

Frequently Asked Questions (FAQ) Best Business Deal Campaign

General

1. What is the Best Business Deal Campaign all about?

The Best Business Deal Campaign is a bundled offering that combines high-speed internet, digital solutions, and convergence discounts into a single value-driven package designed to support your business needs.

2. How long is the campaign period?

The promotion runs from 6 February 2025 until 30 November 2026.

3. Who is eligible for this campaign offering?

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

4. Can you tell me more about the offers?

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

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Call Plan	SVP50 - Free calls worth RM50 - Beyond call rates: - TM fixed lines: FREE - Mobile & other fixed lines: 12 sen/min		SVP70 - Free calls worth RM70 - Beyond call rates: - TM fixed lines: FREE - Mobile & other fixed lines: 8 sen/min		
Devices	- Wi-Fi 6 Combo Box - DECT Phone	- Wi-Fi 6 Combo Box - Wi-Fi 6 Mesh Wi-Fi - DECT Phone		- Wi-Fi 7 Combo Box - Wi-Fi 7 Mesh Wi-Fi - DECT Phone	
Digital Solutions	- Digital Marketing Solution - Unifi Cloud Storage - Unifi eCommerce Hub - Kaspersky Small Office Security (KSOS) - Kaspersky Small Office Security (KSOS) and Unifi Cloud Storage - Unified Communications Solution (UC)				
Promo	Convergence savings up to RM600				
Contract	24 months (Package price remains after contract ends)				

5. How do I subscribe to this plan?

You may subscribe through any of the following channels:

- Unifi Store / TMpoint outlets
- Unifi website or MyUnifi app
- TM Authorised Dealers (TAD) and TM Resellers
- TM Biz Rovers sales representatives
- Unifi Contact Centre (100)
- Your Account Executive

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

Yes, an advance payment of RM100 is required for new subscribers.

- The upfront payment will be collected within ten (10) days from service activation.
- You will receive an SMS notification once payment is successful.
- The amount will be reflected in your next bill.
- Advance payment applies to new customers only.

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

Yes, all Unifi Business plans come with a minimum 24-month contract period.

8. What is the Unified Communications Solution (UCS)?

Unified Communications Solution (UC) is a service delivered through the Unifi UC mobile app, provided as part of the UC subscription, enabling your employees to stay connected.

With UC, you can stay connected with customers and stakeholders using both your office desk phone (DECT/SLT) and your mobile device, all under the same TM Business landline number.

For more details on features, capabilities, supported devices, and usage, please refer to the **Unified Communications Solution FAQ**, which provides comprehensive product guidance.

9. What is the difference between SVP Call Plan and the Unified Communications Solution?

The **SVP Call Plan** is a standard office phone line that works only at your business premises.

The **Unified Communications Solution (UC)** is a solution enabled via the Unifi UC mobile app, allowing your employees to make and receive business calls using your company's TM Business landline number directly from their mobile phones.

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

Yes. For subscriptions to the solutions (Cloud Storage, eCommerce Hub, Kaspersky Small Office Security, and Unified Communications Solution), you will receive two (2) emails:

Welcome Email:

- Check your Inbox or Junk Mail folder using your registered email address
- Look out for the Welcome Email for Unifi subscription and digital solutions from ubc@email.unifi.com.my.

Digital Solution Onboarding Email:

- **Unifi Cloud Storage:** self-login email from no-reply@cloudstorage.unifi.com.my
- **Unifi eCommerce Hub:** self-login email from no-reply@ecommercehub.unifi.com.my
- **Kaspersky Small Office Security:** self-login email from no-reply@kasperskymy.com
- **Unified Communications Solution:** email from noreply-unified-communications-solution@unifi.com.my

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

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

11. How can I access the solution?

To access your solution, please use the links below, which were also sent to you during 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>
- Unified Communications Solution: <https://biz.unifi.com.my/products/unifiuc> or <https://unifiuc.unifi.com.my>

These portals provide access to dashboards where you can manage users and monitor your solution usage.

12. How can I learn more about the digital solutions?

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

You may also refer to the Unified Communications Solution user guide for more details.

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

Yes, you may change your package within the solution bundle plan. Your contract will be renewed for 24 months upon successful plan change.

However, switching to a Unifi Broadband Only or connectivity-only plan is not allowed if your current plan is still within the contract period. Your existing contract must be fulfilled before you can change to a Unifi Broadband Only plan. Early termination charges for digital solutions will apply if you choose to change plans within the digital solutions contract period.

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

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

15. Can I continue using my digital solutions after relocating my business?

Yes, you can continue using your digital solutions after relocation, as long as your broadband service remains active.

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

Yes, transfer of ownership is allowed during the **24-month contract period** for **Unifi Business Fibre plans only**.

For **digital solutions** (Unifi eCommerce Hub, Unifi Cloud Storage, Kaspersky Small Office Security, and Digital Marketing Solution), transfer of ownership is **not allowed**. These services must be **terminated first**, and the broadband plan must be changed to a **broadband-only package** before the ownership transfer can proceed.

The **Unified Communications Solution (UC)** is an exception. Transfer of ownership is **allowed**, and the UCS subscription will automatically follow the updated ownership of the broadband account.

17. Will charges be prorated if I subscribe before or after the billing cycle?

Yes, charges will be prorated based on your subscription date.

18. How will digital solution charges appear on my bill?

Charges for digital solutions (Unifi eCommerce Hub, Unifi Cloud Storage, Kaspersky Small Office Security, Digital Marketing Solution, and Unified Communications Solution) will be itemised in your Unifi Business monthly bill together with your broadband services.

19. How will I receive my bill?

You will receive a monthly e-bill. Please check your registered email address with Unifi to view the soft copy, or simply log in to the Unifi Selfcare portal or the Unifi UniVerse app.

20. What happens to the digital solution if my broadband service is suspended?

Digital solution services (Unifi eCommerce Hub, Unifi Cloud Storage, Kaspersky Small Office Security, Digital Marketing Solution, and Unified Communications Solution) may be affected if broadband connectivity is unavailable. Billing will continue unless otherwise stated in the terms and conditions.

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

We hope you will stay with us, as terminating your subscription will affect your discount entitlement.

Here's what you need to know:

- Any termination of a solution (Unifi eCommerce Hub, Unifi Cloud Storage, Kaspersky Small Office Security, Digital Marketing Solution or Unified Communications Solution) within the contract period will affect the discount entitlement on your broadband plan.
- Early termination charges, based on the campaign package fee for the remaining months (*calculated at the price before discount*), will apply 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 is no penalty charge for termination after the contract period. However, you are required to settle any outstanding bills before termination.
- The termination penalty is 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

22. Who can I contact if I have further enquiries?

You can reach out to us via the MyUnifi/Unifi UniVerse app or the Unifi official website.

23. What Terms and Conditions (T&Cs) and FAQs apply to this campaign?

The following terms and conditions and FAQ documents apply to this campaign:

- Best Business Deal Campaign T&Cs
- Unifi Business Broadband T&Cs
- Mesh Wi-Fi T&Cs and FAQ
- Unifi Cloud Storage T&Cs and FAQ
- Kaspersky Small Office Security T&Cs and FAQ
- Unifi eCommerce Hub T&Cs and FAQ
- Digital Marketing Solution T&Cs and FAQ
- Unified Communications Solution T&Cs and FAQ

<End of FAQ>