	No of Mobile App Users	3	5	10	Concurrent Inbound and Outbound Calls	Up to 3	Up to 5	Up to 10	Call Transfer	√			Calls Among Mobile App Users	Free and Unlimited			Add-on Mobile App User(s)	N/A		Available at RM13/user/month	Other Features	- UC Customer Admin Portal - Unifi UC Mobile App - Multiple concurrent calls - Video conference - Instant messaging		
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3	How does UC work?	- Once UC is subscribed, the TM Business Landline number is configured in the Unifi UC mobile app on your phone and linked to your office desk phone (DECT/SLT). - The same TM Business Landline number is mirrored across all employees’ Unifi UC mobile apps. - With this setup:																																

NO.	QUESTION	ANSWER
		○ You will never miss important business calls. Any call made to your TM Business Landline will automatically ring on the Unifi UC mobile app installed on employees' mobile devices. ○ You can make outbound calls from anywhere using the Unifi UC mobile app, with calls appearing as if they are made from your TM Business Landline. ○ You can also use additional UC features such as instant messaging to communicate seamlessly with your colleagues. ○ You can also initiate video conferencing with your customers or colleagues using the Unifi UC mobile app.
4	How does UC benefit me as an SME business owner?	UC offers the following benefits: • Easy and Convenient ○ One app for all business calls – answer from anywhere. • Professional Image ○ One official business number. • Zero Upfront Fees ○ No hardware & installation fees. • Start from 3 Users ○ Flexibly scale up as your team grows.
5	How can my employees use the Unifi UC mobile app?	• Incoming calls to your TM Business Landline are routed to your employees through the Unifi UC mobile app. • Employees can also make outgoing calls using the Unifi UC mobile app, with your business landline number (e.g., 03-2244XXXX or 07-4598XXXX) displayed to the call recipient instead of the employee's personal mobile number.
SUBSCRIPTION		
6	What is the prerequisite to subscribe to UC?	• To enjoy UC, you must subscribe to TM Business Landline (also known as Unifi Business Voice). Examples of TM Business Landline numbers include 03-2244XXXX or 07-4598XXXX (some examples, but are not limited to the examples given alone). • By default, TM Business Landline number is provided with every Unifi broadband service subscription.
7	Can I use my existing TM Business Landline number(s) for the UC service?	• Yes, your existing TM Business Landline number(s) can be used for the UC service.
8	How many UC service(s) can I subscribe to?	• Each TM Business Landline number is eligible for one (1) UC service. • If you have multiple TM Business Landline numbers, you can subscribe to a UC service for each individual TM Business Landline number.
9	How do I subscribe to the UC plans?	• To subscribe to UC plan, you can visit or reach out to the following channels for assistance: ○ Unifi portal: https://biz.unifi.com.my/products/unifiuc ○ Nearest Unifi Store outlets nationwide: https://unifi.com.my/support/find-tm-point ○ Unifi Authorised Resellers ○ Dial 100 (from local fixed lines or mobile numbers) ○ Unifi SME Consultants nationwide • <i>Note: Non-Malaysians can only subscribe to UC via Unifi Store outlets.</i>

NO.	QUESTION	ANSWER
10	What is included with the UC plan subscription?	- With a UC plan subscription, customers will receive: - Access to the UC Customer Portal - Access to the Unifi UC mobile app (downloadable from the Apple App Store / Google Play Store) - DECT phone (applicable only to customers who are newly subscribing to broadband plans)
11	When subscribing to UC, is any change required to the DECT/SLT phone setup for customers with or without an existing TM broadband service?	- If you do not have an existing TM broadband service, you will need to use the DECT phone provided during installation. - If you already have a TM broadband service with a DECT/SLT phone installed, no changes are required. You can continue using your existing phone setup as it is.
12	Do I need to pay any upfront payment during the subscription of UC?	No, there is no upfront payment required when subscribing to UC.
13	Is there a contract period for UC plans?	Yes, a 12-month contract period applies to all UC plans.
INSTALLATION		
14	When will the UC service be activated?	- UC will be activated on the same day as registration. - You will receive email notifications upon order receipt and order completion.
15	Is any physical installation required for UC, and are there any installation fees?	- UC does not require any physical installation. - The UC Customer Portal and Unifi UC mobile app are cloud-based and can be accessed immediately once the service is activated. - There are no installation charges for UC.
USAGE		
16	Once subscribed, how do I setup and manage UC?	- You are required to appoint one of your employees as the UC Super Admin, who will manage the service via the UC Customer Portal. - The Super Admin will be granted full administrative access, allowing them to assign additional admins and manage Unifi UC mobile app users as needed.
17	What are the call rates for UC?	- The call rates are as follows: - On-net calls to Unifi UC mobile app users: Free (via extension number in the Unifi UC mobile app) - Off-net calls to landline numbers: From RM0.00 up to RM0.20/min - Off-net calls to mobile numbers: From RM0.00 up to RM0.20/min <i>Note: Call rates vary based on the selected SVP plan (SVP 10 / SVP 30 / SVP 50 / SVP 70, or Pay-As-You-Use). The SVP plan is inherited from your Unifi Broadband plan.</i>
18	How many Unifi UC mobile app users can be linked to each UC plan?	- The number of Unifi UC mobile app users you can link depends on the UC plan you subscribe: - UC 1 plan: Supports 1 mobile app user - UC 3 plan: Supports 3 mobile app users - UC 5 plan: Supports 5 mobile app users - UC 10 plan: Supports 10 mobile app users

NO.	QUESTION	ANSWER
		Note: Only the UC 10 plan allows expansion beyond 10 users. You can add up to 65 UC Add On plans, enabling a maximum of 75 mobile app users in total.
19	Can the Unifi UC mobile app import contacts from my mobile phone?	Yes, the Unifi UC mobile app can import contacts directly from your mobile phone.
20	Can my employees use the Unifi UC mobile app when connected to a mobile data provider other than Unifi?	- Yes. Your employees can use the Unifi UC mobile app with any mobile data provider. - The app works on any stable internet connection, including mobile data from other service providers.
21	Can my employees transfer incoming calls among themselves?	- Yes, employees can transfer incoming calls to their colleagues, provided that both parties are using the Unifi UC mobile app. - Call transfers made via the Unifi UC mobile app (using extension numbers) are provided at no additional charge.
22	Can my employees receive multiple incoming calls and make multiple outgoing calls at the same time using the Unifi UC mobile app?	- Yes, UC supports multiple incoming and outgoing calls simultaneously, depending on your subscribed UC plan. - For example, if your plan supports 3 users, up to 3 calls can be made or received at the same time using the same TM Business Landline number, without interruption.
23	Can calls and online meetings be recorded in UC?	- Currently, UC does not support call or online meeting recording. - TM continues to enhance and improve UC from time to time. Any new features or updates will be shared when available.
23	Will chat history be stored in the Unifi UC mobile app?	Yes, chat history is stored, allowing you and your employees to continue conversations smoothly.
24	Can I use the Unifi UC mobile app when my internet or DECT/SLT phone is temporarily unavailable?	- Yes. You can continue using the Unifi UC mobile app even if your internet (broadband service) or DECT/SLT phone is temporarily unavailable. - The Unifi UC mobile app works using mobile data or any available internet connection. - You can still make and receive business calls via the app as long as your mobile device has internet access (mobile data or Wi-Fi).
UPGRADE AND DOWNGRADE PLAN		
25	Can I upgrade or downgrade my UC plan?	- Yes, you can upgrade or downgrade your UC plan (for example, from UC 5 to UC 10). - After any upgrade or downgrade is completed, your UC Super Admin should log in to the UC Customer Portal to reconfigure the Unifi UC mobile app users accordingly.
26	How do I upgrade or downgrade my UC plans?	- To upgrade or downgrade your UC plan, you may contact any of the following channels for assistance: - Nearest Unifi Store outlets nationwide - Unifi Authorised Resellers - Dial 100 (from local fixed lines and mobile numbers) - Unifi SME consultants nationwide
27	Can I continue using my existing DECT/SLT phone when I upgrade or downgrade my UC plan?	- Yes, you can continue using your existing DECT/SLT phone when you upgrade or downgrade your UC plan. - The upgrade or downgrade in plan does not affect your current phone setup.

NO.	QUESTION	ANSWER
UC CUSTOMER PORTAL		
28	What is the UC Customer Portal?	- The UC Customer Portal is a self-service management platform that allows your UC Super Admin and additional admins to manage your UC service. Its key functions include: - Managing and assigning Unifi UC mobile app users - Assigning additional admin users - Monitoring call activity and reports by all Unifi UC users
29	Who can access the UC Customer Portal to manage the UC service?	- Only the UC Super Admin and additional admin(s) are allowed to access the UC Customer Portal. - These users are authorized to make changes to Unifi UC mobile app settings and users. - The login details are provided in the official activation email sent from noreply-unified-communications-solution@unifi.com.my
30	How can my admins access the UC Customer Portal?	- The UC Super Admin will receive an official activation email with the UC Customer Portal login details. Please check for emails sent from noreply-unified-communications-solution@unifi.com.my. It is recommended to check your spam or junk folder if the email is not found in your inbox. - Admins may also access the portal by visiting: https://biz.unifi.com.my/products/unifiuc and look for login banner button as below. Click 'Login'.  - Alternatively, the portal can be accessed directly at https://unifiuc.unifi.com.my
31	Where can my admins find the guide on how to set up UC?	- The UC Super Admin will receive an official activation email that includes the UC user guide. Kindly check for emails sent from noreply-unified-communications-solution@unifi.com.my. It is recommended to check the spam or junk folder if the email is not found in your inbox. - Admins may also access the portal by visiting: https://biz.unifi.com.my/products/unifiuc and look for login banner button as below. Click 'View Guidelines'.  - Alternatively, the guide can be accessed directly at: https://biz.unifi.com.my/guidelines/unifiuc
32	What can the UC Customer Portal Super Admin do?	- The UC Super Admin can manage UC through the UC Customer Portal to: - Add, edit or remove UC Customer Portal admin users - Add, edit or remove Unifi UC mobile app users - View incoming and outgoing call logs - Download call reports and usage statistics <i>Note: Any changes to the Super Admin can only be made by contacting TM helpline.</i>
33	What can additional UC Customer Portal admins do?	- Additional admins can manage UC through the UC Customer Portal to: - Add, edit or remove additional UC Customer Portal admins - Add, edit or remove Unifi UC mobile app users

NO.	QUESTION	ANSWER
		○ View incoming and outgoing call logs ○ Download call reports and usage statistics
34	Is the UC Customer Portal available as a mobile app?	• Currently the UC Customer Portal does not have a dedicated mobile app. • However, the portal is mobile-friendly and can be accessed via a mobile browser at: https://unifiuc.unifi.com.my
UNIFI UC MOBILE APP		
35	What is the Unifi UC mobile app?	• The Unifi UC mobile app allows your employees to make and receive business calls using the company's TM Business Landline number directly from their mobile phones. • Calls made through the app appear as if they are made from the office landline. • The app also supports collaboration features such as: ○ Internal calls via extensions ○ Instant messaging ○ Video conferencing
36	Who can gain access to the Unifi UC mobile app?	• Access to the Unifi UC mobile app is given to employees who are assigned as mobile app users by the UC Super Admin or additional admin(s) via the UC Customer Portal. • Login details are sent to users in the official onboarding email from noreply-unified-communications-solution@unifi.com.my
37	How and where can users download the Unifi UC mobile app?	• Users can download the Unifi UC mobile app from their device's official app store: ○ Android users: Download from the Google Play Store ○ iOS users: Download from the Apple App Store • Simply search for "Unifi UC" and install the app.   
38	Where can users find the guide on how to use the Unifi UC mobile app?	• The Unifi UC mobile app users will receive an official onboarding email with the Unifi UC mobile app user guide after they are set up by their admin. Kindly check for emails sent from noreply-unified-communications-solution@unifi.com.my. It is recommended to check the spam or junk folder if the email is not found in your inbox. • Admins may also access the portal by visiting https://biz.unifi.com.my/products/unifiuc and look for login banner button as below. Click 'View Guidelines'.  • Alternatively, the guide can be accessed directly at: https://biz.unifi.com.my/guidelines/unifiuc
39	What can users do with the Unifi UC mobile app?	• With the Unifi UC mobile app, users can: ○ Make and receive business calls using the company's TM Business Landline number ○ Receive calls anywhere, ensuring important business calls are not missed

NO.	QUESTION	ANSWER
		○ Make outgoing calls on the go, with the caller ID showing the office landline number ○ Call colleagues internally using extension numbers at no additional cost ○ Use instant messaging to communicate easily ○ Video conference with colleagues or customers ● Overall, the app helps employees stay connected and productive anytime, anywhere.
40	Can a user have more than one TM Business Landline number set in the Unifi UC mobile app?	● Yes, a user can have more than one TM Business Landline number set in the Unifi UC mobile app. ● However, before making a call, the user will need to select the landline number to be used. ● Only one landline number can be used for calls at a time.
41	How would my employees know that they have been added as a Unifi UC mobile app user?	● They will receive an onboarding email when they are added as a Unifi UC mobile app user. ● The email is sent after they are set up by the UC Super Admin or assigned admin. ● Kindly check for emails sent from noreply-unified-communications-solution@unifi.com.my
42	What happens to a user's Unifi UC mobile app access if the employee leaves the SME?	● When an employee leaves the SME, their access to the Unifi UC mobile app should be updated or removed by the Super Admin and/or Additional Admin(s). ● They are responsible for performing user housekeeping and access management to ensure only active employees has access to the service.
43	Are file attachments supported in the instant messaging feature?	● No. File attachments within instant messaging are not supported in Unifi UC mobile app.
CHANGE NUMBER		
44	Can I change the TM Business Landline number subscribed for UC?	● Yes, you can change the TM Business Landline number linked to your UC service. ● A one-time charge of RM25 will be billed in your next bill for this change. ● Once the change number order is completed, all calls made via the Unifi UC mobile app will display the new TM Business Landline number to the call recipient.
RELOCATION		
45	Can I relocate UC, and are there any charges for UC relocation?	● UC can be relocated only when the associated broadband service is relocated. ● Any charges will follow the standard broadband relocation fees. ● There is no separate relocation fee for UC.
TRANSFER OF OWNERSHIP		
46	Can I request a change of ownership for UC?	● Any change of UC ownership must be done through the main broadband service. ● UC will automatically follow the updated ownership of the broadband account.
PAYMENT AND BILLING		
47	When will I get my first bill after subscribing to a UC plan?	● Your first bill will usually be issued around one (1) month after the service is activated. The first bill will include: ○ A prorated charge for usage from the activation date.

NO.	QUESTION	ANSWER
		○ One (1) month advance payment. • UC bill will appear together with your broadband service bill.
48	How will I receive my UC bill statement?	• UC charges are included in your broadband service bill. • The e-Bill (soft copy) will be sent to your registered email address at no additional cost.
49	How do I change my email billing address for UC?	• Any change to the UC email billing address must be made through the main broadband service. • UC will automatically follow the updated email billing address of the broadband account.
ASSURANCE		
50	What should I do if I face issues or service disruption with UC, including the UC Customer Portal or Unifi UC mobile app?	• For any UC-related enquiries or assistance, you may reach out to us via: ○ Unifi UniVerse app ○ Unifi Self-care portal ○ Your nearest Unifi SME consultant
TERMINATION		
51	What happens if I terminate my UC subscription or downgrade to Unifi Business Voice while still under contract?	• An early termination charge will apply. The charge is equal to the monthly fee multiplied by the remaining contract months. • Example: If your monthly fee is RM60 and there are 3 months left in your contract, the charge will be $RM60 \times 3 = RM180$.

These FAQs are provided for general information only and may be updated periodically. For complete and official details, kindly refer to the Terms & Conditions of the respective products and services.