

Your questions answered

We have put together some commonly asked questions to give you more information about Biz Deal 2.0 Campaign.

General

1. How long is the campaign period?

The promotion runs from 14th of June 2024 until further notice.

2. Who is eligible for this campaign offering?

All SME customers are eligible to subscribe to this campaign offering.

3. Can you tell me more about the offers?

New and existing Unifi Business customers can subscribe to Unifi Business bundle offers as follows:

1. Unifi Business + Digital Solution

Speed	100Mbps	300Mbps	500Mbps	800Mbps	1Gbps	2Gbps
Digital Solution	Digital Marketing Solution Cloud Storage eCommerce Hub Kaspersky Small Office Security (KSOS)					
Promo	Convergence Savings up to RM480					
Contract	24 Months <i>(Package Price will remain after contract ends)</i>					

2. Unifi Business + Unifi Mobile + Digital Solution

Speed	300Mbps	500Mbps	800Mbps	1Gbps	2Gbps
Call Plan	SVP50 Free DECT phone Free Calls Worth RM50 Beyond Call Rates : TM Fixed Line: FREE Mobile & Other Fixed Lines: 12 sen/min	SVP70 Free DECT Phone Free Calls worth RM70 Beyond Call Rates : TM Fixed Line: FREE Mobile & Other Fixed Lines: 8 sen/min			
Digital Solution	Digital Marketing Solution Cloud Storage eCommerce Hub Kaspersky Small Office Security (KSOS)				
Unifi Mobile	UNI5G Business 69 Unlimited 5G Data Hotspot Per Base Quota Unlimited Calls RM0.15/SMS				
Promo	Convergence Savings up to RM480 Free 5G Device Unifi Business Mobile RM10 rebate				
Contract	24 Months <i>(Package Price will remain after contract ends)</i>				

Notes: This bundled offering is compulsory to be subscribed with UNI5G Business 69.

- Existing Unifi Business and Unifi Business Mobile customers can request to change their current plans to enjoy all the latest offerings with a 24-month contract renewal.
- RM10 postpaid bill rebate as long as your Unifi Business Fibre plan is active.

4. What free device will I get if I subscribe to the mobile bundle plan?

If you subscribe to the 300Mbps plan, you will receive a FREE Samsung Galaxy A15 5G. Subscribing to the 500Mbps plan and above entitles you to a FREE Redmi Note 13 5G (*starting June and July 2024*) or OPPO A80 5G (*starting August 2024 onwards*). Device types are subject to availability and may change to other models.

5. Is an advance payment required when subscribing to the plan?

Yes, an advance payment is required when you subscribe to the plan.

Services	Advance/Upfront Payment	Details
Unifi Business Fibre	RM100	The upfront payment will be collected within ten (10) days from the date of service activation. You will be notified by TM of the successful payment via SMS, and the payment will be reflected in your next bill.
Unifi Business Postpaid	Samsung A15 5G: RM960 Redmi Note 13 5G: RM792* Oppo A80 5G: RM792*	Payment upon subscription to the plan. The rebate on the upfront payment amount will be credited back to your bill over a 24-month period.

*Redmi Note 13 5G available until July 2024

*Oppo A80 5G available from August 2024

6. Will I be tied to any contract if I subscribe to this campaign?

Yes, all Unifi Business plans have a minimum contract period of 24 months.

7. How will my bill look like when I subscribe to this campaign offering?

If you subscribe to Unifi Business + Unifi Mobile + Digital Solution under this campaign, you will receive two (2) separate monthly bills:

- a. Unifi bill consisting of the monthly fees for Unifi Business and Digital Solution
- b. Unifi Mobile bill (together with the rebate amount).

8. How can I check my monthly bills?

- a. For the Unifi Mobile bill, you may check online at <https://bizcare.unifi.com.my/bcsc/login/user> or download the Unifi Mobile app
- b. For the Unifi Business and Digital Solution bill, you may check online at <http://biz.unifi.com.my/> or download the MyUnifi App.

9. What is UNI5G Postpaid Biz plan?

For detailed information about the UNI5G Postpaid Biz 69 plan, you can check out the offerings on this page: <https://biz.unifi.com.my/business/products/mobile-postpaid>

10. Will I be notified about the subscription to the solution?

Yes, for subscription to solutions (Cloud Storage, eCommerce Hub & Kaspersky Small Office Security) 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.

Digital Solution Onboarding Email:

- Unifi Cloud Storage: email to self-log in from no-reply@cloudstorage.unifi.com.my
- Unifi eCommerce Hub: email to self-log in from no-reply@ecommercehub.unifi.com.my
- Kaspersky Small Office Security: email to self-log in from no-reply@kasperskymy.com

For Digital Marketing Solutions, you will also be notified of the following:

- An email from noreply@unifi.com.my notifying you that your order has been successfully created
- A personalised introduction email from your campaign manager.

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

You are allowed to change your package within the solution bundle plan, and your contract will be renewed for 24 months after the successful change of plan. For example, Unifi Biz Deals 100Mbps with Cloud Storage can only be changed to Unifi Biz Deals 300Mbps/500Mbps/800Mbps/1Gbps/2Gbps with Cloud Storage or Unifi Biz Deals FMSC with Cloud Storage.

Changing to a Unifi Broadband Only plan or connectivity-only plan is not allowed if the current plan is still within the contract period. The previous contract must be fulfilled before changing to Unifi Broadband Only plans.

Any change of plan on the Unifi Business Mobile plan will be subject to an early termination penalty due to the plan subscription with device.

12. How can I access the Solution?

To begin accessing your solution, please refer to the following links, which were also emailed to you during the onboarding:

- Cloud Storage: <https://cloudstorage.unifi.com.my/login>
- Kaspersky Small Office Security: <https://ksos.kaspersky.com>
- eCommerce Hub: <https://sso.ecommercehub.unifi.com.my/auth/login>
- Digital Marketing Solution: <https://selfcare.unifi.com.my/loginbiz>

Through these solution portals, you will have access to dashboards where you can manage users and track your usage of the solution.

13. How can I learn more about the Digital Solutions?

- You can watch these videos for more info:
 1. Unifi Cloud Storage: <https://youtube.com/shorts/eyVUw7iZN7w>
 2. Kaspersky Small Office Security: <https://youtube.com/shorts/vQz56MCE-6l>

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

Yes, you will be able to relocate the service while you are still in the contract period, depending on the infra readiness and port availability at the new location.

15. Is transfer of ownership allowed while I am still in the contract period?

During the contract period of 24 months, transfer of ownership is allowed for the Unifi Business Fibre plans only.

However, transfer of ownership for the Digital Solutions, Unifi Business Mobile and devices is not possible at the moment. The Digital Solutions, Unifi Business Mobile and devices will remain under the current owner's account and will continue to be available as long as the Unifi Business (Fibre Connectivity) plan remains active from the new owner's subscription. If the current owner decides to terminate the Digital Solutions and/or devices while still in contract, the remaining month(s) fees will

be charged.

16. What do I need to know if I want to terminate the package?

We hope that you can remain with us and do not terminate your subscription, as you will lose the discount entitlement:

- Any termination of the solution (eCommerce Hub / Cloud Storage / Kaspersky Small Office Security / Digital Marketing Solution) within the contract period will impact the discount entitlement on your broadband plan.
- 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.
- Upon terminating the solutions, your subscription plan will be changed to a non-solution plan, and your broadband contract will be renewed for 24 months.
- For plans with Unifi Business Mobile, the mobile discount entitlement will also be forfeited if the broadband plan is terminated.
- There will be no penalty charge for termination after the contract period. However, you are required to settle any outstanding bills prior to termination.
- 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
Mobile with Device	24 Months	(Device Recommended Retail Price (RRP) – (Device Selling Price) / 24 months) x remaining contract balance

17. Where can I subscribe to this campaign's offering?

You can subscribe to the campaign's offerings from the following touchpoints:

- Unifi Store/TMpoint outlets
- TM Authorised Dealers and TM Resellers
- TM Biz Rovers sales representatives
- Account Executives.

18. 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

- MyUnifi app (available for Android and iOS)
- Unifi Business portal: <http://biz.unifi.com.my/>
- Email
 - Mobile enquiries: mobile@tm.com.my
 - Connectivity & Solution enquiries: help@tm.com.my
- Facebook - <https://www.facebook.com/weareunifi/>
- X (Twitter) - [@Unifi](https://twitter.com/Unifi)

a. SME Premium Lane:

- You can reach our SME Unifi Care Crews faster when you call Unifi Contact Centre at 100 using your fixed line number registered with Unifi Business. Our Care Crews are available daily from 8.00am until 10.00pm.

<End of FAQ>