

Frequently Asked Questions (FAQ) Geran Digital PMKS Madani (GDPM)

1. What is this campaign about?

- The **Geran Digital PMKS Madani (GDPM)** is a government initiative by Bank Simpanan Nasional (BSN), the Malaysian Communications and Multimedia Commission (MCMC) and the Malaysia Digital Economy Corporation (MDEC). It aims to support local businesses, especially Micro, Small and Medium Enterprises (MSMEs), in adopting digital solutions to boost operational efficiency and business growth.
- Under this campaign, MSMEs can receive a matching grant of up to RM5,000 to implement business digitalisation and automation solutions or subscribe to digital services.
- BSN will validate the grant application. Once approved, you will enjoy a monthly discount for 12 months on your TM subscription package.
- You will also enjoy the following additional benefits:
 - **Free Masterclass**—An exclusive invitation to a session designed to help you unlock the full value of your subscribed solutions and take your business to the next level. For more details, please visit <https://ubc.unifi.com.my/>.
 - **SME Premium Lane**—Priority assistance when you call the Unifi Contact Centre at 100.

2. What types of offerings are available under this campaign?

- Unifi Business offers the following GDPM packages:
 - Fixed broadband with digital solution bundle.
 - Standalone digital solution.
 - Fixed broadband, UNI5G Mobile Postpaid Business and digital solution bundle.

3. Who is eligible for the Geran Digital PMKS Madani?

- The campaign is open to all new and existing Unifi Business customers.
- To qualify, you must:
 - Be an SME, Cooperative (*Koperasi*) or a local SME business authority licensed by a professional body (without SSM registration); or a business registered under any relevant business registration authority in Malaysia.
 - Be at least 60% Malaysian-owned.
 - Have operated for at least six (6) months.
 - Have a minimum average annual sales turnover of RM50,000.
 - Have not applied for this grant with TM or any other telco previously.
- Only one (1) application is allowed per applicant.

4. What are the grant eligibility conditions?

- Eligible applicants may claim rebates of up to 50% on internet connectivity, digital solutions and mobile services, based on the commercial package price.
- Grant is one-time claimable only.
- Unifi Business customers who have already subscribed to the grant via TM or another telco are not eligible—even if the RM5,000 limit has not been reached.

5. What rebates will I receive under this campaign?

- You will receive monthly rebates under the grant based on the package you subscribe to. The rebate rates are as follows:

	Element	Monthly Charges (% from the monthly subscription)	Rebate Under Grant (% from the monthly subscription)
Bundle	Connectivity + Solution	50%	50%
	Solution only	50%	50%
	Connectivity + Solution + Mobile	50%	50%

6. How long is the campaign period?

- The promotion runs from 29 July 2025 until 31 December 2025.

7. Where can I subscribe to the offerings?

- You can sign up at the following touchpoints:
 - Any Unifi Store/TMpoint outlet.
 - TM Sales Representatives (Biz Rovers, Account Executives, Direct Sales).
 - Unifi Contact Centre at 100 (press 4).
 - Live chat at <https://maya.unifi.com.my/> or via the MyUnifi app.
 - Unifi Business portal at <https://www.unifi.com.my/business>.

8. What are the supporting documents required during the application?

- The supporting documents required are as follows:

For Unifi Application	For Grant Application
i. A copy of the Director's IC/Passport	i. SSM/Business Registration Form
ii. Representative's IC/Passport	ii. Proof of RM50,000 annual sales turnover or a bank statement
iii. Original authorisation letter on company letterhead	
iv. Business Registration Form (e.g., SSM Form 9, 13, 24, 49 or Super Form)	

9. What is the contract period for the offerings?

- The contract period for each offering is as follows:

Category	Contract Period
Unifi Business Bundle Package	24 months
Digital Solution	12 months
Unifi Mobile with Device	24 months

10. How long will I enjoy the grant rebate?

- The rebate applies for 12 months. From the 13th month onwards, your subscription will automatically convert to the standard commercial rate.

11. What will happen to my subscription if my grant application is approved or not approved?

- If your grant application is approved:
 - Upon application for the grant, you will be enrolled in the campaign package based on the commercial rate without the grant value applied initially.
 - You will be notified via EDM or SMS by TM on the grant status.
 - Once the approval has been obtained from BSN, your current package will be converted to the GDPM plan, and the grant rebate will be reflected in your monthly bill for 12 months.
 - A one-time processing fee of RM10 will be charged upon approval and shown in your bill.
 - Your contract will be refreshed to a new 24-month period.
 - From the 13th month onwards, your charges will automatically revert to the standard commercial rate set by TM.
- If your grant application is not approved:
 - Upon application for the grant, you will be enrolled in the campaign package based on the commercial rate without the grant value applied initially.
 - You will be notified via EDM or SMS by TM on the grant status.
 - If the grant application is rejected by BSN, your existing or current commercial plan will remain unchanged, and no package conversion will take place.
 - If you wish to explore or switch to a another plan, you are encouraged to contact us to discuss available options.

12. What are the package options under this campaign?

- The offerings available under the Geran Digital PMKS Madani campaign include the following:

New Customer			
Bundle	Offerings		
1. Fixed & Business Solution	Unifi Business Fibre • 100Mbps • 300Mbps • 500Mbps • 1Gbps • 2Gbps	Business Solution • Unifi eCommerce Hub (Starter) • Kaspersky Small Office Security (Starter) • Digital Marketing Solution (Standard or Premium)	
2. Fixed & Business Solution (Multiple)	Unifi Business Fibre • 100Mbps • 300Mbps • 500Mbps • 1Gbps • 2Gbps	Business Solution 1 • Digital Marketing Solution (Standard)	Business Solution 2 • Unifi eCommerce Hub (Starter) • CariCari Listings
3. Fixed, Business Solution & Mobile	Unifi Business Fibre • 100Mbps • 300Mbps • 500Mbps • 1Gbps • 2Gbps	Business Solution • Kaspersky Small Office Security (Starter) • Digital Marketing Solution (Standard)	Mobile • Uni5G Business 39 • Uni5G Business 69 • Uni5G Business 99 • Uni5G Business 69 (with Samsung Galaxy A06 5G) • Uni5G Business 99 (with Samsung A16 5G)
4. Business Solution only	• Digital Marketing Solutions (Premium)		

Existing Customer				
Bundle	Offerings			
1. Fixed & Business Solution (Multiple)	Unifi Business Fibre 100Mbps 300Mbps 500Mbps 800Mbps 1Gbps 2Gbps	Business Solution 1 CariCari Listings	Business Solution 2 - Kaspersky Small Office Security (Starter) - Digital Marketing Solution (Starter or Standard) - Unifi eCommerce Hub (Starter)	
		Digital Marketing Solution (Standard)	Unifi eCommerce Hub (Starter)	
2. Fixed, Business Solution & Mobile	Unifi Business Fibre 100Mbps 300Mbps 500Mbps 800Mbps 1Gbps 2Gbps	Business Solution 1 CariCari Listings	Business Solution 2 - Kaspersky Small Office Security (Starter) - Digital Marketing Solution (Standard) - Go Bookit (Flex)	Mobile - Uni5G Business 39 - Uni5G Business 69 - Uni5G Business 99 - Uni5G Business 69 (with Samsung Galaxy A06 5G) - Uni5G Business 99 (with Samsung A16 5G)
		Business Solution 1 Digital Marketing Solution (Standard)	Business Solution 2 Unifi eCommerce Hub (Starter)	Mobile - Uni5G Business 39 - Uni5G Business 69 - Uni5G Business 99 - Uni5G Business 69 (with Samsung Galaxy A06 5G) - Uni5G Business 99 (with Samsung A16 5G)

13. What happens to the grant entitlement if I terminate Unifi Business Fibre, Unifi Mobile or any Business Solution from my bundle subscription?

- If you terminate any service included in your bundle during the contract period, your grant rebate will be forfeited, and Early Termination Penalty (ETP) charges may apply.
- If you terminate either the Business Solution or Unifi Mobile (SIM only) after the grant period ends, your current package will be converted to a different package based on standard offerings.

14. Is there any upfront payment for packages that include a mobile device?

- Yes, an upfront payment is required at the time of application for packages that include a mobile device.
- Instead of issuing a refund, the upfront payment will be spread out over 24 months and automatically deducted from your monthly bills.

Free Device Offerings	Upfront Payments
Samsung Galaxy A06 5G	RM504
Samsung Galaxy A16 5G	RM744

15. Can I perform MNP (Mobile Number Portability) for my mobile plan and still subscribe to the grant offering?

- If you wish to switch to Unifi Mobile from other telco company or Mobile Number Portability (MNP) may do so before subscribing to the grant offerings. The MNP process must be successful before the grant application are submitted.

16. Will I be notified of my solution subscription?

- Yes. You will receive two (2) emails for digital solutions such as CariCari Listings, Unifi eCommerce Hub, Kaspersky Small Office Security:

1. Welcome Email

- Check your Inbox or Junk folder for an email sent to your registered email address.
- Look for a welcome message for your Unifi subscription and digital solution from ubc@email.unifi.com.my.

2. Digital Solution Onboarding Email

- CariCari Listings: Self-activation email from listings.cari@tm.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
- Go Bookit: Self-login email from wecare.enquiry@tm.com.my
- For Digital Marketing Solution, you will receive:
 - An order confirmation email from noreply@tm.com.my
 - A personalised introduction email from your campaign manager

17. If I do not activate my solution, will I still be charged?

- Yes, you will still be billed once the solution is registered.
- The solution will be automatically activated, and you can start using the service after receiving an activation email with your login ID and password.
- Self-registration is not required for bundled solutions under this campaign. You can access the solution dashboard immediately to activate or start using your solution.

18. How will I be billed?

- You will receive a single bill that covers all your subscribed services.

19. Can I change to a different package during the contract period?

- No. During the 12-month grant rebate period, changing your plan will cause you to lose your grant entitlement. To continue enjoying the benefits, it is recommended that you remain on your current package until the rebate period ends.

- However, if you wish to switch to a different package after the grant period ends (from the 13th month onwards), you may contact us to discuss available options.

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

- Yes, relocation is allowed, but it is subject to infrastructure and service availability at your new address when subscribing to the package. However, if there are changes in infrastructure or technology type (e.g. FTTH to VDSL), you may no longer be able to continue on the same plan.

Example: If you are currently on a 300Mbps FTTH plan and relocate to a high-rise building where only VDSL is available, your plan may be changed to 30Mbps.

21. Can I transfer ownership of the subscription during the contract?

- Ownership transfer is not allowed during the grant period as the grant entitlement is tied to your account name. Transfer will only be permitted starting from the 13th month onwards, subject to the terms and conditions for ownership transfer.

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

- We strongly encourage you to continue your subscription to enjoy the full grant rebate and discount entitlement. However, if you choose to proceed with termination, please take note of the following:
 - If you terminate any service included in your bundle during the contract period, your grant rebate will be forfeited, and Early Termination Penalty (ETP) charges may apply.
 - If you terminate either the Business Solution or Unifi Mobile (SIM only) after the grant period ends, your package will be converted to a different package.
 - Early termination charges will be calculated based on the full campaign package fee (before discount), multiplied by the remaining months of your contract period.
 - Termination penalties are calculated 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
Mobile with Device	24 months	Device fee X remaining months

23. Who can I contact for help or more information?

- If you have any enquiries or need further assistance, you can reach out to us through any of the following channels:
 - Live chat at <https://maya.unifi.com.my/> or via the MyUnifi app
 - Any Unifi Store/TMpoint outlet nationwide
 - Unifi Contact Centre at 100

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