

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI NETSHIELD**

NO.	QUESTION	ANSWER
PACKAGE OFFERINGS & PRODUCT INFORMATION		
1.	What is Unifi NetShield?	<p>Unifi NetShield is TM's internet security service that helps protect your business from online threats.</p> <p>It works by automatically blocking dangerous websites before they can harm your devices, using trusted security technology from Akamai Technologies, a globally recognised cybersecurity provider.</p> <p>Here's how it helps your business:</p> <ul style="list-style-type: none"> • Blocks viruses, scams and fake websites • Protects ALL devices connected to your business internet • Stops threats early, before a website even opens • No equipment, no installation, and no technical setup needed
2.	Who is eligible to subscribe to Unifi NetShield?	<ul style="list-style-type: none"> ▪ Any Micro, Small and Medium (MSME) with a valid Business Registration Number (BRN) registered with Suruhanjaya Syarikat Malaysia (SSM) can subscribe to Unifi NetShield. ▪ Any MSME without a BRN can still subscribe to Unifi NetShield by registering with a valid director's NRIC/passport.
3.	How does Unifi NetShield work?	<p>Unifi NetShield keeps your business safe online by filtering your internet traffic through TM's network system. Harmful websites and malicious content are blocked automatically, ensuring that all devices connected to your business Wi-Fi remain protected.</p> <p>You don't need to install any software or take any action. Protection begins as soon as the service is activated.</p>
4.	What do I get from Unifi NetShield?	<p>With Unifi NetShield, your business gets:</p> <ul style="list-style-type: none"> ▪ Protection from viruses, ransomware, scams, and phishing ▪ Safe access to online banking and payments ▪ Protection for all devices using your Unifi Business Wi-Fi ▪ Security for mobile phones and tablets connected to your network <p>It acts like a strong shield around your internet connection, keeping your team and business activities safe at your premises.</p>

5.	Do I need to install anything on my server?	No installation required. Everything is activated entirely through TM's network.
6.	Do I need extra hardware or software to use NetShield?	<p>No. Unifi NetShield works directly through the Unifi network, so no extra hardware or software is needed.</p> <p>If you're subscribing to Unifi Business Broadband with Unifi NetShield, a free router is included with your broadband plan.</p>
7.	How quickly can Unifi NetShield be activated?	Activation is automatic and takes effect as soon as your order is completed. There's no waiting period or manual setup. You're protected straight away.
8.	If I'm currently using internet from a different internet provider, can I subscribe to Unifi NetShield?	Unifi NetShield is designed to work with Unifi Business Broadband. To enjoy full compatibility, performance, and full support, we recommend using Unifi NetShield together with a Unifi Business internet plan.
9.	Why should I take Unifi NetShield together with Unifi Business Broadband?	Taking Unifi NetShield together with Unifi Business Broadband means your business can enjoy reliable internet connectivity with built-in security protection under one plan.
10.	How much does Unifi Business Broadband with Unifi NetShield cost?	Prices start from RM154 per month, depending on the speed and solution you choose. Full pricing details are available on the Unifi Business website.
11.	I'm already using Unifi Business Broadband. Can I still add Unifi NetShield?	Absolutely! You don't need to be a new customer to enjoy better security. If you already have a Unifi Business Broadband plan, you can simply add Unifi NetShield as an add-on to your existing plan at any time.
12.	Will I receive a new modem or additional equipment when I add on Unifi NetShield to my existing Unifi Business Broadband?	No. Unifi NetShield works with your existing Unifi Business Broadband service, so you can enjoy enhanced security without changing your current equipment.

13.	How much will I be charged for adding Unifi NetShield to my existing Unifi Business Broadband?	You'll be charged RM25 per month, added to your monthly bill.
14.	Will adding Unifi NetShield affect my current Unifi Business Broadband contract?	Adding Unifi NetShield to your plan will reset your existing Unifi Business Broadband contract to a new 24-month term. Your current contract countdown will restart from the date the service is activated.
15.	Where can I subscribe to Unifi NetShield?	<p>You can subscribe through:</p> <ul style="list-style-type: none"> • Unifi Store / TMpoint • TM Account Managers • TM Direct Sales / SME Consultants • TM Authorised Dealers / Resellers • Unifi Contact Centre (100) • Unifi Business online portal
16.	Does Unifi NetShield support specific platforms, OS versions, and device models?	<p>Yes! Unifi NetShield protects any device connected to your Unifi Business internet, including:</p> <ul style="list-style-type: none"> • Mobile phones and tablets • Laptops and desktop computers • Smart office devices • iOS and Android devices <p>As long as your device is connected to the internet within the Unifi Business network, it's fully protected.</p>
17.	What types of attacks does Unifi NetShield protect against?	<p>Unifi NetShield protects against a wide range of cyber threats, including:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Viruses and malware <input type="checkbox"/> Ransomware <input type="checkbox"/> Phishing emails and fake websites <input type="checkbox"/> Online scams and unsafe links <p>It uses intrusion detection and prevention systems (IDS/IPS), advanced threat signatures, and filtering to block malicious traffic before it reaches your devices.</p>
18.	Does Unifi NetShield affect website performance?	No. Unifi NetShield runs in the background, blocking harmful sites and malware without noticeably affecting your browsing speed.

<p>19.</p>	<p>Will Unifi NetShield scan automatically, or do I need to do it manually?</p>	<p>Unifi NetShield scans automatically. You don't need to run any manual checks for threats. It works in the background, continuously monitoring your internet traffic and blocking viruses, ransomware, phishing sites, and unsafe connections as they appear. The system is designed to be "always on," so your devices and business network stay protected without any extra effort.</p>
<p>20.</p>	<p>How do I know Unifi NetShield is actively protecting my network?</p>	<p>Unifi NetShield provides visible protection through real-time block notifications whenever access to a malicious or harmful website is prevented, so you can see it working as it happens.</p>
<p>21.</p>	<p>Will I receive any security reports or updates?</p>	<p>Yes. Unifi NetShield includes monthly security reports, giving you clear visibility into the threats that have been identified and blocked on your network. No technical expertise is needed to understand them.</p>
<p>22.</p>	<p>If I'm using other internet connections, including a hotspot or public Wi-Fi, will Unifi NetShield still work?</p>	<p>Unifi NetShield protection is tied to your Unifi Business internet connection, so its automatic scanning and blocking features only work when your devices are connected through that network. If you switch to another connection, such as a mobile hotspot or public Wi-Fi, Unifi NetShield protection won't apply.</p>
<p>23.</p>	<p>If I can no longer continue my Unifi Business internet with Unifi NetShield, can I transfer the service to someone else?</p>	<p>If your contract has ended, you can transfer ownership to someone else. All your access, including your internet login ID and Unifi NetShield will be fully transferred to the new owner. All equipment should also be passed over to the new owner.</p> <p>A transfer fee of RM10 applies, charged to the new owner.</p>
<p>24.</p>	<p>What happens if I decide to cancel the service? Will I be charged?</p>	<p>If you cancel before your contract ends, an Early Termination Penalty (ETP) will apply. The fee is calculated by multiplying your monthly subscription by the number of remaining months on your contract.</p>
<p>25.</p>	<p>If I'm having issues with Unifi NetShield, where can I get help?</p>	<ul style="list-style-type: none"> ▪ You can reach out to us through any of the following channels: <ol style="list-style-type: none"> 1. Digital platforms: <ul style="list-style-type: none"> ▪ Live Chat via the MyUnifi app or Unifi portal ▪ Facebook: @weareunifi

		<ul style="list-style-type: none">▪ X: @unifi▪ Email help@unifi.com.my <p>2. In person:</p> <ul style="list-style-type: none">▪ Visit your nearest Unifi Store/TMpoint outlet
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