




QUESTION		ANSWER									
1.	What is the Unifi Business Mobile Device Fiesta Campaign?	<ul style="list-style-type: none">Unifi Business Fixed Mobile Convergence (FMC) 2025 campaign is all about giving you amazing deals with even bigger savings! Whether you're a new or existing Unifi Business Mobile or Business Broadband customer, you can take advantage of these great offers.									
2.	How long does the campaign run?	<ul style="list-style-type: none">The campaign runs from 8th December 2025 to 31st July 2026.									
3.	What are the offers under this FMC campaign (Phase 1)?	<div><div><div>RRP</div><div><div>UNISG Business 39</div><div>RM 39 /mth</div></div><div><div>UNISG Business 69</div><div>RM 69 /mth</div></div></div><div><div>FMC OFFER</div><div><div>RM 29 /mth</div><div>30GB 4G/5G Data Unlimited Calls</div></div><div><div>RM 54 /mth</div><div>Unlimited 4G/5G Data Unlimited Calls</div></div></div><div><div>+</div><div>DEFAULT ADD ON</div><div><div>RM 1 /mth</div><div>200GB 4G/5G 100GB 4G/5G + 100GB 5G</div></div></div><div><div>Value Proposition to Customers</div><div><div> Unbeatable Savings</div><div>Enjoy up to RM15 perpetual discount every month when you bundle your mobile with your existing broadband.</div></div><div><div> Unifi One Provider, One Bill</div><div>Keep your broadband and mobile connected under one Unifi account — simpler, cheaper, and more convenient</div></div><div><div> Experience Award-Winning Coverage Nationwide</div><div>Stay connected wherever you go with Unifi Mobile's nationwide 4G & 5G network — recently recognized by OpenSignal for Malaysia's Best Mobile Video Experience.</div></div></div></div>									
4.	How much discount does FMC Campaign offers.	<ul style="list-style-type: none">FMC with discount offer comes with twenty-four (24) months contract and the breakdown as below:<table><tr><th>UNISG</th><th>Discount</th><th>Price After Discount</th></tr><tr><td>40</td><td>10</td><td>30</td></tr><tr><td>69</td><td>15</td><td>54</td></tr></table>	UNISG	Discount	Price After Discount	40	10	30	69	15	54
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5.	Where can I subscribe to this campaign's offering?	<ul style="list-style-type: none">You can subscribe to the campaign's offerings from the following touchpoints:<ol style="list-style-type: none">TMpoint/Unifi Store outletsTM Authorised Dealers and TM ResellersTM Biz Rovers sales representativesAccount ExecutivesOnline via website									

6.	How to be eligible to enjoy this offer?	<ul style="list-style-type: none"> You must bundle your broadband and mobile services under the same BRN number to enjoy the perpetual discount.
7.	Will I be tied to any contract if I subscribe to this campaign?	<ul style="list-style-type: none"> This bundle comes with a 24-month contract.
8.	Do I need to pay any advance/upfront payment during the application of the package?	<ul style="list-style-type: none"> There will be RM100 charges payable within 14 days for your Business Broadband services. There will be no upfront payment for both Mobile with FMC Discount or FMC Device packages.
9.	If I subscribe to this offer, will I receive all charges in single bill or separate bills?	<ul style="list-style-type: none"> Yes, you will receive a single bill for both your broadband and mobile service.
10.	Is relocation allowed while I am still within the contract period?	<ul style="list-style-type: none"> 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 your new location.
11.	Is transfer of ownership allowed while I am still in the contract period?	<ul style="list-style-type: none"> During the contract period (24 months), transfer of ownership is not allowed to ensure that customer still enjoy convergence discount.
12.	As a foreigner, can I join this campaign?	<ul style="list-style-type: none"> Unfortunately, this campaign only opens to business registered in Malaysia with a valid Business Registration Number (BRN)
13.	What do I need to know if I want to terminate the package?	<ul style="list-style-type: none"> The ETP for terminating the services of FMC Package with Discount within the MSP will be calculated as follows: - <ul style="list-style-type: none"> Unifi Business Broadband: Monthly Fee x Remaining Months UNI5G Mobile Business: Discount Amount x Remaining Months
14.	Who do I contact for further enquiries on Fixed Mobile Convergence (FMC) 2025 campaign?	<ul style="list-style-type: none"> Should there be any enquiries, you can reach out to us via: <ol style="list-style-type: none"> Unifi Digital Channels MyUnifi app (on App Store, Google Play Store & Huawei AppGallery) Unifi Business portal: http://biz.unifi.com.my/ Email - help@tm.com.my Facebook - https://www.facebook.com/weareunifi/ X (Twitter) - https://twitter.com/unifi SME Premium Lane: <ol style="list-style-type: none"> You can reach our 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.