

## Your questions answered

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

### General

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

The promotion runs from 6<sup>th</sup> February until 31<sup>st</sup> May 2026

#### 2. Who is eligible for this campaign offering?

All new and existing 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 the campaign bundle offers as follows:

##### Unifi Business + Digital Solution

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

#### 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 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. Advance payment is applicable for new customers only.

#### 5. 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.

#### 6. How can I check my monthly bills?

For the Unifi Business and Digital Solution bill, you may check online at <http://biz.unifi.com.my/> or download the MyUnifi App.

#### 7. 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](mailto:ubc@email.unifi.com.my).

Digital Solution Onboarding Email:

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

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

- An email from [noreply@unifi.com.my](mailto: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?

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.

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. Early termination penalty for digital solutions will be applicable if customers insist to change plan within digital solutions contract period.

## 9. 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.

## 10. 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-6I>

## 11. 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.

## 12. 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 account 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.

### 13. 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.
- 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

### 14. 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
- TM Sales and Retention Center (TMSRC)/TM100
- Account Executives.

### 15. 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](mailto:mobile@tm.com.my)
  - Connectivity & Solution enquiries: [help@tm.com.my](mailto: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>