FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
unifi eCommerce Hub

NO	QUESTION	ANSWER
		Package Offerings & Product Information
1.	**What is unifi eCommerce Hub and how does it benefit my business?**	▪ unifi eCommerce Hub is a new offering for unifi Biz customers which will be available from 18th February 2022. ▪ unifi eCommerce Hub offers a one stop centre for business customers to centralise and easily manage various online marketplace such as Lazada, Shopee and TikTok Shop. ▪ It comes with the below features: i. **Centralised Distribution** – Synchronise your product data, inventory, order and customer details across marketplaces ii. **Web Store** – Build up a rich informative website with just a few steps featuring live chat, online payment and shipping integration iii. **Social Customer Relationship Management (CRM)** – Helps to manage and centralise all inquiries from social media channels into one single platform iv. **Centralised Point of Sales (POS)** – Facilitates in synchronising sales, revenue, product and inventory data between offline and online store ▪ Suitable for SMEs, unifi eCommerce Hub is packed with features to make your business easier.
2.	**What are unifi eCommerce Hub plans that are available for unifi customers?**	▪ The unifi eCommerce Hub plans available for subscription are as below:

Plans	Starter	Standard	Pro	Freemium
	For business owner with 3 stores	For business owner with 5 stores	For business owner with 10 stores	For business owner with 1 store
Features				
Centralised Distribution	▪	▪	▪	▪
Web Store	Choose either one	▪	▪	
Social CRM		▪	▪	
Centralised POS			▪	
Data storage	6 months	24 months	60 months	3 months
Package Price (RM)				
Monthly Retail Price for TM customer	RM 49	RM 129	RM 289	FOC
Monthly Retail Price for non-TM customer	RM 59	RM 159	RM 309	FOC
Contract Period	12 months			NA

Note:
   a. For more details, please visit: https://unifi.com.my/business/eCommerceHub
   b. For freemium package, we provide free access for 2 months
   c. For Starter package, customers can choose either Web Store or Social CRM
   d. Campaign Price is available until further notice
   e. TM customer refers to active subscribers of TM connectivity services such as unifi Biz / Biz Broadband / telephony services / unifi Mobile Biz

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3.	**Who is eligible to subscribe to unifi eCommerce Hub?**	▪ Any Small and Medium Enterprise (SME) with a valid Business Registration Number (BRN) registered with Suruhanjaya Syarikat Malaysia (SSM) can subscribe to unifi eCommerce Hub.
4.	**How many unifi eCommerce Hub plan can an SME subscribe to?**	▪ An SME is eligible to subscribe to one (1) Premium plan (either Starter, Standard or Pro plan) only. However, you have the flexibility to upgrade to other plans with more features and tools along the way.
5.	**Why are there two different price points for each unifi eCommerce Hub plan?**	▪ The two different price points are to differentiate between 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 eCommerce Hub will enjoy a special price exclusive for TM customers. If you do not fall under the aforementioned category, you will enjoy a non-TM customer price.
6.	**What language is supported by unifi eCommerce Hub?**	▪ Our system in unifi eCommerce Hub is available in Bahasa Malaysia and English.
7.	**How will I receive any notifications related to unifi eCommerce Hub during my subscription?**	▪ You will receive email notifications which will be sent via no-reply@ecommercehub.unifi.com.my
8.	**Why do I have to verify my email?**	▪ Your security is important to us. Verifying your email address lets us know that you truly own your 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 you during sign up process. ▪ For any request to upgrade or cancel subscription, we will also send a verification One-Time Password (OTP) to your email before you can make changes to your plan.
9.	**Why does the system require the use of Multi-factor authentication?**	▪ When the system requires more than one authentication method, it significantly enhances security. MFA ensures that data can only be accessed by the owner, even if their account is stolen. This comprehensively protects privacy and reduces the risk of losing important information.
10.	**What can I do if I forgot my password?**	▪ You can request to set for a new password by performing the following steps:

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		1. Click "Forget password" at Sign in page 2. Enter your email address that you used to register the account 3. Check your email and follow the instruction to set up your new password

11.	**If I face any problems with unifi eCommerce Hub, who do I reach out to for assistance?**	▪ You may reach out to TM via the below channels to get assistance on solving problems related to unifi eCommerce Hub:
		  1. Digital Platforms:
		    ▪ Live Chat via myunifi app or unifi portal
		    ▪ Facebook @weareunifi
		    ▪ Twitter @helpmeunifi
		    ▪ Email help@unifi.com.my
		  2. Call 100
		  3. Walk in to the nearest TMpoint outlet.

	Subscription and payment	
12.	**Am I allowed to upgrade/downgrade my unifi eCommerce Hub plan when my account is suspended?**	▪ If your account is suspended, you are not allowed to upgrade/downgrade your plan. You need to settle the outstanding charges and resume the account before requesting for any upgrade/downgrade.
13.	**Am I allowed to change the feature I have chosen from Starter Plan?**	▪ Your Starter Plan allows a one-time choice between Social CRM or Webstore. Once you have chosen the feature you are not allowed to change anymore.
14.	**How will my contract be impacted if I upgrade/downgrade my unifi eCommerce Hub plan?**	▪ You have the flexibility to upgrade/downgrade at any time you wish. You will be bound to a refreshed 12-months contract for each upgrade/downgrade from the date of change.
15.	**How do I change my subscription plan or subscribe to add-on trainings?**	▪ Any changes to your subscription such as upgrade, downgrade, add on training and termination can be done via sso.ecommercehub.unifi.com.my portal.
16.	**Can I extend the usage of unifi eCommerce Hub Freemium plan?**	▪ Freemium plan has a maximum usage period of two (2) months only and you cannot extend the usage after the expiry, unless you upgrade to one of the Premium plans i.e. either Starter, Standard or Pro plan.
17.	**How long can I enjoy the unifi eCommerce Hub Freemium plan?**	▪ You can enjoy unifi eCommerce Hub Freemium plan for up to 2 months. We will notify you on the expiry of the plan within three

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		(3) days before its expiry date via email from no-reply@ecommercehub.unifi.com.my.
18.	**What will happen to my subscription once the unifi eCommerce Hub Freemium plan expires?**	▪ Once the unifi eCommerce Hub Freemium plan expires, you will be notified via email to upgrade to the unifi eCommerce Hub Premium plan via [no-reply@ecommercehub.unifi.com.my.](mailto:no-reply@ecommercehub.unifi.com.my)
19.	**How do I upgrade my account to Premium plan?**	▪ If your current plan is unifi eCommerce Hub Freemium Plan, the following steps will upgrade your account to a Premium plan: 　1. Go to Billing > Choose "Your Plan" 　2. Click "Modify plan" > Select upgrade at "Request type" and select the plan that you prefer at "Request plan" 　3. Click "Agree with Subscription T&C" and "Submit" 　4. Upon submitting, you will need to verify your request via email. ▪ We will receive your upgrade request and revert to you on successful activation.
20.	**How do I check if I have successfully changed my subscription plan?**	▪ After you have successfully changed your subscription plan, here are the steps for you to check the updated subscription: 　1. Go to Billing > Choose "Your Plan" ▪ You can check your current plan which will be the most recent plan you changed to.
21.	**How do I change my unifi eCommerce Hub subscription plan?**	▪ Before changing your plan, here are some points that you should be aware of: 　• If your current plan is unifi eCommerce Hub Pro, you cannot upgrade your plan since it is the highest available package. 　• If your current plan is unifi eCommerce Hub Starter, you cannot downgrade your plan since it is the lowest available package. ▪ The following steps would allow you to change the plan: 　1. Go to Billing > Choose "Your Plan" 　2. Click "Modify plan" > Select upgrade at "Request type" and select the plan which you prefer at "Request plan" 　3. Click "Agree with Subscription T&C" and "Submit" 　4. Upon submitting, you have to verify via email. ▪ We will receive your upgrade request and revert to you on successful activation.

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22.	**How can I make bill payment for unifi eCommerce Hub?**	▪ 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 do so via the below channels: 1. unifi.com.my (Self-care or Live Chat) 2. myunifi app (Downloadable via Google PlayStore, Apple AppStore or Huawei App Gallery) 3. Log into 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 ▪ Alternatively, you can pay your bills through counter/kiosk as per below channels: 1. TMpoint outlets – Kiosk only using Cash, Credit/Debit Card/Cheque 2. TMpoint Authorized Dealer (TAD) – Counter using Cash, Credit/Debit Card/Cheque 3. PayQuik Kiosk – Cash only 4. Ejen Bank Berdaftar BSN (EBB) – Cash only 5. Epay – Cash only 6. ONEPAY (M1) – Cash only 7. 7-Eleven, 99 Speedmart, MyNEWS, KK Mart outlet – Cash only ▪ For the full list of our authorised bill payment channels, click here
23.	**How will I receive my bill for unifi eCommerce Hub?**	▪ You will receive a monthly e-bill from unifi. Please check your registered email address with TM to view the monthly e-bill (softcopy).
24.	**Is there a bill payment cut-off period?**	▪ Please pay your monthly bill promptly to avoid account suspension due to late or no payment.
25.	**How do I terminate my unifi eCommerce Hub subscription plan?**	▪ When you terminate your unifi eCommerce Hub plan subscription (at the time of submitting termination request, you must be subscribing to any of the plans in an active state), we will terminate the current plan and log you out. Hence, please consider carefully before deciding to terminate the account. ▪ If you wish to terminate your unifi eCommerce Hub account, please follow the steps below: 1. Go to "Billing" > Choose "Your plan" 2. Click the 3 dots at current plan > Choose "Terminate Plan" > Click "Agree with Subscription T&C" > Click "Confirm" 3. We will terminate your current plan and log you out of unifi eCommerce Hub. 4. After the request is successfully processed, you will receive an email notification.

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26.	**How do I change my password?**	- To change your password: - Go to Settings > Account Information - Click "Change Password" - Fill in the old password and then the new password - Click "Save" to complete your changes.
27.	**Is my unifi eCommerce hub monthly recurring charge billed together with unifi biz in the same bill?**	No, you will receive a separate bill with a dedicated account number for the subscribed plan in unifi eCommerce Hub.
28.	**When will I receive my unifi eCommerce Hub bill?**	Your unifi eCommerce Hub bill will be generated every 22nd of the month (billing period).
29.	**If I subscribe unifi eCommerce Hub prior to or after the billing period, will the charges be prorated?**	Yes, the charges will be prorated.
30.	**Can I change my unifi eCommerce Hub billing date to be on the same billing date of my unifi biz bill?**	- Yes, you may change your unifi eCommerce Hub bill to come on the same billing date as your unifi biz. Please contact us at the following channels: - Digital Platform - Live Chat via myunifi app or unifi portal - Facebook @weareunifi - Twitter @helpmeunifi - Email help@unifi.com.my - Call to 100 - Walk in to the nearest TMpoint outlet
31.	**Is there any penalty charge if I terminate unifi eCommerce Hub AFTER the minimum subscription period is over?**	There will be no penalty charge for termination made after the minimum contract period (12 months).
32.	**What will happen if I terminate unifi eCommerce Hub within the contract period?**	If you terminate unifi eCommerce Hub within the contract period, you will be charged with the early termination penalty fees, which is the full subscription fee of the remaining contract period.