

Your questions answered

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

General

1. How long is the campaign period?

The campaign runs from 6 February until 31 July 2025.

2. Who is eligible for this campaign’s offerings?

All new and existing SME customers are welcome to subscribe to this campaign.

3. Can you tell me more about the offers?

New and existing Unifi Business customers can enjoy these exciting campaign bundle offers:

- i. Get a monthly discount of up to RM25, with total savings of up to RM600.
- ii. Subscribe to the Business Broadband 300Mbps plan with any digital solution bundle and enjoy a reduced broadband price from RM199 to RM139.
- iii. For more details on the bundle offerings, please refer to the following table.

Unifi Business + Digital Solution

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Call Plan	SVP50 <ul style="list-style-type: none"> • Free Calls worth RM50 • Beyond Call Rates: TM Fixed Lines: FREE Mobile & Other Fixed Lines: 12 sen/min • Free DECT Phone 		SVP70 <ul style="list-style-type: none"> • Free Calls worth RM70 • Beyond Call Rates: TM Fixed Lines: FREE Mobile & Other Fixed Lines: 8 sen/min • Free DECT Phone 		
Digital Solution	<ul style="list-style-type: none"> • Digital Marketing Solution • Cloud Storage • eCommerce Hub • Kaspersky Small Office Security (KSOS) 				
Promo	Convergence Savings up to RM600				
Contract	24 Months <i>(The package price will remain the same after the contract ends)</i>				

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

Yes, an advance payment of RM100 is required when you subscribe to the plan. The upfront payment will be collected within ten (10) days of your service activation date. You will receive an SMS from TM confirming the successful payment, and it will appear in your next bill. Please note that the advance payment is only applicable to new customers.

5. Will I be tied to a contract if I subscribe to this campaign?

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

6. How can I check my monthly bills?

You can view your Unifi Business and Digital Solution bills online at <http://biz.unifi.com.my/> or by downloading the MyUnifi app.

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

Yes, you will receive two (2) emails for solution subscriptions (Cloud Storage, eCommerce Hub and Kaspersky Small Office Security):

Welcome Email:

- Check your Inbox or Junk Mail folder from your registered email address.
- Look out for the Welcome Email for Unifi subscription and Digital Solution sent by ubc@email.unifi.com.my.

Digital Solution Onboarding Email:

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

For **Digital Marketing Solutions**, you will also receive:

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

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

Yes, you can change your package within the solution bundle plan. However, your contract will be renewed for 24 months after the change is successfully made.

Switching to a Unifi Broadband Only plan or connectivity-only plan is not allowed if your current plan is still under contract. The existing contract must be fulfilled before changing to Unifi Broadband Only plans. Please note that an early termination penalty for digital solutions will apply if you wish to change plans during the digital solutions contract period.

9. How can I access the Digital Solution?

To start using your solution, please refer to the following links (these were also emailed to you during the onboarding process):

- 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 can manage users and track your usage via the dashboards.

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

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

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

Yes, you can relocate the service during the contract period, subject to infrastructure readiness and port availability at your new location.

12. Is transfer of ownership allowed while I am still within the contract period?

Transfer of ownership is only allowed for Unifi Business Fibre plans during the 24-month contract period.

However, transfer of ownership for Digital Solutions, Unifi Business Mobile and devices is currently not possible. The Digital Solutions accounts 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 under the new owner's subscription. If the current owner decides to terminate Digital Solutions and/or devices while still under contract, the remaining month(s) fees will be charged.

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

We hope you will continue your subscription with us and enjoy the benefits of your current package. Please note the following if you choose to terminate:

- Terminating any solutions (eCommerce Hub, Cloud Storage, Kaspersky Small Office Security or Digital Marketing Solution) during the contract period will affect your discount entitlement on the broadband plan.
- Early termination charges will be based on the remaining months of the campaign package fee (calculated at the price before discount).
- Upon terminating the solutions, your subscription plan will change to a non-solution plan, and your broadband contract will be renewed for 24 months.
- No penalty charges will apply for termination after the contract period. However, you must settle any outstanding bills before termination.
- The termination penalty is calculated based on the subscribed bundle as follows:

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

14. Where can I subscribe to this campaign’s offering?

You can subscribe to this campaign at the following touchpoints:

- [Unifi Store/TMpoint](#) outlets
- TM Authorised Dealers and TM Resellers
- TM Biz Rovers sales representatives
- TM 100
- Account Executives

15. Who can I contact for enquiries and further assistance?

For any enquiries, you can reach us through:

a. Unifi Digital Channels

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

b. SME Premium Lane

- You can reach our SME Unifi Care Crew faster by calling the Unifi Contact Centre at 100 (select #2 for Business). Our Care Crews are available daily from 8.00 am to 10.00 pm.

<End of FAQ>