

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNIFI CLOUD STORAGE**

NO.	QUESTION	ANSWER																																																																													
Package Offerings & Product Information																																																																															
1.	What is Unifi Cloud Storage and how does it benefit my business?	<ul style="list-style-type: none"> ▪ Unifi Cloud Storage is an offering for Unifi Biz customers which has been available since 18th February 2022. ▪ Unifi Cloud Storage offers full control of online storage like Google Drive and OneDrive. It comes with features as below: <ul style="list-style-type: none"> i. Secured Data - Peace of mind. All your important work, files and precious memories are safely stored in Cloud with our multi- layer security protection. ii. Store Locally - Keep your important and valuable data near you. All your data is hosted in Malaysia at TM's global Tier-3 certified data centre. iii. Scalable & Flexible - Multi-user access management, easy user & storage size customisation, and trouble-free storage access anytime, anywhere. iv. Superior Saving - Package with the most value in the market. ▪ Suitable for all micro, small and medium enterprises (MSMEs), Unifi Cloud Storage is a single plan built with exciting features to make your business easier. 																																																																													
2.	What are Unifi Cloud Storage plans that are available for me as a Unifi customer?	<ul style="list-style-type: none"> ▪ The Unifi Cloud Storage plans available for Unifi customers are as follows: <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #f4a460;"> <th>Plans</th> <th>Freemium</th> <th>Basic</th> <th>Basic Plus</th> <th>Standard</th> <th>Advance</th> <th>Enterprise</th> </tr> </thead> <tbody> <tr> <td colspan="7">Features</td> </tr> <tr> <td>Number of user</td> <td>1 user</td> <td>2 user</td> <td>2 user</td> <td>3 user</td> <td>5 user</td> <td>10 user</td> </tr> <tr> <td>Storage Size</td> <td>15GB</td> <td>500GB</td> <td>1TB</td> <td>1.5TB</td> <td>3TB</td> <td>5TB</td> </tr> <tr> <td colspan="7">Package Price (RM)</td> </tr> <tr> <td>Monthly Price for TM customer</td> <td>FOC</td> <td>RM11</td> <td>RM17</td> <td>RM32</td> <td>RM52</td> <td>RM95</td> </tr> <tr> <td>Monthly Price for non-TM customer</td> <td>FOC</td> <td>RM12</td> <td>RM19</td> <td>RM35</td> <td>RM65</td> <td>RM118</td> </tr> <tr> <td>Contract Period</td> <td>NA</td> <td colspan="5">12 months</td> </tr> <tr> <td colspan="7">Add-On Plans</td> </tr> <tr> <td>Add-on user</td> <td colspan="6">RM10 / month (5 Users)</td> </tr> <tr> <td>Add-on Storage</td> <td colspan="6">RM 25 / month (1TB)</td> </tr> </tbody> </table> <p>Note:</p> <ul style="list-style-type: none"> a. For more details, please visit: https://biz.unifi.com.my/digital-solutions/cloud-storage b. For freemium package, free access is for one (1) month. c. Campaign price is available until further notice. d. TM customer refers to active subscribers of Unifi connectivity services such as Unifi Biz / Biz Broadband / Telephony services / Unifi Mobile Biz. 	Plans	Freemium	Basic	Basic Plus	Standard	Advance	Enterprise	Features							Number of user	1 user	2 user	2 user	3 user	5 user	10 user	Storage Size	15GB	500GB	1TB	1.5TB	3TB	5TB	Package Price (RM)							Monthly Price for TM customer	FOC	RM11	RM17	RM32	RM52	RM95	Monthly Price for non-TM customer	FOC	RM12	RM19	RM35	RM65	RM118	Contract Period	NA	12 months					Add-On Plans							Add-on user	RM10 / month (5 Users)						Add-on Storage	RM 25 / month (1TB)					
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3.	Who is eligible to subscribe to Unifi Cloud Storage?	<ul style="list-style-type: none"> ▪ Any MSME with a valid Business Registration Number (BRN) registered with Suruhanjaya Syarikat Malaysia (SSM) can subscribe to Unifi Cloud Storage. ▪ MSME will have the option to register the BRN with SSM in the new twelve (12)-digit format or old format, for example AMS Setia Jaya Sdn. Bhd. Registration No.: 201901000005 (new format) or Registration No.: 1312525-A (old format).
4.	How many Unifi Cloud Storage plans can I subscribe to?	<ul style="list-style-type: none"> ▪ You are eligible to subscribe to multiple Premium plans such as Basic, Basic Plus, Standard, Advance & Enterprise (Unlimited) and add-on plans (up to 3TB storage and up to 15 users). ▪ However, you can only subscribe to the Freemium plan once.
5.	Why are there two different price points for each Unifi Cloud Storage plan?	<ul style="list-style-type: none"> ▪ The two different price points are to differentiate the offerings for existing TM connectivity customers and non-TM connectivity customers. ▪ Existing TM connectivity customers (Unifi Biz / Biz Broadband / Telephony service / Unifi Mobile Biz) who already have an active account with TM during the application/upgrade/downgrade of Unifi Cloud Storage will enjoy a special price. Otherwise, you will enjoy a non-TM customer price.
6.	What language is supported by Unifi Cloud Storage?	<ul style="list-style-type: none"> ▪ Unifi Cloud Storage system is able to support both English and Malay languages.
7.	How will I receive any notifications related to Unifi Cloud Storage during my subscription?	<ul style="list-style-type: none"> ▪ You will receive email notifications from no-reply@cloudstorage.unifi.com.my
8.	Why do I have to verify my email?	<ul style="list-style-type: none"> ▪ Your security is important to us. Verifying your email address let us know that you indeed own the email address and allows us to assist you better if you need any support. ▪ To verify your email address, you need to follow the link that we sent to you during the sign-up process. ▪ For any request to upgrade or cancel your subscription, we will send a one-time password (OTP) verification to your email before you can make changes to your plan.
9.	What can I do if I forgot my password?	<ul style="list-style-type: none"> ▪ You can request to set for a new password by performing the following steps:

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		<ol style="list-style-type: none"> 1. Click "Forgot password" at the sign in page. 2. Enter your email address that you used to register the account. 3. Check your email and follow the instructions to set up your new password.
10.	<p>If I face any issues with Unifi Cloud Storage, who do I reach out to for assistance?</p>	<ul style="list-style-type: none"> ▪ You may reach out to us via the following channels to get assistance on solving issues related to Unifi Cloud Storage: <ul style="list-style-type: none"> ▪ Digital Platforms: <ul style="list-style-type: none"> ▪ Live Chat via https://maya.unifi.com.my/ or MyUnifi app ▪ Facebook @weareunifi ▪ X (Twitter) @unifi ▪ Email help@unifi.com.my ▪ Contact Unifi Call Centre at 100 ▪ Walk in to the nearest TMpoint/Unifi Store outlets.
Subscription and Payment		
11.	<p>Am I allowed to upgrade or downgrade my Unifi Cloud Storage plan when my account is suspended?</p>	<ul style="list-style-type: none"> ▪ If your account is suspended, you are not allowed to upgrade or downgrade your Unifi Cloud Storage plan. You need to make payment first for the outstanding charges and resume the account before requesting for any upgrade or downgrade.
12.	<p>How will my contract be impacted if I upgrade or downgrade my Unifi Cloud Storage plan?</p>	<ul style="list-style-type: none"> ▪ You have the flexibility to upgrade or downgrade your plan at any time you wish. You will be bound to a renewed 12-month contract for each upgrade or downgrade from the date of plan change.
13.	<p>How do I change my subscription plan or subscribe to user and storage add-ons?</p>	<ul style="list-style-type: none"> ▪ Any changes to your subscription such as upgrade, downgrade, add on user/storage and termination can be done via Unifi Cloud Storage portal.
14.	<p>Can I extend the usage of Unifi Cloud Storage Freemium plan?</p>	<ul style="list-style-type: none"> ▪ Freemium plan has a maximum usage period of one (1) month only and you cannot extend it after the expiry date, unless you upgrade to one of the Premium plans i.e. either Basic, Basic Plus, Standard, Advance or Enterprise plan.
15.	<p>How long can I enjoy the Unifi Cloud Storage Freemium plan?</p>	<ul style="list-style-type: none"> ▪ You can enjoy Unifi Cloud Storage Freemium plan for up to one (1) month. We will notify you on the plan expiry within seven (7)-days prior to its expiry date and on the expiry date via email from no-reply@cloudstorage.unifi.com.my

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16.	What will happen to my subscription once the Unifi Cloud Storage Freemium plan expires?	<ul style="list-style-type: none"> ▪ Once the Unifi Cloud Storage Freemium plan expires, you will receive an email from no-reply@cloudstorage.unifi.com.my prompting you to upgrade to the Unifi Cloud Storage Premium plan. ▪ Your stored data will be lost if you choose not to upgrade to a Premium plan.
17.	How do I upgrade my account to the Premium plan?	<ul style="list-style-type: none"> ▪ If your current plan is Unifi Cloud Storage Freemium, the following steps would allow you to upgrade your account to a Premium plan: <ol style="list-style-type: none"> 1. Go to “Plan Management” 2. Click “Change plan” > Select the plan that you prefer at “Upgrade” 3. Click “Submit”. ▪ We will receive your upgrade request and revert to you upon successful activation.
18.	How do I change my Unifi Cloud Storage subscription plan?	<ul style="list-style-type: none"> ▪ Here are some points that you should be aware of before changing your plan: <ul style="list-style-type: none"> • If your current plan is Unifi Cloud Storage Enterprise, you cannot upgrade your plan since it is the highest plan. • If your current plan is Unifi Cloud Storage Basic, you cannot downgrade your plan since it is the lowest plan. ▪ The following steps below would allow you to change your plan: <ol style="list-style-type: none"> 1. Go to “Plan Management” 2. Click “Change plan” > Select the plan that you prefer at “Upgrade” 3. Click “Submit”. ▪ We will receive your upgrade request and revert to you upon successful activation.
19.	How do I check if I have successfully changed my subscription plan?	<ul style="list-style-type: none"> ▪ After you have successfully changed your subscription plan, you can check the updated subscription as follows: <ol style="list-style-type: none"> 1. Go to “Plan Management” > Change ▪ It will show your current plan which should be the most recent plan that you have changed to.
20.	How can I make bill payment for Unifi Cloud Storage?	<ul style="list-style-type: none"> ▪ We recommend that you subscribe to TM Autopay Service for automatic monthly deduction from your preferred saving/current bank account or credit/debit card (Local Issued Bank only). ▪ You can make bill payments via the following channels: <ol style="list-style-type: none"> 1. 2. Unifi Selfcare portal at https://selfcare.unifi.com.my/ 3. MyUnifi app (Downloadable via Google Play Store, Apple AppStore and Huawei AppGallery)

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		<ol style="list-style-type: none"> 3. Log in to https://selfcare.unifi.com.my/ or MyUnifi app and pay using FPX or Credit/Debit Card (Local Issued Bank only) 4. JomPAY via Internet/Mobile Banking and ATM (Biller code: 8888 (Unifi)) 5. Boost and Touch N Go eWallet. <ul style="list-style-type: none"> ▪ Alternatively, you can also pay your bills through counters/kiosks as per channels below: <ol style="list-style-type: none"> 1. TMpoint/Unifi Store outlets – Kiosk only using Cash, Credit/Debit Card and Cheque 2. TMpoint Authorised Dealer (TAD) – Counter using Cash, Credit/Debit Card and Cheque 3. PayQuik Kiosk – Cash only 4. Ejen Bank (EB) BSN – Cash only 5. Epay – Cash only 6. ONEPAY (M1) – Cash only 7. 7-Eleven, 99 Speedmart, MyNEWS, KK Mart outlet – Cash only ▪ You can also view and download your bill from https://selfcare.unifi.com.my/ or MyUnifi app. ▪ For the full list of our authorised bill payment channels, click https://i.unifi.my/paymentchannel
21.	How will I receive the bill for Unifi Cloud Storage?	<ul style="list-style-type: none"> ▪ You will receive a monthly e-bill from Unifi. Please check your registered email address with TM to view the monthly e-bill (softcopy).
22.	Is there a bill payment cut-off period?	<ul style="list-style-type: none"> ▪ Yes, there is. Kindly pay your bill before the due date stated in the bill to avoid account suspension due to late or no payment.
23.	How do I terminate or cancel my Unifi Cloud Storage subscription?	<ul style="list-style-type: none"> ▪ To submit your Unifi Cloud Storage termination request, your current plan must be in active status. ▪ Unifi Cloud Storage will terminate your current plan and log you out. Hence, please consider carefully before deciding to terminate your account. ▪ If you wish to terminate your Unifi Cloud Storage subscription, please follow the steps below: <ol style="list-style-type: none"> 1. <ul style="list-style-type: none"> ○ Go to “Plan Management”. ○ Click the “Trash” icon > “Are you sure you want to delete?” > Click “Delete”. ○ Your current plan will be terminated and you will be logged out of Unifi Cloud Storage. ○ After the request is successfully processed, you will receive

		<p>an email notification.</p> <ul style="list-style-type: none"> ▪ Alternatively, you may also reach out to us via the following channels: <ul style="list-style-type: none"> ▪ Digital Platforms: <ul style="list-style-type: none"> ▪ Live Chat via https://maya.unifi.com.my/ or MyUnifi app ▪ Facebook @weareunifi ▪ X (Twitter) @unifi ▪ Email help@unifi.com.my ▪ Contact Unifi Call Centre at 100 ▪ Walk in to the nearest TMpoint/Unifi Store outlets ▪ Upon submitting your termination request, please ensure that all your stored data is transferred to your own device within 60 days. Your access will be disabled after this period, and any remaining data will be permanently deleted.
<p>24.</p>	<p>How do I manage the activation / deactivation of individual user account (staff) in Unifi Cloud Storage?</p>	<ul style="list-style-type: none"> ▪ This role can only be performed by the admin/owner of the Unifi Cloud Storage account. ▪ The following steps would allow you to activate/deactivate your user account in Unifi Cloud Storage: <ol style="list-style-type: none"> 1. Go to “User Management” > “New User”. 2. You can choose which role and click Submit.
<p>25.</p>	<p>If I subscribe to Unifi Biz bundle with Unifi Cloud Storage, will my monthly recurring charge be billed together?</p>	<ul style="list-style-type: none"> ▪ Yes, the monthly recurring charges for Unifi Biz and Unifi Cloud Storage will be reflected together in a single bill under the same Unifi Business account.
<p>26.</p>	<p>If I am an existing Unifi Biz customer, and later I subscribe to Unifi Cloud Storage as an add-on, will my monthly recurring charges be billed together?</p>	<ul style="list-style-type: none"> ▪ Yes, the monthly recurring charges for Unifi Biz and Unifi Cloud Storage will be reflected together in a single bill under the same Unifi Business account.

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27.	I am an existing Unifi Biz and Unifi Cloud Storage subscriber. Why do I still receive two (2) separate bills for the services?	<ul style="list-style-type: none"> ▪ For certain existing Unifi Biz and Unifi Cloud Storage customers, you will continue to receive two (2) separate bills for the services for the time being. Rest assured that you will also receive a single bill for Unifi Biz and Unifi Cloud Storage in the near future when we have completed the bill enhancement exercise by phases. ▪ If you wish to change the bill date for Unifi Cloud Storage to follow your Unifi Biz bill date, please do not hesitate to contact us through our channels below: <ul style="list-style-type: none"> ▪ Digital Platforms: <ul style="list-style-type: none"> ▪ Live Chat via https://maya.unifi.com.my/ or MyUnifi app ▪ Facebook @weareunifi ▪ X (Twitter) @unifi ▪ Email help@unifi.com.my ▪ Contact Unifi Call Centre at 100 ▪ Walk in to the nearest TMpoint/Unifi Store outlets.
28.	When will I receive my Unifi Cloud Storage bill?	<ul style="list-style-type: none"> ▪ Your Unifi Cloud Storage will be billed according to your Unifi Biz bill date.
29.	If I subscribe to Unifi Cloud Storage prior to or after the billing period, will the charges be prorated?	<ul style="list-style-type: none"> ▪ Yes, the charges will be prorated.
30.	Can I request to separate the bills for Unifi Cloud Storage and Unifi Biz?	<ul style="list-style-type: none"> ▪ Yes, you may request to separate the bills for Unifi Cloud Storage and Unifi Biz with different bill dates. Please contact us at the following channels: <ul style="list-style-type: none"> ▪ Digital Platforms: <ul style="list-style-type: none"> ▪ Live Chat via https://maya.unifi.com.my/ or MyUnifi app ▪ Facebook @weareunifi ▪ X (Twitter) @unifi ▪ Email help@unifi.com.my ▪ Contact Unifi Call Centre at 100 ▪ Walk in to the nearest TMpoint/Unifi Store outlets.
31.	Is there any penalty charge if I terminate Unifi Cloud Storage after the minimum subscription period is over?	<ul style="list-style-type: none"> ▪ There will be no penalty charge for termination made after the minimum contract period of 12 months.

32.	What will happen if I terminate Unifi Cloud Storage within the contract period?	<ul style="list-style-type: none"> ▪ If you terminate Unifi Cloud Storage within the contract period, you will be imposed with early termination penalty fee, which is the full monthly subscription fee multiplied by the remaining months in the contract period.
File Management		
33.	Why am I unable to upload a file?	<ul style="list-style-type: none"> ▪ Kindly check your storage usage and perform some housekeeping if you are approaching the quota limit. You can view your usage quota located at the bottom-left under Files page. Please make sure you are not exceeding the quota. ▪ To increase your quota, please contact your administrator (SME Admin). Only administrator can manage the user storage quota.
34.	Why am I unable to share a file?	<ul style="list-style-type: none"> ▪ Kindly check the sharing options for any possible issues below: <ol style="list-style-type: none"> 1. Incorrect sharing link 2. Expired date ▪ Incorrect password.
35.	Why am I unable to upload a file when it exceeds the file size?	<ul style="list-style-type: none"> ▪ Kindly check your storage usage and perform some housekeeping if you are approaching the quota limit. You can view your usage quota located at the bottom-left under Files page. Please make sure you are not exceeding the quota. ▪ To increase your quota, please contact your SME Admin. Only SME Admin can manage the user storage quota.
36.	Why am I unable to download a file in my storage?	<ul style="list-style-type: none"> ▪ Kindly check your storage usage and perform some housekeeping if you are approaching the quota limit. You can view your usage quota located at the bottom-left under Files page. Please make sure you are not exceeding the quota. ▪ To increase your quota, please contact your SME Admin. Only SME Admin can manage the user storage quota.

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37.	The download progress hangs during the download, what should I do?	<ul style="list-style-type: none"> ▪ Please check your internet connection and try downloading the file again.
38.	What should I do if my file gets lost during the upload to Unifi Cloud Storage?	<ul style="list-style-type: none"> ▪ Please check your internet connection and try uploading the file again.
39.	What should I do if my sharing link is missing?	<ul style="list-style-type: none"> ▪ Please review the file-sharing options and try the following troubleshooting tips: <ol style="list-style-type: none"> 1. Double-check the file-sharing settings. 2. Verify the expiration date for the shared link; it may have expired. 3. Ensure the shared link is correct. 4. Contact the file/folder owner as they may have changed the settings.
40.	My file is not appearing after a successful upload to Unifi Cloud Storage.	<ul style="list-style-type: none"> ▪ Please refresh your browser or check your internet connection. Your file will appear when your internet connection is stable.

Login and Access

41.	Why am I unable to log in to Unifi Cloud Storage?	<ul style="list-style-type: none"> ▪ Please make sure your username and password are correct. ▪ If you still cannot log in to Unifi Cloud Storage, please contact your administrator to reset your password.
42.	Why am I unable to access Unifi Cloud Storage portal?	<ul style="list-style-type: none"> ▪ Please refresh your browser or check your internet connection. Kindly ensure your internet connection is stable.
43.	What should I do if I forget my password?	<ul style="list-style-type: none"> ▪ You can use the self-service password reset feature on the CSS sign-in page by clicking on the "Forgot Password" link. ▪ If your problem still persists, please contact your administrator to reset your password.

44.	Why is Two-Factor Authentication (2FA) required during sign in?	<ul style="list-style-type: none"> ▪ Two-factor authentication is a security system that requires an additional layer of security to gain access to your Unifi Cloud Storage account. ▪ We're committed to ensure the utmost security to safeguard your data from unauthorised access. Starting from 21st July 2024 onwards, an additional layer of security is implemented through two-factor authentication code which sent to your registered e-mail.
45.	What should I do if I exceed my quota?	<ul style="list-style-type: none"> ▪ You need to clean up your files or request your administrator to increase your Unifi Cloud Storage quota. If your quota is full, you won't be able to upload any files until you free up some space.
46.	How to add quota in Unifi Cloud Storage?	<p>For user:</p> <ul style="list-style-type: none"> ▪ To increase your quota, please contact your administrator (SME Admin). Only administrator can manage the user storage quota. <p>For administrator:</p> <ul style="list-style-type: none"> ▪ You can manage a user's quota under the "User Management" menu by editing the selected user in the users list: <ol style="list-style-type: none"> 1. Under "User Management," click "Edit" on specific user 2. Change User Quota 3. Save Changes. ▪ For additional storage, you can upgrade your existing plan through the portal management system.

User Management

47.	I am an Admin to Unifi Cloud Storage, but I am unable to create users. What should I do?	<ul style="list-style-type: none"> ▪ Please check the features of your current plan to see how many users are allowed. If you exceed the total number of users, you can either upgrade your plan or choose from our Add-On plans. ▪ If you are still not exceeding the total number of users, please log a complaint by contacting TM via: <ul style="list-style-type: none"> ▪ Digital Platforms: <ul style="list-style-type: none"> ▪ Live Chat via https://maya.unifi.com.my/ or MyUnifi app ▪ Facebook @weareunifi ▪ X (Twitter) @unifi ▪ Email help@unifi.com.my ▪ Contact Unifi Call Centre at 100 ▪ Walk in to the nearest TMpoint/Unifi Store outlets.
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