

## FAQ for TM website – The All-New UniFi

THE ALL-NEW UNIFI (RESIDENTIAL)																			
1	<p><b>What is the all new UniFi?</b></p> <p>The all new UniFi is a bundled triple play service offering that offers High Speed Internet of up to 100Mbps, Voice and HyppTV (IPTV service) for residential customers. For more information on the all new UniFi, you can visit <a href="http://www.tm.com.my/unifi">www.tm.com.my/unifi</a>.</p>																		
2	<p><b>What is the difference between HyppTV and satellite TV?</b></p> <p>HyppTV is different from satellite TV as it is transmitted via a broadband network. This gives added benefits such as not being susceptible to bad weather.</p>																		
3	<p><b>How will the all new UniFi benefit me?</b></p> <p>The all new UniFi will enhance customer experience by providing faster internet speed, more entertainment options, affordable voice packages and better service stability. The all new UniFi also allows customers to maintain their existing TM Phone number with NO additional fee. For more information, kindly visit your nearest TMpoint.</p>																		
4	<p><b>What are the package offerings under the all new UniFi?</b></p> <p>You can enjoy unlimited experiences and unmatched choices with the UniFi package offerings.</p> <p>Enjoy speed of up to 100Mbps with any of these HyppTV packs:</p> <table border="1"> <thead> <tr> <th colspan="2">LITE PLAN™</th> <th colspan="2">ADVANCE PLAN™</th> <th colspan="2">PRO PLAN™</th> </tr> </thead> <tbody> <tr> <td colspan="2"> <b>10Mbps</b>  Download speed up to 10Mbps  Upload speed up to 5Mbps </td> <td colspan="2"> <b>30Mbps</b>  Download speed up to 30Mbps  Upload speed up to 10Mbps </td> <td colspan="2"> <b>100Mbps</b>  Download speed up to 100Mbps  Upload speed up to 50Mbps </td> </tr> <tr> <td> HyppTV Aneka Pack  Or  HyppTV Varnam Pack  Or  HyppTV Ruby Pack  Or  HyppTV Jumbo Lite Pack  Or  HyppTV Sports Pack </td> <td> HyppTV Jumbo Pack </td> <td> HyppTV Aneka Pack  Or  HyppTV Varnam Pack  Or  HyppTV Ruby Pack  Or  HyppTV Jumbo Lite Pack  Or  HyppTV Sports Pack </td> <td> HyppTV Jumbo Pack </td> <td> HyppTV Aneka Pack  Or  HyppTV Varnam Pack  Or  HyppTV Ruby Pack  Or  HyppTV Jumbo Lite Pack  Or  HyppTV Sports Pack </td> <td> HyppTV Jumbo Pack </td> </tr> </tbody> </table>	LITE PLAN™		ADVANCE PLAN™		PRO PLAN™		<b>10Mbps</b> Download speed up to 10Mbps Upload speed up to 5Mbps		<b>30Mbps</b> Download speed up to 30Mbps Upload speed up to 10Mbps		<b>100Mbps</b> Download speed up to 100Mbps Upload speed up to 50Mbps		HyppTV Aneka Pack Or HyppTV Varnam Pack Or HyppTV Ruby Pack Or HyppTV Jumbo Lite Pack Or HyppTV Sports Pack	HyppTV Jumbo Pack	HyppTV Aneka Pack Or HyppTV Varnam Pack Or HyppTV Ruby Pack Or HyppTV Jumbo Lite Pack Or HyppTV Sports Pack	HyppTV Jumbo Pack	HyppTV Aneka Pack Or HyppTV Varnam Pack Or HyppTV Ruby Pack Or HyppTV Jumbo Lite Pack Or HyppTV Sports Pack	HyppTV Jumbo Pack
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	Retail Package Price RM149/month	Retail Package Price RM159/month	Retail Package Price RM199/month	Retail Package Price RM229/month	Retail Package Price RM329/month	Retail Package Price RM359/month																				
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5	<p><b>Does the all new UniFi have a Fair Usage Policy (FUP)?</b></p> <p>All new UniFi packages for residential are subject to the Fair Usage Policy (FUP). FUP is a standard global practice to ensure that good quality of Internet experience is provided to all customers fairly.</p>																									
6	<p><b>Are there any extra features that I will receive with the all new UniFi offering?</b></p> <p>You can enjoy the below features along with the all new UniFi offering:</p> <table border="1"> <thead> <tr> <th>Features</th> <th>LITE PLAN™</th> <th>ADVANCE &amp; PRO PLAN™</th> </tr> </thead> <tbody> <tr> <td>Installation &amp; activation</td> <td colspan="2">WAIVED</td> </tr> <tr> <td>TM WiFi</td> <td colspan="2">UNLIMITED</td> </tr> <tr> <td>Telephone set</td> <td>FREE Corded phone via TM Rewards points redemption (collection of telephone set at TMpoint)</td> <td>FREE Cordless phone Telephone set will be provided upon UniFi installation</td> </tr> <tr> <td>HyppTV service</td> <td rowspan="2">INCLUSIVE of HyppTV packs via HyppTV Everywhere apps on two (2) devices</td> <td>INCLUSIVE of HyppTV packs via Set-Top-Box (STB)</td> </tr> <tr> <td>HyppTV Everywhere</td> <td>INCLUSIVE of HyppTV Everywhere apps on two (2) devices</td> </tr> <tr> <td>Wireless router</td> <td colspan="2">INCLUSIVE</td> </tr> </tbody> </table> <p><i>*Corded phone / Cordless phone, HyppTV Set-Top-Box (STB) &amp; Wireless router is applicable to new installations only.</i></p>						Features	LITE PLAN™	ADVANCE & PRO PLAN™	Installation & activation	WAIVED		TM WiFi	UNLIMITED		Telephone set	FREE Corded phone via TM Rewards points redemption (collection of telephone set at TMpoint)	FREE Cordless phone Telephone set will be provided upon UniFi installation	HyppTV service	INCLUSIVE of HyppTV packs via HyppTV Everywhere apps on two (2) devices	INCLUSIVE of HyppTV packs via Set-Top-Box (STB)	HyppTV Everywhere	INCLUSIVE of HyppTV Everywhere apps on two (2) devices	Wireless router	INCLUSIVE	
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3.	HyppTV packs via Set-Top-Box (STB) <i>(applicable to UniFi Advance &amp; Pro only)</i>	Watch the latest shows on HyppTV on your large screen	<b>Additional from as low as RM 30/month</b> <ul style="list-style-type: none"> <li>Choose from Jumbo, Sports, Aneka, Ruby or Varnam pack.</li> </ul>
4.	HyppTV packs via HyppTV Everywhere <i>(applicable to UniFi Lite only)</i>	Watch the latest shows on HyppTV on mobile devices	<b>Additional from as low as RM 30/month</b> Choose from Jumbo, Aneka, Ruby, Varnam, Jumbo Lite or Sports pack.
5.	Security and Surveillance	Provide a complete business and home security solution with 24-hour, real-time monitoring service	<b>Additional from RM 99 / 1 unit IP camera/month</b> <ul style="list-style-type: none"> <li>24-hour complete security solution.</li> </ul>
6.	Home Gadget Protection	Protect your home gadgets against accidental damage, liquid damage, burglary and robbery	<b>Additional from as low as RM 15/month</b> <ul style="list-style-type: none"> <li>Protect your home gadgets against accidental damage, liquid damage, burglary and robbery</li> </ul>

**8 What are the contract periods for the all new UniFi and its Add-Ons?**

The contract periods for the all new UniFi and its Add-Ons varies. Please refer to the table below for more information:

NO.	ITEMS	CONTRACT PERIOD	PENALTY IF TERMINATION WITHIN CONTACT PERIOD
1.	UniFi	24 months	RM500 only <b>OR</b> with the remaining months of monthly subscription fee of HyppTV pack
2.	Voice Pack 20	Not Applicable	Not Applicable
3.	Voice IDD	1 month	1 month of subscription fee
4.	HyppTV packs via Set-Top-Box or HyppTV Everywhere Apps	12 months	The remaining months of monthly subscription fee of HyppTV pack
5.	Security and Surveillance	36 months	Up to maximum 6 months subscription fee
6.	Home Gadget Protection	12 months	The remaining months of monthly subscription fee

**9 What is the difference between HyppTV packs via HyppTV Everywhere apps and HyppTV packs via Set-Top-Box?**

The difference between HyppTV packs via HyppTV Everywhere Apps and HyppTV packs via Set-Top-Box are:

No	HyppTV packs via HyppTV Everywhere apps	HyppTV packs via Set-Top-Box												
1	Customers can watch the latest shows on <b>mobile devices i.e smart phone, tablet.</b>	Customers can watch the latest shows on <b>large screen i.e television via HyppTV Set-Top-Box</b>												
2	<p>All channels are available via HyppTV Everywhere apps except for (as of April 2017):</p> <ol style="list-style-type: none"> <li>1News Channel (Free-to-air channel)</li> <li>Australia Plus (Free-to-air channel)</li> <li>Channel [V] Taiwan (Ruby Pack)</li> <li>now Baogu HD (Ruby Pack)</li> <li>Channel [V] International HD (Jumbo Pack)</li> <li>FOX Crime HD (Jumbo Pack)</li> </ol> <p><i>Notes: This viewing right will be updated from time to time to ensure the best HyppTV unlimited entertainment viewing experience.</i></p>	All channels are available for HyppTV packs via Set-Top-Box. Channels listing can be viewed at <a href="http://www.tm.com.my/hypptv">www.tm.com.my/hypptv</a>												
<b>10</b>	<p><b>What is the effective date for the Voice Pack 20 add-on?</b></p> <p>If you purchase your Voice Pack 20 add-on together with broadband, the Voice Pack 20 will be immediately activated once your broadband is activated.</p> <p>If you purchase Voice Pack 20 add-on after your broadband has been activated, the Voice Pack 20 will be immediately activated.</p>													
<b>11</b>	<p><b>Will I be able to subscribe to the all new UniFi without any HyppTV Pack?</b></p> <p>No. The all new UniFi package offers bundled triple play services which consist of High Speed Internet, Voice services and HyppTV pack.</p>													
<b>12</b>	<p><b>Can I change my HyppTV pack after I subscribe to the all new UniFi package? Where can I request to change my HyppTV Pack?</b></p> <p>Yes, but customers are subjected to fees as below:</p> <table border="1"> <thead> <tr> <th>NO.</th> <th>ACTIVITY</th> <th>FEES</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Upgrade HyppTV Pack</td> <td>Not applicable</td> </tr> <tr> <td>2.</td> <td>Change HyppTV Pack (same price/value)</td> <td>Not applicable</td> </tr> <tr> <td>3.</td> <td>Downgrade HyppTV Pack</td> <td>RM10</td> </tr> </tbody> </table> <p>Customer can request to change their HyppTV pack at any TMpoint outlet only.</p>		NO.	ACTIVITY	FEES	1.	Upgrade HyppTV Pack	Not applicable	2.	Change HyppTV Pack (same price/value)	Not applicable	3.	Downgrade HyppTV Pack	RM10
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<b>13</b>	<p><b>Is there any penalty imposed if I terminate my UniFi within the minimum subscription period?</b></p> <p>Customer who terminates after 12 months but still before the end of the minimum contract period (24 months) will be charged for broadband termination fee of RM500.</p>													

Customer who terminates UniFi before 12 months will be charged a penalty of:

- i. Broadband termination fee of RM500 and;
- ii. Remaining months of monthly subscription fee of HyppTV pack.

The monthly subscription fee of HyppTV pack is as below:

- i. Aneka/Varnam/Ruby/Jumbo Lite/Sports pack: RM30
- ii. Jumbo pack: RM60

Customer must also settle any outstanding bill prior to termination. For more information, please refer to your service Terms & Conditions.

**14 Is there any penalty charge if I terminate my UniFi AFTER the minimum subscription period is over?**

There will be no penalty charge for termination after the minimum contract period (24 months).

**THE ALL-NEW UNIFI BIZ (BUSINESS)**

**15 What is the all new UniFi BIZ?**

The all new UniFi BIZ includes High Speed Internet of up to 100Mbps, Voice and complete Business Solution of customer’s choice that can boost customer sales and maximise their profits. More information on the all new UniFi BIZ is available at [www.tm.com.my/unifibiz](http://www.tm.com.my/unifibiz).

**16 How can the all new UniFi BIZ benefit me?**

The all new UniFi BIZ will enhance customer experience by providing higher internet speed and an array of business solutions that suits their business needs.

The all new UniFi BIZ will enable business customers to boost their business operations and maximise their profits by offering affordable packages with great value and savings.

The all new UniFi BIZ also allows customers to maintain their existing TM Phone number with NO additional fee.

**17 What are the package offerings for the all new UniFi BIZ?**

Enjoy speed of up to 100Mbps with any of the packages below:

BIZ LITE PLAN™	BIZ ADVANCE PLAN™	BIZ PRO PLAN™
<p><b>10Mbps</b> Download speed up to 10Mbps Upload speed up to 5Mbps</p>	<p><b>30Mbps</b> Download speed up to 30Mbps Upload speed up to 10Mbps</p>	<p><b>100Mbps</b> Download speed up to 100Mbps Upload speed up to 50Mbps</p>

<b><u>BENEFIT:</u></b> Restoration time up to 12 working hours	<b><u>BENEFIT:</u></b> Restoration time up to 12 working hours	<b><u>BENEFIT:</u></b> Restoration time up to 12 working hours
Retail Package Price: RM199/month	Retail Package Price: RM299/month	Retail Package Price: RM399/month
<ul style="list-style-type: none"> <li>• All prices are exclusive of GST</li> <li>• Retail Package Price will vary according to campaign</li> </ul>		

**18 Are there any extra features that I will receive with the all new UniFi BIZ offering?**

You can enjoy these below features along with the all new UniFi BIZ offering:

FEATURES	LITE PLAN™	ADVANCE & PRO PLAN™
Installation & activation	WAIVED	
TM WiFi	UNLIMITED	
Telephone set	FREE Corded phone via TM Rewards points redemption (collection of telephone set at TMpoint)	FREE Cordless phone Telephone set will be provided upon UniFi installation
HypTV service	N/A	Enabled as add-ons
Wireless router	INCLUSIVE	

*\*Corded phone / Cordless phone & Wireless router is applicable to new installation only.*

**19 Among the benefits of the all-new UniFi BIZ is “Restoration time of up to 12 working hours”. What does this mean?**

Should there be any service downtime, TM will restore the services within 12 working hours.

12-working hours is based on TM’s operation hours – from 8:30 am to 5:30 pm (from Sunday to Thursday for Kedah, Kelantan, Johor and Terengganu; from Monday to Friday for other states) excluding public holiday.

**20 What are the Add-Ons offered to customers of the all new UniFi BIZ?**

Customers can pick and choose the relevant Add-Ons that will boost their broadband experience. Add-Ons for the all new UniFi BIZ are as below:

NO.	ADD-ONS	DESCRIPTION	OFFERING
1.	Simple Voice Plus Plan	Voice package for national call with affordable monthly commitment	<b>Additional from as low as RM 30/month</b> <ul style="list-style-type: none"> <li>• Inclusive usage up to RM70</li> <li>• RM30 rebate for usage more than RM150</li> </ul>
2.	Voice IDD	Voice package for international call with affordable monthly commitment	<b>Additional RM 30/month</b> <ul style="list-style-type: none"> <li>• Inclusive 500 minutes to selected 8 countries.</li> <li>• Beyond rate at 20sen/min</li> </ul>

3.	SurePay™	Payment and collection solution that accept debit and credit card with mobile Point of sales (POS)	<b>Additional from as low as RM 25/month</b> <ul style="list-style-type: none"> <li>Accept debit &amp; credit card payment</li> <li>Secure &amp; easy accessible</li> </ul>
4.	SurePay POS™	Payment and collection solution that accept cash with Cloud Point of Sales (POS)	<b>Additional from as low as RM 99/month</b> <ul style="list-style-type: none"> <li>GST Ready</li> <li>Accept cash payment</li> <li>Secure &amp; easy accessible</li> </ul>
5.	Security and Surveillance	Provide a complete business and home security solution with real-time monitoring service	<b>Additional from as low as RM 99 / 1 unit IP camera/month</b> <ul style="list-style-type: none"> <li>Real time monitoring service</li> </ul>
6.	HypTV for business <i>(applicable to UniFi Advance &amp; Pro only)</i>	More than 100 channels to choose from	<b>Additional from as low as RM 90/month</b> <ul style="list-style-type: none"> <li>Best world class entertainment</li> <li>Pick &amp; choose from over 100 channels</li> </ul>

**21 What are the contract periods for the all new UniFi BIZ and its Add On? Will there be any penalty if I terminate before the minimum subscription period?**

Contract periods and penalty for the all new UniFi BIZ and its Add-Ons varies. Please refer to the table below for more information:

NO.	ITEMS	CONTRACT PERIOD	PENALTY IF TERMINATION WITHIN CONTACT PERIOD
1.	UniFi BIZ	24 months	RM500
2.	Simple Voice Plus	Not Applicable	Not Applicable
3.	Voice IDD	1 month	1 month of subscription fee
4.	SurePay™	Not Applicable	Not Applicable
5.	SurePay POS™	24 months	2 months of subscription fees
6.	Security and Surveillance	36 months	Up to maximum 6 months subscription fee
7.	HypTV for business <i>(applicable to UniFi Advance &amp; Pro only)</i>	12 months	Subscription fees of remaining months

**GENERAL FAQ FOR ALL-NEW UNIFI & UNIFI BIZ**

**Eligibility**

**22 Who is eligible to subscribe to the all new UniFi / UniFi BIZ?**  
The all-new UniFi / UniFi BIZ packages are eligible to all new and existing TM customers, subject to service and coverage availability.

23	<p><b>Are Non-Malaysians eligible to subscribe to the packages?</b></p> <p>Yes, the packages are also open for non-Malaysians to subscribe.</p>																
	<p><b>Voice offering, download &amp; upload speed</b></p>																
24	<p><b>What are the voice call charges under the all new UniFi / UniFi BIZ?</b></p> <p>Under the all-new UniFi / UniFi BIZ packages, calls from Fixed to Fixed and Fixed to Mobile will be charged 20 sen/min (including local calls).</p>																
25	<p><b>What is the download and upload speed for the all new UniFi / UniFi BIZ?</b></p> <p>The download and upload speeds for the all new UniFi / UniFi BIZ are as follows:</p> <table border="1" data-bbox="365 814 1198 999"> <thead> <tr> <th data-bbox="365 814 464 884">NO.</th> <th data-bbox="464 814 659 884">SPEED</th> <th data-bbox="659 814 935 884">DOWNLOAD SPEED</th> <th data-bbox="935 814 1198 884">UPLOAD SPEED</th> </tr> </thead> <tbody> <tr> <td data-bbox="365 884 464 926">1.</td> <td data-bbox="464 884 659 926">10Mbps</td> <td data-bbox="659 884 935 926">Up to 10Mbps</td> <td data-bbox="935 884 1198 926">Up to 5Mbps</td> </tr> <tr> <td data-bbox="365 926 464 968">2.</td> <td data-bbox="464 926 659 968">30Mbps</td> <td data-bbox="659 926 935 968">Up to 30Mbps</td> <td data-bbox="935 926 1198 968">Up to 10Mbps</td> </tr> <tr> <td data-bbox="365 968 464 999">3.</td> <td data-bbox="464 968 659 999">100Mbps</td> <td data-bbox="659 968 935 999">Up to 100Mbps</td> <td data-bbox="935 968 1198 999">Up to 50Mbps</td> </tr> </tbody> </table>	NO.	SPEED	DOWNLOAD SPEED	UPLOAD SPEED	1.	10Mbps	Up to 10Mbps	Up to 5Mbps	2.	30Mbps	Up to 30Mbps	Up to 10Mbps	3.	100Mbps	Up to 100Mbps	Up to 50Mbps
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3.	100Mbps	Up to 100Mbps	Up to 50Mbps														
26	<p><b>Why is the upload speed different from the download speed?</b></p> <p>Based on our findings on consumer's behavior, they are hungry for higher download speed. Most of the activities spent on the Internet needs higher download speed for better experience, for instance: video streaming, social networking, downloading materials, etc. Having said this, TM is committed to provide higher bandwidth to our customers.</p> <p>The upload speed for the all new UniFi is sufficient to provide good experience to almost all subscribers. From the usage statistics of our current UniFi customer including from 10Mbps and 20Mbps customers, 90% of total users only use less than 5Mbps upload speed. Common genuine usage includes gaming, VoIP, FTP, CCTV and video streaming and other high latency application.</p>																
27	<p><b>I need higher upload speed. Do you have any packages that can suit that requirement?</b></p> <p>The upload speed for the new UniFi ADVANCE and PRO is sufficient to provide good experience to almost all subscribers. So, for customers that require higher upload speed, we encourage them to subscribe to our UniFi PRO to enjoy maximum upload speed that we can offer.</p>																



	<b>Service Availability</b>
28	<p><b>How do I check the service availability in my area?</b></p> <p>You can check service availability in your area by calling TM Contact Centre at 100 or visiting any TMpoint outlets nationwide.</p>
	<b>Registration</b>
29	<p><b>How do I subscribe to the all new UniFi / UniFi BIZ?</b></p> <p>Customers may register via TM website at <a href="http://www.tm.com.my/allnewunifi">www.tm.com.my/allnewunifi</a>, call TM Contact Centre at 100 or visit the nearest TMpoint, TM Authorised Dealer (TAD) and resellers.</p>
30	<p><b>I'm not a Malaysian, can I subscribe to UniFi via online, TM Contact Centre, TM Authorised Dealer (TAD) or resellers?</b></p> <p>No. For non-Malaysian, you can only apply for UniFi at the nearest TMpoint outlets.</p>
	<b>New Application</b>
31	<p><b>Why doesn't UniFi Lite subscription come with HyppTV Set-Top-Box?</b></p> <p>Based on customer's lifestyle nowadays, most customers are moving away from watching linear TV/channels and consume their preferred content according to their own convenience time via on demand. So, for UniFi Lite package, we are offering customers with HyppTV Everywhere apps which give customers the freedom to watch their favourite programmes and content even when they are on-the-go.</p>
	<b>Upgrade / Downgrade</b>
32	<p><b>Can I upgrade / downgrade to the all new UniFi / UniFi BIZ package?</b></p> <p>Customer can upgrade to the higher speed at any time.</p> <p>For downgrade, if customers downgrade their package within the contract period, the current contract period will be renewed to 24 months while if customers downgrade after the contract period, there is NO penalty or contract renewal.</p>
33	<p><b>Can I downgrade to UniFi VIP5 / VIP10 / VIP20 / BIZ5 / BIZ10 / BIZ20 / BIZ100 / Streamyx packages after subscribing to the all new UniFi / UniFi BIZ?</b></p> <p>With the introduction of the all new UniFi / UniFi BIZ, the previous packages i.e. UniFi VIP5 / VIP10 / VIP20 / BIZ5 / BIZ10 / BIZ20 / BIZ30 / BIZ50 / BIZ100 will no longer</p>

	<p>available. Therefore, customers will not be able to downgrade to those packages once customers have subscribed to the all new UniFi / UniFi BIZ.</p> <p>However, if customer wishes to downgrade to Streamyx packages, they can do so at the nearest TMpoint outlets.</p>
34	<p><b>Where can I upgrade / downgrade my UniFi package?</b></p> <p>Applications can be made by contacting TM Contact Centre at 100, or visit the nearest TMpoint outlet or TM Authorised Dealer or TM Reseller.</p>
35	<p><b>My current UniFi VIP/BIZ is still within the contract period and I wish to upgrade to the all new UniFi / UniFi BIZ. Will I be penalised?</b></p> <p>No, you will not be penalised. However, the contract period will be renewed to 24 months.</p>
36	<p><b>If I am an existing UniFi VIP subscriber with HyppTV Set-Top-Box (STB) and I have upgraded to UniFi Lite, can I view HyppTV content from my existing HyppTV STB?</b></p> <p>Yes, if you have upgraded your broadband package to UniFi Lite, you can still experience the HyppTV content from your preferred HyppTV pack whether it is Aneka/Ruby/Varnam/Jumbo/Sports pack using your existing HyppTV Set-Top-Box.</p>
37	<p><b>I noticed that my current UniFi VIP package subscription is bundled with HyppTV Set-Top-Box but I do not subscribe to any HyppTV packs. It comes with Free-to-Air (FTA) channels such as RTM and TV3. If I upgrade to UniFi Lite, will I be able to view the HyppTV content via Set-Top-Box or via HyppTV Everywhere apps only?</b></p> <p>UniFi Lite offers HyppTV content experience via an app called HyppTV Everywhere. As a loyal TM customer, you have the privilege to watch HyppTV content based on your preferred packs (Aneka/Ruby/Varnam/Jumbo/Sports) via your existing Set-Top-Box. In addition, as you have upgraded to UniFi Lite, you can also experience your favourite entertainment programmes with HyppTV Everywhere while you are on-the-go, up to max two (2) devices.</p>
38	<p><b>If I am subscribing to UniFi Lite/BIZ Lite, am I eligible to subscribe HyppTV packs with Set-Top-Box?</b></p> <p>Add-on for HyppTV packs with Set-Top-Box is not available for subscription of UniFi Lite/BIZ Lite. Alternatively, you can *upgrade to UniFi Advance/UniFi Pro or UniFi BIZ Advance/UniFi BIZ Pro to enjoy your HyppTV pack through a Set-Top-Box.</p> <p><i>*(subject to service and coverage availability)</i></p>

## Speed Test

### 39 How do I check the speed of my UniFi?

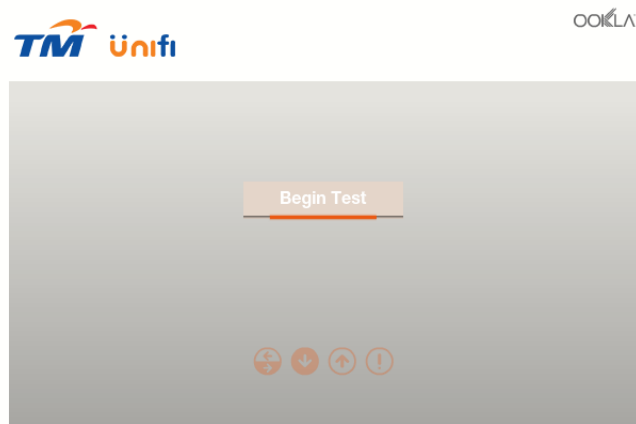
Once your UniFi is activated, you can run a speed test via <http://speedtest.tm.com.my/>.

### 40 I am an existing UniFi VIP/BIZ customer and planning to upgrade to the all new UniFi / UniFi BIZ. What do I need to do after TM has successfully upgraded my speed / package?

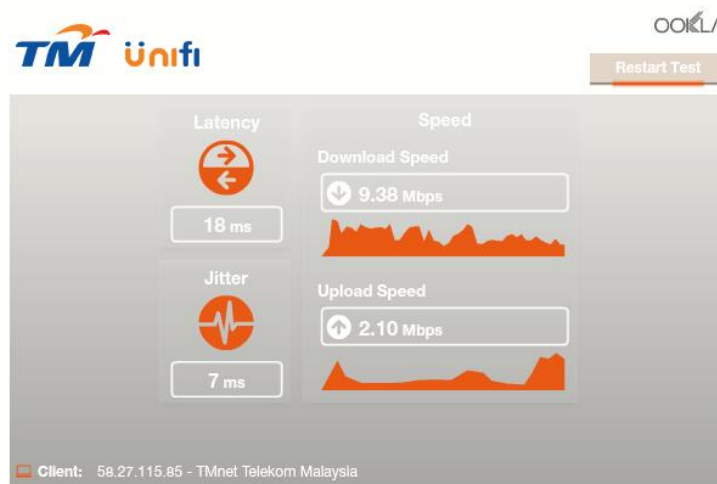
Step 1: You are required to turn off your wireless router for 10 minutes to allow new configuration to take place before you can enjoy your new speed.

Step 2: Once done, you can start testing your UniFi speed at this link <http://speedtest.tm.com.my/>.

Step 3: Click the 'Begin Test' button on the front page and wait for the test to complete.



Step 4: The test will show the result of your current upload and download speeds.



**IMPORTANT NOTES:**

1. Before you perform the speed test, please stop any ongoing downloading activities and shut down any programmes that may be utilising your connection i.e P2P, streaming, etc
2. Speed test can be done over wireless however, for accurate results, it is recommended that the test to be done over wired connection by using LAN cable provided during your UniFi / UniFi BIZ installation.
3. Simply plug the LAN cable from your computer to your wireless router LAN port LAN1 to LAN3 (any of them).



LAN cable



Wireless router LAN ports

**41 Why didn't I get the speed as advertised?**

UniFi is a wired broadband service. Wireless connectivity is a complimentary given to our customer via the wireless router and is subject to interference and obstructions factor.

Internet access speed may be affected as a result from these factors:

- (a) Locations of websites; where users may experience lower speed from international website
- (b) Capacity of visited web server, where some web servers cannot cope with huge traffic demand from users OR do not have enough capacity OR where download speed is restricted to ensure fair level of service
- (c) Network congestion as a result of network maintenance or outages
- (d) Running multiple applications simultaneously like user other applications such as Peer-to-Peer e.g: Bittorent

**42 What can I do to improve the speed via wireless connectivity?**

We recommend customers to practice these tips in order to improve the speed via wireless connectivity:

- (a) HEAT - Place your wireless router away from hot areas as heat will affect the router performance and browsing experience.
  - a. Wireless router should be placed in an open area to allow heat ventilation.
  - b. Place the broadband equipment next to each other instead of stacking it up to reduce the risk of overheating.

	<p>(b) <b>DISTANCE</b> – Wireless router has distance limitations when it comes to signal range. As distance increases, the signal becomes weaker.</p> <ol style="list-style-type: none"> <li>a. Consider placing your Wireless router in an area where you would frequently do your browsing activities</li> </ol> <p>(c) <b>OBSTRUCTION</b> – WiFi signal efficiency will decrease when it passes through physical obstruction e.g: thick walls, metals and solid objects.</p> <ol style="list-style-type: none"> <li>a. Consider placing your Wireless router in an open area to maximise signal reception</li> <li>b. Avoid placing your router in a closed cabinet, secluded room or under the stairs.</li> </ol> <p>(d) <b>ELECTROMAGNETIC INTERFERENCE</b> – Signal waves generated by home appliances such as microwave ovens, refrigerators, baby monitors can interfere with your WiFi connectivity.</p> <ol style="list-style-type: none"> <li>a. Place your Wireless router away from the home appliances</li> <li>b. Avoid sharing the power socket that is connected with the home appliances.</li> </ol> <p>(e) <b>WIFI SECURITY PASSWORD</b> – A user may hack into your WiFi security password to get free connectivity. The more users connected to your Internet, the more bandwidth will be consumed; thus affecting your browsing experience.</p> <ol style="list-style-type: none"> <li>a. Consider setting a unique and strong WiFi security password.</li> <li>b. Consider changing your WiFi security password from time to time.</li> </ol> <p>Alternatively, customers can visit link below for further information on tips to enhance your wireless connectivity speed.  <a href="https://www.tm.com.my/Home/Broadband/unifi/help-support/Pages/wifi-awareness.aspx">https://www.tm.com.my/Home/Broadband/unifi/help-support/Pages/wifi-awareness.aspx</a></p>
	<p><b>Relocation</b></p>
<p><b>43</b></p>	<p><b>What if I need to relocate my UniFi service? Are there any charges that I need to pay?</b></p> <p>Relocation requests can be made at any TMpoint outlets and is subject to service availability at the new area where you wish to relocate the service. The relocation fee of RM300 shall be waived (for first time relocation only).</p> <p>For internal relocation within premises, there will be a relocation fee of RM350 for changing of BTU location and RM200 for any additional internal wiring.</p>
<p><b>44</b></p>	<p><b>I'm subscribing to UniFi/UniFi BIZ and I wish to relocate to an area that cannot be served with UniFi service. Can I terminate my UniFi service if my UniFi still within the contract period?</b></p> <p>If you relocate to a UniFi non-serviceable area:</p> <ul style="list-style-type: none"> <li>• You have the option to subscribe to the highest Streamyx speed available depending on the area served.</li> <li>• If you do not wish to subscribe to the highest Streamyx speed available, TM has the right to charge early termination fee (if applicable).</li> </ul>

	<ul style="list-style-type: none"> <li>You will not be charged if you relocate to a non-serviceable area (UniFi or Streamyx area).</li> </ul>
	<b>UniFi Installation &amp; Activation</b>
<b>45</b>	<p><b>When will my UniFi service be activated?</b></p> <p>The lead time for your UniFi service to be activated is up to seven (7) days from the date of registration.</p>
<b>46</b>	<p><b>How long does a typical UniFi installation and testing take?</b></p> <p>Installation and testing are expected to take approximately 4 to 8 hours depending on the type of customer's premise due to the sensitive nature of and the complexity involved in fibre installations.</p> <p>The installation processes include site survey, ducting, piping, electrical work and equipment configurations.</p>
<b>47</b>	<p><b>Does TM allow customers to appoint their own contractor to perform internal wiring?</b></p> <p>Yes we do. Customers may call their own external contractors to fix the internal wiring but TM will not be liable for any damages resulting from any works done by third parties.</p>
<b>48</b>	<p><b>What are the charges for installation fee and equipment?</b></p> <p>Installation charge for UniFi is RM200 (currently waived for standard installation for 15 metres only). If your premise requires non-standard installation or additional cabling, extra charges will be imposed by TM Contractor at <a href="https://www.tm.com.my/OnlineHelp/Documents/TM%20Installation.pdf">https://www.tm.com.my/OnlineHelp/Documents/TM%20Installation.pdf</a>.</p> <p>The standard package is inclusive of equipment worth approximately RM1,000 that will also be given free-of-charge to customers.</p>
	<b>Transfer Of Ownership</b>
<b>49</b>	<p><b>Are there any charges if I request for change of ownership?</b></p> <p>Yes, change of ownership is subject to a one-off fee of RM10 per change request.</p>
	<b>Upfront Payment</b>
<b>50</b>	<p><b>Do I need to pay any upfront payment during application?</b></p>

	<p>Yes. For UniFi service application made without the verification of a MyKad Reader, customer may subject to an upfront payment of RM100 (for Malaysians) or RM500 (for non-citizen or a permanent resident of Malaysia).</p> <p>The upfront payment will be collected within 10 days from the date of their service activation. Customers will be notified by TM on their successful payment through SMS and the payment will be reflected in their next bill.</p>
	<p><b>Payment &amp; Billing</b></p>
51	<p><b>When will I get my first bill after I subscribe to all new UniFi / UniFi BIZ package?</b></p> <p>The first bill can be expected around one (1) month after your service has been activated. The first bill will include pro-rated package fee (current usage) and one (1) month advance payment.</p>
52	<p><b>Do I pay a separate bill for the services bundled in the all new UniFi / UniFi BIZ?</b></p> <p>All services offered under the all new UniFi / UniFi BIZ including Home Gadget Protection will be in a single bill.</p> <p>For SurePay™, SurePay POS™, Security &amp; Surveillance, webe and services maintained after subscribing to UniFi (i.e. Streamyx, Business Broadband, TM Homeline / Businessline), customers will receive a separate bill.</p>
53	<p><b>Where can I pay my UniFi bill?</b></p> <p>You can pay your bill via several payment channels including at our TMpoint or TMpoint Authorised Dealer (TAD) outlets, via online through myUniFi portal (<a href="https://occ.unifi.my">https://occ.unifi.my</a>), POS Malaysia and branches of selected preferred online banking channels.</p> <p>For hassle free payment transactions, it is recommended that you subscribe to TM Autopay service where you can also enjoy a rebate of RM2/month on your monthly TM bills.</p> <p>Please refer to the Payment Guides at TM portal at <a href="http://www.tm.com.my/unifi/help-support/Pages/payment-guides.aspx">http://www.tm.com.my/unifi/help-support/Pages/payment-guides.aspx</a>.</p> <p>For the list of our authorised bill payment channels, visit <a href="http://www.tm.com.my">www.tm.com.my</a>.</p>
54	<p><b>How do I retrieve my UniFi / UniFi BIZ bill statement?</b></p> <p><b>Printed bill (hardcopy)</b> – Your printed bill will be sent by postage to your billing address, and will be charged RM 2 per month (charge will be implemented until further notice).</p>

	<p><b>e-Bill (softcopy)</b> – TM will send the e-Bill to your preferred email address, and it's FREE!</p> <p><b>TM Portal</b> – You can view your bills for the past six (6) months via online by logging in to myUniFi portal at <a href="https://occ.unifi.my">https://occ.unifi.my</a> or MyTM at <a href="https://mytm.tm.com.my/new/login.jsp">https://mytm.tm.com.my/new/login.jsp</a></p>
55	<p><b>How do I change my email billing address?</b></p> <p>You can change your billing profile at myUniFi portal at <a href="https://occ.unifi.my">https://occ.unifi.my</a> under MyProfile section, by sending an email to <a href="mailto:help@tm.com.my">help@tm.com.my</a> or by making a request at your nearest TMpoint.</p>
56	<p><b>How do I change my UniFi / UniFi BIZ billing method?</b></p> <p>You can change your UniFi / UniFi BIZ billing method via myUniFi portal at <a href="https://occ.unifi.my">https://occ.unifi.my</a> under MyProfile section, by sending an email request to <a href="mailto:help@tm.com.my">help@tm.com.my</a> or by making a request at your nearest TMpoint.</p>
57	<p><b>I cannot open the UniFi / UniFi BIZ softcopy bill attachment received in my email. What should I do?</b></p> <p>Adobe Reader (version 7 or above) is required to view the eBill.</p> <p>If you do not have the software installed in your device, you can download it for free at the Adobe website.</p>
58	<p><b>I did not receive my UniFi / UniFi BIZ statements. What should I do?</b></p> <p>To enhance customer reachability, we will be sending UniFi / UniFi BIZ bills to your registered preferred email address.</p> <p>To ensure that you receive your monthly bills, please verify that your preferred email address for billing purposes under MyProfile section at myUniFi portal is correct. Your UniFi email bill may have been sent to your junk mail folder, so we would like to advise that the email address <a href="mailto:tmbilling@tm.com.my">tmbilling@tm.com.my</a> is added to your Address Book and/or the "Approved Sender" list.</p> <p>Alternatively, you can view your bills via online by logging in to myUniFi portal at <a href="https://occ.unifi.my">https://occ.unifi.my</a> or MyTM at <a href="https://mytm.tm.com.my/new/login.jsp">https://mytm.tm.com.my/new/login.jsp</a></p>
59	<p><b>Can I check my previous month statement?</b></p> <p>Yes. You can view your previous bill statements up to six (6) previous months via myUniFi portal under MyBill section.</p>
60	<p><b>How do I make online payments via myUniFi portal?</b></p>



	<p>Step 1: Sign in to MyUniFi at <a href="https://occ.unifi.my">https://occ.unifi.my</a></p> <p>Step 2: Click “MyBill” tab</p> <p>Step 3: Scroll down to “Pay Your Bill” and click “Make Payment” button</p> <p>Step 4: Fill in the form and click “Continue” button to proceed with the payment</p>
	<p><b>Telephone Set</b></p>
61	<p><b>Am I eligible to get a telephone set if I subscribe to all new UniFi / UniFi BIZ package?</b></p> <p>Yes. For UniFi ADVANCE and UniFi PRO subscribers, you will be provided with a telephone set (cordless phone) for FREE upon installation.</p> <p>Meanwhile, 3,700 TM Rewards points will be given exclusively for new UniFi Lite/UniFi BIZ Lite subscribers for you to redeem a telephone set (corded phone). You will need to sign up as our TM Rewards member first, if you are yet to be a member, in order to redeem the telephone set. You can redeem the telephone set (corded phone) at any TMpoint outlet nationwide.</p> <p>For more details on TM Rewards, visit <a href="https://www.tm.com.my/TMRewards/Pages/FAQ.aspx">https://www.tm.com.my/TMRewards/Pages/FAQ.aspx</a>.</p>
62	<p><b>Why do I need to redeem my telephone set if I’m subscribing UniFi Lite/UniFi BIZ Lite?</b></p> <p>Instead of giving a telephone set, we are giving customers of UniFi Lite/UniFi BIZ Lite the freedom to choose, either to redeem a telephone set or other items available in the TM Rewards Online portal.</p>
63	<p><b>I have received the telephone set. Is there any guideline to install this telephone set?</b></p> <p>All you need to do is self-installation. For step by step guideline, you may refer to our TM website at <a href="https://www.tm.com.my/OnlineHelp/Pages/OnlineHelp.aspx">https://www.tm.com.my/OnlineHelp/Pages/OnlineHelp.aspx</a> under ‘Learn more about UniFi Lite’.</p>
64	<p><b>Can I sign up and redeem my telephone set after my UniFi Lite activation?</b></p> <p>Yes, your UniFi Lite service needs to be activated before you can redeem the telephone set (corded phone). You can register as a TM Rewards member, if you are yet to be a member, and redeem the phone set within thirty (30) days from your UniFi Lite activation date.</p>
65	<p><b>If I am an existing TM Rewards member and I registered for UniFi Lite, how can I redeem my telephone set?</b></p> <p>Redemption of telephone set (corded phone) is applicable to new UniFi Lite</p>

	subscribers. For existing TM Rewards member and you have registered for UniFi Lite, you will be given 3,700 points for you to redeem your telephone set (corded phone).
<b>66</b>	<p><b>Do I need to pay for this telephone set during redemption?</b></p> <p>No. You will be given 3,700 TM Rewards points upon UniFi Lite activation to proceed with the redemption.</p>
<b>67</b>	<p><b>Can I use that TM Rewards points to redeem other items instead of the telephone set?</b></p> <p>Yes. You can use those points to redeem other items, as long as the item is available in TM Rewards Online portal.</p>
<b>68</b>	<p><b>Is the telephone set covered by warranty?</b></p> <p>Yes, the set is covered by a one (1) year warranty by supplier for fault due to a manufacturing defect.</p>
<b>69</b>	<p><b>What if my redeemed telephone set is faulty?</b></p> <p>There are two (2) methods to replace faulty telephone set (corded phone) depending on your redemption method.</p> <ol style="list-style-type: none"> <li>1. If customer redeemed via TM Reward Portal, customer is not eligible for a one-to-one replacement/swap. However, the supplier will fix the telephone set within 14 days (only applicable to succesfull redemption before 31<sup>st</sup> July 2017)</li> <li>2. If customer redeemed via on-the-spot redemption at TMpoint, customer is eligible for a one-to-one replacement/swap set within 14 days from redemption date. Otherwise, it requires 14 days for telephone set (corded phone) to be fixed by supplier.</li> </ol> <p>Any faulty set can be returned to the nearest TMpoint.</p>
	<b>Other Equipment</b>
<b>70</b>	<p><b>What should I do if I have a problem with my UniFi / UniFi BIZ?</b></p> <p>If you have any problem with the new UniFi / UniFi BIZ, you may call TM Contact Centre at 100 or reach us via Twitter at @TMConnects and Facebook at EveryoneConnects page.</p>
<b>71</b>	<p><b>What should I do if my UniFi / UniFi BIZ equipment is faulty?</b></p> <p>If any of your UniFi / UniFi BIZ equipment is faulty, you may call TM Contact Centre at 100 or reach us via Twitter at @TMConnects and Facebook at EveryoneConnects.</p> <p>If the fault is due to a manufacturing defect and the equipment is still under warranty, the equipment will be replaced for FREE.</p>

	<p>If the fault is due to customer, customer has an option to replace the equipment either by purchasing a new set of equipment at their own cost without the service contract period being extended or opt for renewal of service in which the contract period of subscribed service will be refreshed effective from the date of the equipment replacement and the equipment will be replaced for FREE.</p>
72	<p><b>Will I get new equipment if I upgrade from Streamyx / Business Broadband / UniFi VIP/BIZ packages to all new UniFi / UniFi BIZ package?</b></p> <p>No equipment will be changed if you upgrade from UniFi VIP/BIZ packages to the all new UniFi / UniFi BIZ.</p> <p>For existing Streamyx subscribers who upgrade to any of the new UniFi packages, TM will provide you with a new equipment. However, for existing Streamyx subscriber who upgrade to UniFi Lite, TM will provide a new equipment to replace the existing Streamyx modem only.</p>
73	<p><b>Will the equipment warranty be refreshed if I upgrade from UniFi VIP/BIZ packages to all new UniFi / UniFi BIZ package?</b></p> <p>Equipment warranty will be refreshed for another one (1) year from the date of upgrade.</p> <p>The warranty will not be refreshed if customer upgrade within all new UniFi / UniFi BIZ package and no new equipment is provided.</p>
	<p><b>Things to Know About All New UniFi / UniFi BIZ</b></p>
	<ol style="list-style-type: none"> <li>1. If your premise in a high rise building served via copper, you are required to terminate your existing Streamyx service (if any) before subscribing to the all new UniFi / UniFi BIZ.</li> <li>2. Minimal drilling is required for fibre installation to the premise. You will be responsible for providing a TV set and 4-socket extension cord to complete the installation. No installation appointment will be made for premise under renovation.</li> <li>3. All triple play services (internet, voice and TV) will be activated during service installation. Partial service activation is not allowed.</li> <li>4. UniFi is a wired broadband service. Wireless connectivity is an additional feature that TM provides for free and is subject to interference and obstructions factor which may affect its quality.</li> <li>5. UniFi account owner or authorised contact person must be available during the service installation. For high rise premises, owners are required to make arrangement with Building Management Office for installation permission, internal cabling and access to telecommunication room.</li> </ol>

6. Installation fee includes external cable entrance and up to 15 metres fiber cable internal wiring, 15 metres for Ethernet, 15 metres telephone cable and 30 metres for casing (raceway) and charges will be included in your UniFi bill.
7. For other optional installation e.g wiring above ceiling, you may appoint your own contractor or deal directly with TM appointed contractor. Payment will be made directly to the contractor. However, additional charges will be applied for standard cables more than 15 metres and charges will be included in your UniFi bill.
8. Please provide a correct and valid Billing Address / Postal Address. You may select either paper bill or e-Bill (please provide valid and preferred e-mail address). Your bill is also accessible at myUniFi (<https://occ.unifi.my>) or MyTM (<https://mytm.tm.com.my/new/login.jsp>). TM may impose a minimal monthly charge for paper bill with notification given. Please note that paper bill is charged at RM 2 per month (charge will be implemented until further notice) while e-Bill (softcopy) will be sent to your preferred email address for FREE.
9. All UniFi equipment provided by TM is covered by 12 months manufacturer's warranty.