

## Your questions answered

We have put together some commonly asked questions to give you more information about Best Business Bundle campaign.

### General

**1. How long is the campaign period?**

The campaign's promotion runs from 23<sup>rd</sup> January 2024 – 31<sup>st</sup> July 2024.

**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?**

Through this campaign, you will get to enjoy the following benefits of the business broadband with mobile bundle:

Bundle Package	100Mbps + UNI5G Postpaid 39	300Mbps + UNI5G Postpaid 39 (2 SIMS)	300Mbps + UNI5G Postpaid 65
<b>Fibre Speed</b>	Unifi Business 100Mbps	Unifi Business 300Mbps	Unifi Business 300Mbps
<b>Fixed Line Call Plan</b>	<b>Simple Voice Plus worth RM50</b> Free DECT phone Free Calls worth RM50 Beyond Call Rates : TM Fixed Line : <b>FREE</b> Mobile/Other Fixed Line : 12 sen/min	<b>Simple Voice Plus worth RM50</b> Free DECT phone Free Calls worth RM50 Beyond Call Rates : TM Fixed Line : <b>FREE</b> Mobile/Other Fixed Line : 12 sen/min	<b>Simple Voice Plus worth RM50</b> Free DECT phone Free Calls worth RM50 Beyond Call Rates : TM Fixed Line : <b>FREE</b> Mobile/Other Fixed Line : 12 sen/min
<b>Mobile Plan</b>	<b>Postpaid 39</b> 30GB (4G/5G) 10GB Hotspot Unlimited calls RM0.15 per SMS	<b>Postpaid 39 x 2 SIMS</b> 30GB (4G/5G) 10GB Hotspot Unlimited calls RM0.15 per SMS	<b>Postpaid 65</b> Unlimited (4G and 5G Data)* 10GB hotspot Unlimited calls RM0.15 per SMS
<b>Monthly Fee</b>	<del>RM168</del> RM129 (12 months)	<del>RM277</del> RM199 (24 months)	<del>RM264</del> RM199 (24 months)

*\*Unlimited 4G and 5G data for 12 months*

**4. If I subscribe to this offering, will I receive all charges in a single bill or separate bills?**

You will receive separate bills for your Unifi Mobile Biz and Unifi Business Fibre.

**5. Will both of my bills have the same billing date?**

The billing date will be subject to the activation date of your broadband and mobile services, which could differ from one another. If this is the case, you will have two (2) different billing dates.

**6. What is UNI5G Postpaid Biz plan?**

For detailed information about the UNI5G Postpaid Biz 39 and UNI5G Postpaid Biz 65 plans, you can check out the offerings on this page:

<https://biz.unifi.com.my/business/products/mobile-postpaid>

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

Yes, all the package offerings come with a 24-month contract.

**8. Do I need to pay any advance/upfront payment during the application of the package?**

- For Unifi Mobile Biz, there is a requirement for you to make upfront payment following the package price.
- For existing Unifi Mobile customers, no upfront payment is needed. However, you need to ensure that you do not have any outstanding bills upon the change of plan (COP).
- For Unifi Business service applications made without the verification of MyKad Reader, you will be subjected to an upfront payment of RM100.
- The upfront payment can be made via any of our authorised payment channels within 10 days from the date of service activation. You will be notified on the successful payment through SMS and the payment will be reflected in your next bill.

**9. Can I change my mobile plan during the discount period?**

Change of plan (COP) is allowed during the discount period, but only to a higher monthly commitment plan. If you switch to any lower plan, you will lose the discount on your broadband service.

**10. 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 your new location.

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

During the contract period of 24 months, transfer of ownership is not allowed to ensure that you can still continue to enjoy the campaign discount.

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

For more info, you may refer to the terms and conditions here

<https://biz.unifi.com.my/business/sites/default/files/biz/General-TnC-unifi-Biz.pdf>

**13. Where can I subscribe to this campaign's offerings?**

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

- Unifi Store outlets
- Selected TM Authorised Dealers and TM Resellers
- TM Biz Rovers sales representatives
- Account Executives
- Website <https://biz.unifi.com.my/v0/best-business-bundle>

**14. Who can I contact for enquiries and further assistance?**

Should there be any enquiries or if you require our assistance, you can reach out to us via:

a. Unifi Digital channels:

- MyUnifi app (downloadable for free from the App Store, Google Play Store & Huawei AppGallery)
- Unifi Business portal: <http://biz.unifi.com.my/>
- Email: [help@tm.com.my](mailto:help@tm.com.my)
- Facebook - <https://www.facebook.com/weareunifi/>
- X (Twitter) - <https://twitter.com/unifi>

b. SME Premium Lane:

You can reach our Care Crews faster by contacting Unifi Call Centre at 100 from your fixed line number registered with Unifi Business. Our Care Crews are available daily from 8.00 am until 10.00 pm.