FREQUENTLY ASKED QUESTIONS (FAQ) FOR UNIFI BASIC

NO	QUESTION	ANSWER
		GETTING TO KNOW
1	**What comes with the unifi Basic plan?**	▪ The unifi Basic plan comes with:

UNIFI BASIC PLAN™
30Mbps **Download speed up to 30Mbps** **Upload speed up to 10Mbps** **60GB Quota** **Voice 20sen/min**
Free access to unifi PlayTV app with Free channels
Retail Package Price **RM79/month**

▪ *Price shown is excluding 6% Service Tax (ST)*
▪ *Price shown is perpetual*
▪ *Retail Package Price will vary according to campaign*
▪ *Content with high volume / unique services such as monitored CCTV, alarm system, web hosting, peer-to-peer, online games and etc. are not compatible with unifi Basic plan*

| 2 | **Are there any extra features that I will receive with unifi Basic plan offering?** | ▪ Yes, you are entitled to the extra benefits as below: |

Features	unifi Basic plan™
Installation & activation	WAIVED
wifi@unifi	UNLIMITED (until further notice)
unifi TV	Free Channels via playTV@unifi app (complimentary of 30-days free viewing of all channels)
Wireless router	INCLUSIVE

* Wireless router is applicable to new installations only.

| 3 | **What can I do with 60GB quota?** | ▪ | 60GB is more than enough to fulfill your basic internet usage such as music & video streaming, surfing the web and for your social media activities. |

▪ Below is the guideline for the amount of data used for each activity:

Activity	Data Size
1 **email** (no attachments)	**20KB**
1 **email** (with standard attachments)	**300KB**
1 min. of surfing the **web**	**250KB** (15MB/hr.)
1 **song** downloaded	**4MB**
1 **photo** upload to social media	**5MB**
1 min. of streaming **standard-definition video**	**11.7MB** (700MB/hr.)
1 min. of **streaming high-definition video**	**41.7MB** (2500MB/hr.)
1 min. of streaming **4K video**	**97.5MB** (5850MB/hr.)
1 min. of **online games**	**200KB** (12MB/hr.)

Note: Estimates are based on typical file sizes. Your usage may vary
1MB = approximately 1,000KB
1GB = approximately 1,000MB
1TB = approximately 1,000GB

▪ Based on the guideline above, with 60GB you can enjoy:
- Send and receive 3,565 emails
- Streaming music for 1,091 hours
- Surfing the web for 390 hours
- Social media posts with photo up to 1,239 posts
- Streaming standard-definition (SD) video for 58 hours
- Online gaming for 152 hours

▪ For Netflix data usage, please refer to Netflix website for more information: *https://help.netflix.com/en/node/87*

▪ Nevertheless, you are advised to use the data for video streaming apps prudently as it consumes more data than other apps.

| 4 | **How to make sure that I'm using my data wisely?** | ▪ | The data consumption includes both download and upload activities. Example of the activities that may use up your data exorbitantly are: |

- Streaming video in high-definition (HD) format or 4K videos
- Internet surfing via multiple devices (mobile/ tablet/ laptop/ PC) concurrently
- Software updates such as Windows, Mac OS, Android, iOS, applications, etc.
- Leaving your device or apps (e.g. social media apps or call/messaging apps) to download content continuously even when you are away
- Android box usages will continuously download the latest content even when the TV is switched off
- Push notification from apps/ windows for any promotion or updates

▪ Don't simply share your Wi-Fi password and change your Wi-Fi password often for security purpose.

5	**Is there any possibility that the data being consume even when I'm not using it?**	▪ When the wireless modem is switched on, your device and all other devices that connect to the Wi-Fi connection will continue to consume data. Not only that, activities running in the background such as Windows/OS update, peer-to-peer download and upload, virus definition, apps update, apps backup, cloud CCTV, intelligent home/remote sensor devices, etc will continue to consume data without you knowing it. ▪ To ensure that the quota is not being used without your consent, please make sure to switch off your wireless router when not in use or while you are away or asleep.
6	**What are the devices that come with unifi Basic plan?**	▪ unifi Basic plan comes with a Broadband Termination Unit (BTU) and a Wireless router to enable the internet service. ▪ The DECT phone and unifi TV Media Box (Set-Top-Box) are not included.
7	**Can I buy the Media Box so I can enjoy unifi TV contents on my TV?**	▪ Unfortunately, we do not sell the Media Box as a standalone device.
8	**If I am an existing unifi Home subscriber with unifi TV Media Box and I have changed to unifi Basic plan, can I still use my existing unifi TV Media Box?**	▪ Yes, you can continue to use your existing Media Box as long as you add on any unifi TV pack.
9	**What are the Add-Ons available for unifi Basic plan?**	▪ You can choose the relevant Add-Ons that will boost your broadband experience.

NO	ADD-ONS	DESCRIPTION	OFFERING				
1.	unifi Mobile	The best postpaid plan to cater to the needs of each member of the family	**Plans from as low as RM19/month:**				

Price (RM)	99	59	39	29	19
Data	UNLIMITED	10GB (9GB LTE + 1GB 3G)	5GB (4GB LTE +1GB 3G)	3GB (2GB LTE + 1GB 3G)	2GB (1GB LTE + 1GB 3G)
Calls (min)		100		50	5
SMS			25		

2.	unifi Basic Passes	Additional internet quota	**Additional from as low as RM10/month** Four (4) available add-on passes option to suit your usage needs
3.	Voice Pack 20	Voice package for national call with affordable monthly commitment	**Additional RM20/month** • Inclusive 600 minutes talk time • Beyond 600 minutes: o Call to TM fixed line: FREE o Call to Mobile & other fixed line: 10 sen/min
4.	Voice IDD	Voice package for international call with affordable monthly commitment	**Additional from as low as RM20/month** • Enjoy up to 1,000 free minutes to selected 8 countries. • Rate beyond free minutes will be charged as low as 15sen/min.
5.	unifi playTV pack	Watch the latest shows on unifi playTV apps	**Choose additional pack from as low as RM1** For more info, go to unifi portal: https://unifi.com.my/tv/packages/unifi-playtv.html
6.	unifi TV pack	Watch the latest shows on unifi playTV apps	**Choose additional pack from as low as RM30/ month** For more info, go to unifi portal: https://unifi.com.my/tv/packages/index.html
7.	Home Gadget Protection	Protect your home gadgets against accidental damage, liquid damage, burglary and robbery	**Additional from as low as RM15/month** Protect your home gadgets against accidental damage, liquid damage, burglary and robbery.

10	**What is the contract period of the Add-Ons? Is there any penalty imposed if I terminate the services within the contract period?**	▪ The contract period for unifi Home and its Add-Ons vary. Please refer to the table below for more information:

NO	ITEMS	CONTRACT PERIOD	PENALTY IF TERMINATION WITHIN CONTACT PERIOD
1.	unifi Basic	24 months	The remaining months of broadband monthly subscription fee (price before discount)
2.	unifi Basic Passes	Not Applicable	Not Applicable
3.	Voice Pack 20	Not Applicable	Not Applicable
4.	Voice IDD	1 month	1 month of subscription fee
5.	unifi playTV packs	Not Applicable	Not Applicable
6.	unifi TV packs	12 months	The remaining months of monthly subscription fee
7.	Home Gadget Protection	12 months	The remaining months of monthly subscription fee

▪ Customers are required to settle all their outstanding bills prior to the termination request. For more information, please refer to your service Terms & Conditions.

▪ Customers can now request for termination by logging into their Self-care account at www.unifi.com.my, or visit any TMpoint outlets nationwide.

UNIFI PLAY TV/ UNIFI TV

11	**How do I view the unifi playTV?**	▪ unifi playTV (playTV@unifi) is an app that enables you to watch live channels and movies on Android (Phone & Tablet), iOS (iPhone & iPad), computers browser (IE 11 only) and selected models of Samsung Smart TVs.

▪ With playtv@unifi, customers can stream their favorite latest shows, programmes and LIVE TV following simple steps below:

Step 1: Download playTV@unifi application via Apple App Store, Google Play Store or where the application can be downloaded/ installed or for personal computer, visit playTV@unifi link – https://playtv.unifi.com.my;

Step 2: Register the Service through your application or via website stated above;

Step 3: You will be able to enjoy the service upon subscription to any content or available packages offered via the application.

* No registration fee will be charged

12	**What FREE channels that I can view under playTV@unifi?**	▪ More than 10 Free channels under unifi TV that you can view which are TV1, TV2, TV3, TV7, 8TV, TV9, Salam, TV ALHIJRAH, LAKU mall, NAT GEO, Bloomberg, BNC, NHK World and other more.

▪ For more info on unifi TV channels, you may go to unifi portal @ https://unifi.com.my/tv/packages/unifi-playtv.html

13	**Is there any limit for no. of devices for the playTV@unifi app?**	▪ You can enjoy the contents via playTV@unifi app for up to 2 devices concurrently. In addition, you can enjoy 30-day free viewing of all channels on unifi PlayTV app.

14	**Can I cast the playTV@unifi app via Chromecast?**	▪ Currently playTV@unifi app does not support casting using Chromecast or other similar casting sticks.
15	**What I need to do if I want to view channels aside from FREE channels provided?**	▪ You may enjoy to stream the Premium channels under unifi playTV standalone, by purchasing the unifi playTV offerings below:

<table>
<tr><th>Type of Content</th><th>Price</th></tr>
<tr><td>Ala Carte/VOD</td><td>From RM6 to RM20 per month</td></tr>
<tr><td>playTV pack</td><td>RM15 per month
RM 5 per week
RM 1 per day</td></tr>
</table>

i. Package for the playTV Pack is fixed to only 3 channels per transaction.
ii. Channels that have been selected as part of the playTV Pack cannot be changed upon subscription. If the customer intends to subscribe to other channels, the customer is allowed to add-on the content by subscribing to additional package of playTV Pack or any content as Ala-Carte.
iii. The following contents are NOT available for subscription under playTV Pack:
   - Video On Demand (VOD); and
   - Channels of RM10 and above (Premium Channels)

16	**It is a hassle for me to choose every time I want to view the content. Is there any unifi TV packs that I can just subscribe every month which come together with plenty of channels?**	▪ You have the option to purchase the unifi TV pack and view via the playTV app. The offerings under unifi TV pack are as below:

unifi TV Pack	Description
Ultimate RM60/month	▪ The best and ultimate entertainment pack for you and your entire family! ▪ Enjoy ALL of unifi TV channels including FOX movies, LIVE sports, Korean, kids, local dramas, international TV shows and many more! ▪ This pack includes access to dimsum and BBC Player app.
Aneka Plus RM30/month	▪ Indulge in an array of exclusive local programmes, Korean, LIVE sports, kids, lifestyle and international TV channels. ▪ This pack includes access to dimsum app.
Ruby Plus RM30/month	▪ For the kung-fu fighters and Asian entertainment lovers ▪ The best entertainment from Hong Kong, Korea, Taiwan and China. Now enhanced with kids, LIVE sports, lifestyle and international TV series channels to keep you entertained all day! This pack includes access to dimsum app.
Varnam Plus RM30/month	▪ Get enchanted with the colours of Indian entertainment ranging from Hindi & Tamil movies and TV shows, LIVE sports, kids, variety and many more programmes.

* new login ID for unifi playTV (xxx@iptv) will be given upon subscribe to unifi TV pack

UNIFI BASIC ADD-ON PASSES

17	**What is the unifi Basic add-on passes? Why do I**	▪ The unifi Basic add-on passes allow you to purchase additional Internet quota for your broadband plan. This will enable you to continue surfing seamlessly when

	need it?	you have fully utilised your 60GB unifi Basic monthly Internet quota before the end of your billing cycle.
18	**What happen if I have fully utilised my unifi Basic quota?**	▪ Once you have fully utilised your unifi Basic 60GB quota, your Internet speed will be throttled to 512kbps. ▪ In order to enjoy fast and smooth Internet experience, you may purchase the add-on passes to continuously enjoy seamless surfing and control your data usage according to your internet consumption and budget
19	**Can you tell me more about the unifi Basic add-on passes?**	▪ We understand the different Internet usage patterns of our customers, hence we are providing you with four (4) add-on passes options for you to choose from. ▪ Kindly refer to the below table:

1GB	**5GB**	**20GB**	**WEEKEND Unlimited**
Valid till end of billing period	Valid till end of billing period	Valid till end of billing period	dd-mm-yyyy Friday 12:00am till dd-mm-yyyy Sunday 11:59pm
RM10	RM20	RM40	RM50

Notes:
   i. Price shown is inclusive of 6% Service Tax
   ii. For weekend data Unlimited, it is only valid for 3 days instead of every weekend in a month.

20	**Where can I purchase these add-on passes?**	▪ We're making life easier for all. The add-on passes are available for purchase via our unifi portal, unifi.com.my.
21	**What are the available payment methods?**	▪ The unifi Basic add-on passes work just like your additional prepaid add-on. ▪ These passes can be purchased using your debit/credit card or online banking via our unifi portal, unifi.com.my.
22	**Can I purchase the add-on passes before I have fully utilised my monthly Internet quota?**	▪ Yes, you can purchase these add-on passes anytime; even before your monthly Internet quota is fully utilised.
23	**I have unused Internet quota under my add-on passes. Can I carry it forward to the following month or transfer it to another account?**	▪ Unfortunately, all unused Internet quota under add-on passes cannot be carried forward or transferred to other account. ▪ Your unused passes will be forfeited at the end of every bill cycle. No cash refund will be given to forfeited quota.
24	**Will there be a limit to the number of add-on passes I can purchase in a month?**	▪ No, there is no limit to the number of purchase you can make in a month.

25	Is there a time frame set for me to purchase these add-on passes?	▪ You have the freedom to purchase the add-on passes anytime at your convenience.
		▪ However, please note that you can only purchase the Weekend Unlimited pass ONCE a week; to be utilised between Friday to Sunday of the same week.
26	How do I check the balance of my Internet quota?	▪ To check the balance of your Internet quota, simply log on to your account via our unifi portal at unifi.com.my.
27	How long will it take for my add-on passes to be activated?	▪ Upon successful purchase, it may take up to 10 minutes for your add-on passes to activate and display in your account dashboard via unifi.com.my.
28	Will I get an SMS notification for my add-on passes purchase activation?	▪ Yes, you will receive SMS and email notifications on every successful activation of your add-on passes purchase.
29	I would like to purchase add-on passes, but I have reached my monthly credit limit. What should I do?	▪ If you have reached your monthly credit limit, you would need to settle all your outstanding bills prior to purchasing or utilising any add-on passes.
30	My unifi account is suspended. Can I still purchase the add-on passes?	▪ No. But don't worry, just make payment for your suspended unifi account then you can try again to purchase the add-on passes after 24 hours.
31	Why am I unable to purchase add-on passes after I called TM to lodge a report on my unifi service problem?	▪ You can purchase the add-on passes once your technical report has been resolved.
32	Am I entitled for a rebate if a downtime occurred after I purchased the add-on passes?	▪ Yes. You are entitled for a rebate and based on valid fault report created & usage history.
33	I have not utilised my allocated monthly Internet quota, but I have purchased additional passes. Which Internet quota will be consumed first?	▪ Your monthly 60GB Internet quota will be consumed first. Once you have fully utilised this, the add-on passes will be consumed. ▪ The add-on passes shall be on first in first out basis by type of passes denomination. ▪ Priority will be given to Weekend Unlimited Pass whereby existing monthly quota or add-on passes will stop during the stated date/time and resume once the Weekend Unlimited pass ends.
34	Will my add-on passes purchase reflect in my monthly bill statement?	▪ No, all add-on passes purchase will not appear in your monthly bill statement.
		▪ However, you may view all your purchase transactions and usage activities online by logging into your account via our unifi portal, unifi.com.my.

35	**Who should I contact if I need any assistance or service inquiry?**	• Feel free to reach us out via our digital channels as follows:
		  ▪ unifi self-help portal at <u>unifi.com.my/chat</u>
		  ▪ Live Chat via our care@unifi app
		  ▪ Facebook at <u>facebook.com/weareunifi</u>
		  ▪ Twitter at @helpmeunifi
		
		• Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.