

THE ALL NEW UNIFI (RESIDENTIAL)

1. What is the all new UniFi?

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. More information on UniFi is available at www.tm.com.my/unifi.

2. How will the all new UniFi benefit me?

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.

3. What is the difference between HyppTV and satellite TV?

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, as well as fast internet access via HyppTV.

4. Does the all new UniFi have a Fair Usage Policy (FUP)?

All residential new UniFi packages 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.

5. What are the package offerings for the all new UniFi?

You are able to enjoy unlimited experiences and unmatched choices with the UniFi package offering:

Enjoy speed up to 100Mbps with any of these HyppTV packs:

ADVANCE PLAN™		PRO PLAN™	
30Mbps Download speed up to 30Mbps Upload speed up to 10Mbps		100Mbps Download speed up to 100Mbps Upload speed up to 50Mbps	
HyppTV Aneka Pack Or HyppTV Varnam Pack Or HyppTV Ruby Pack	HyppTV Jumbo Pack	HyppTV Aneka Pack Or HyppTV Varnam Pack Or HyppTV Ruby Pack	HyppTV Jumbo Pack
Package Price RM199 / month	Package Price RM229 / month	Package Price RM329 / month	Package Price RM359 / month

- All prices are exclusive of GST

6. Are there any extra features that I will receive with the all new UniFi offering?

You will be able to enjoy these FREE features along with the all new UniFi offering:

- HyppTV Everywhere on 2 devices
- Installation & activation fees waiver
- TM WiFi
- Cordless phone
- HyppTV Set-Top-Box (STB)
- Wireless modem

**Cordless phone, HyppTV Set-Top-Box (STB) & Wireless modem is applicable to new installation only. Change of equipment is applicable to customers who upgrade to UniFi PRO PLAN™.*

7. What are the Add-Ons offered in the all new UniFi package?

Customers are able to pick and choose the relevant Add-Ons that will boost their broadband experience.

No.	Add-Ons	Description	Offering
1.	Speed Upgrade up to 50Mbps (applicable to UniFi Advance only)	Faster speeds of up to 50 Mbps	Additional RM 50/month <ul style="list-style-type: none"> • Download speed: up to 50Mbps • Upload speed: up to 20Mbps
2.	Voice Pack	Voice package for national call with affordable monthly commitment	Additional RM 20/month <ul style="list-style-type: none"> • Free 600 minutes talk time • Beyond 600 minutes: <ul style="list-style-type: none"> ○ Call to TM fixed line : FREE ○ Call to Mobile & other fixed line: 10 sen/min
3.	Voice IDD	Voice package for international call with affordable monthly commitment	Additional from as low as RM 20/month <ul style="list-style-type: none"> • Enjoy up to 1,000 free minutes to selected 8 countries. • Rate beyond free minutes will be charged as low as 15sen/min
4.	HyppTV packs	Watch the latest shows on HyppTV	Additional from as low as RM 30/month <ul style="list-style-type: none"> • Choose from Jumbo, Aneka, Ruby or Varnam pack.
5.	Security and Surveillance	Provide a complete business and home security solution with 24-hour, real-time monitoring service	Additional from RM 99 / 1 unit IP camera/month <ul style="list-style-type: none"> • 24-hour complete security solution
6.	Home Gadget Protection	Protect your home gadgets against accidental damage, liquid damage, burglary and robbery	Additional from as low as RM 15/month <ul style="list-style-type: none"> • Protect your home gadgets against accidental damage, liquid damage, burglary and robbery

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 or with remaining months of monthly subscription fee of HyppTV pack (details as in Question #12)
2.	Speed Upgrade up to 50Mbps (applicable to UniFi Advance only)	Not applicable. UniFi Advance contract will continue whenever customer Upgrade Speed to 50Mbps	Not Applicable
3.	Voice Pack	Not Applicable	Not Applicable
4.	Voice IDD	1 month	1 month of subscription fee
5.	HyppTV packs	12 months	Remaining months of monthly subscription fee of HyppTV pack
6.	Security and Surveillance	36 months	Up to maximum 6 months subscription fee
7.	Home Gadget Protection	12 months	Remaining months of monthly subscription fee

9. What is the effective date for Voice Pack?

Your Voice Pack will be immediately activated once this voice plan is successfully activated in the system.

10. Will I be able to subscribe to the all new UniFi without any HyppTV Pack?

No. The all new UniFi package offers bundled triple play services which consist of High Speed Internet, Voice services and HyppTV (IPTV) pack.

11. Can I change my HyppTV pack after I subscribe to the all new UniFi package? Where can I request to change my HyppTV Pack?

Yes, but customer are subject to fees as below:

No.	Activity	Fees
1.	Upgrade HyppTV Pack	Not applicable
2.	Change HyppTV Pack (same price/value)	RM5
3.	Downgrade HyppTV Pack	RM10

Customer can request to change their HyppTV pack at any TMpoint or call 100.

12. 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). However, if customer terminates after 12 months but still before the end of the minimum contract period, customer will be charged for broadband termination fee of RM500. If customer terminates before 12 months, customer 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 pack: RM30
- ii. Ruby pack: RM40
- iii. Jumbo pack: RM60

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

GENERAL FAQ FOR ALL NEW UNIFI & UNIFI BIZ

1. Who is eligible to subscribe to the all new UniFi / UniFi BIZ?

This new package is eligible to all new and existing TM customers.

2. Are Non-Malaysians eligible to subscribe to this package?

Yes, this package is also open for non-Malaysians to subscribe.

3. What are the voice call charges in the all new UniFi / UniFi BIZ?

Calls from Fixed to Fixed and Fixed to Mobile will be charged 20 sen/min (including local call).

4. What is the download and upload speed for the all new UniFi / UniFi BIZ?

The download and upload speed for the all new UniFi / UniFi BIZ are as follows:

No.	Speed	Download speed	Upload speed
1.	30Mbps	Up to 30Mbps	Up to 10Mbps
2.	50Mbps	Up to 50Mbps	Up to 20Mbps
3.	100Mbps	Up to 100Mbps	Up to 50Mbps

5. Why is the upload speed different from the download speed?

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.

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.

6. I need higher upload speed. Do you have any packages that can suit that requirement?

The upload speed for the new UniFi Advance and Pro is sufficient to provide good experience to almost all subscribers. So, for customer that requires higher upload speed, we encourage customer to subscribe to our UniFi Pro to enjoy maximum upload speed that we can provide.

7. How do I check the service availability in my area?

You can check service availability by calling TM Contact Centre at 100 or visiting any TMpoint outlets nationwide.

8. How do I subscribe to the all new UniFi / UniFi BIZ?

Customers may register via TM website at www.tm.com.my/allnewunifi, call TM Contact Centre at 100 or visit the nearest TMpoint, TM Authorised Dealer (TAD) and resellers.

9. I'm not a Malaysian customer, can I subscribe to UniFi via online, TM Contact Centre, TM Authorised Dealer (TAD) or resellers?

No. All Non-Malaysian customers need to apply for UniFi at the nearest TMpoint.

10. Can I upgrade / downgrade to the all new UniFi / UniFi BIZ package?

Customer can upgrade to higher speed at any time.

For downgrade, if customers downgrade the 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 NO contract renewal.

11. Can I downgrade to UniFi VIP5 / VIP10 / VIP20 / BIZ5 / BIZ10 / BIZ20 / BIZ100 / Streamyx packages after subscribing to the all new UniFi / UniFi BIZ?

With the introduction of the all new UniFi / UniFi BIZ, the previous package which are UniFi VIP5 / VIP10 / VIP20 / BIZ5 / BIZ10 / BIZ20 / BIZ30 / BIZ50 / BIZ100 will no longer available. Therefore, customer will not be able to downgrade to those packages once customers has subscribed to the all new UniFi / UniFi BIZ.

However, if customer wishes to downgrade to Streamyx packages, they can do so at the nearest TMpoint outlets.

12. Where can I upgrade / downgrade my UniFi package?

Applications can be made by contacting TM Contact Centre at 100, or visit nearest TMpoint or TM Authorised Dealer or TM Reseller.

13. My current UniFi VIP/BIZ is still in contract period and I wish to upgrade to the all new UniFi / UniFi BIZ. Will I be penalised?

No, you will not be penalised. However, the contract period will be renewed to 24 months.

14. How do I check the speed of my UniFi?

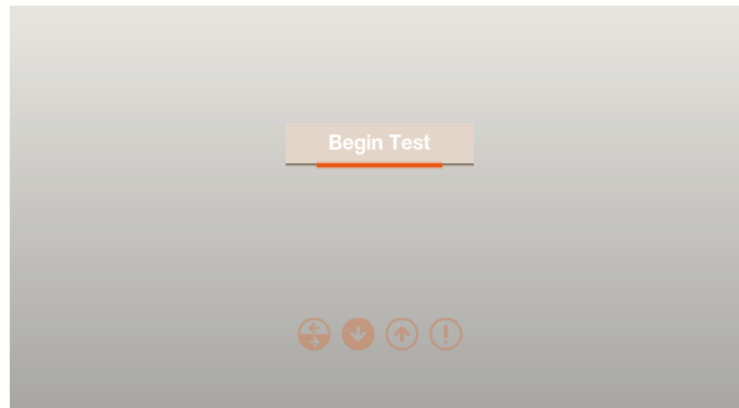
Once your UniFi is activated, you can run a speed test via <http://speedtest.tm.com.my/>.

15. 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?

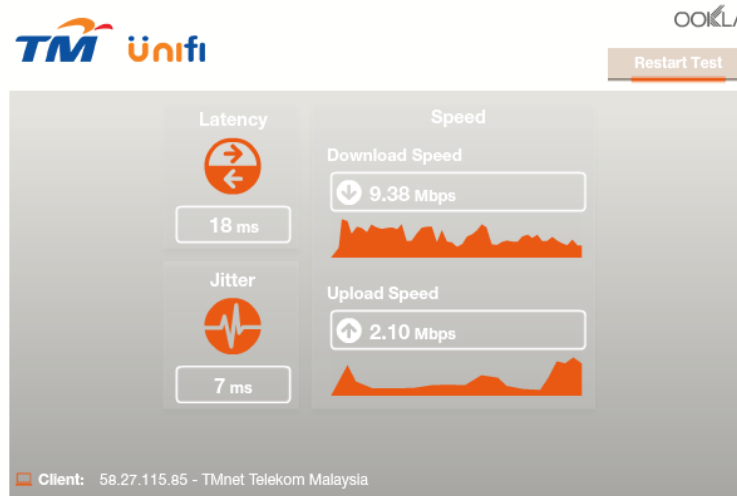
Step 1: You are required to turn off your Residential Gateway router for 10 minutes to allow new configuration to take place before you can enjoy your new speed.

Step 2: Once done, you can start testing your UniFi speed by going to 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.

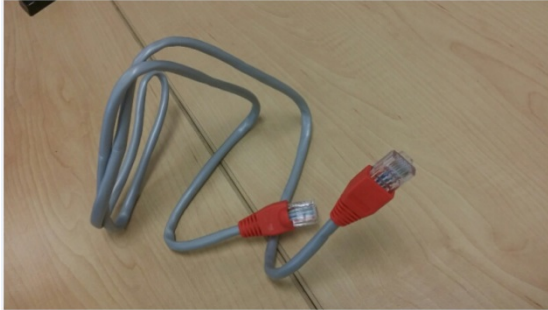


Step 4: The test will show the result of your current upload and download speeds.



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 RG LAN port LAN1 to LAN3 (any of them).



LAN cable



RG LAN ports

16. What if I need to relocate my UniFi service? Are there any charges that I need to pay?

Relocation requests can be made at any TMpoint outlets and is subject to service availability. The relocation fee of RM300 shall be waived (for first time relocation).

17. 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 Residential Gateway (RG) 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

18. 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 WiFi router away from hot areas as heat will affect the router performance and browsing experience.
 - a. WiFi 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.
- (b) DISTANCE – WiFi router has distance limitations when it comes to signal range. As distance increases, the signal becomes weaker.
 - a. Consider placing your WiFi router in an area where you would frequently do your browsing activities
- (c) OBSTRUCTION – WiFi signal efficiency will decrease when it passes through physical obstruction e.g: thick walls, metals and solid objects.
 - a. Consider placing your WiFi router in an open area to maximise signal reception
 - b. Avoid placing your router in a closed cabinet, secluded room or under the stairs.

- (d) ELECTROMAGNETIC INTERFERENCE – Signal waves generated by home appliances such as microwave ovens, refrigerators, baby monitors can interfere with your WiFi connectivity.
 - a. Place your WiFi router away from the home appliances
 - b. Avoid sharing the power socket that is connected with the home appliances.

- (e) WIFI SECURITY PASSWORD – 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.
 - a. Consider setting a unique and strong WiFi security password.
 - b. Consider changing your WiFi security password from time to time.

Alternatively, customers can visit link below for further information on tips to enhance your wireless connectivity speed.

<https://www.tm.com.my/Home/Broadband/unifi/help-support/Pages/wifi-awareness.aspx>

19. When will my UniFi service be activated?

The lead time for your UniFi service to be activated is up to 7 days from the date of registration.

20. How long does a typical UniFi installation and testing take?

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.

The installation processes include site survey, ducting, piping, electrical work and equipment configurations.

21. Does TM allow customers to appoint their own contractor to perform internal wiring?

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.

22. Are there any charges if I request for change of ownership?

Yes and it is subject to RM10 Change Ownership fee.

23. What are the charges for installation fee and equipment?

Installation charge for UniFi is RM200 (currently waived for standard installation only). If your premise requires non-standard installation or additional cabling, extra charges will be imposed by TM Contractor.

The standard package is inclusive of equipment worth RM1,000 that will also be given free-of-charge to customers.

24. I'm not a Malaysian citizen, do I need to pay any deposit during application?

There will be a deposit of RM1,000 payable for non-Malaysian citizen customer. However, currently as an introductory promotion, the charges are currently being waived.

25. When will I get my first bill after I subscribe to all new UniFi / UniFi BIZ package?

The first bill can be expected around one (1) month after service is activated. The first bill will include prorated package fee (current usage) and one (1) month advance payment.

26. Do I pay a separate bill for the services bundled in the all new UniFi / UniFi BIZ?

All services offered under the all new UniFi / UniFi BIZ will be in a single bill. However, for SurePay POS™, Security & Surveillance and services maintained after subscribing to UniFi (i.e. Streamyx, Business Broadband, TM Homeline / Businessline), customers will receive a separate bill.

27. Where can I pay my UniFi bill?

You can pay your bill via several payment channels including at our TMpoint or TMpoint Authorised Dealer (TAD) outlets, via online through myUniFi portal (<https://occ.unifi.my>), POS Malaysia and branches of selected preferred online banking channels.

For hassle free payment transactions, it is recommended that you subscribe to TM Autopay service.

Please refer to Payment Guides at TM UniFi portal at <http://www.tm.com.my/unifi/help-support/Pages/payment-guides.aspx>.

For the list of our bill payment channels, visit www.tm.com.my.

28. How do I retrieve my UniFi / UniFi BIZ bill statement?

Paper bill (hardcopy) – Paper bill will be sent by postage to customer's billing address, and is charged at RM 2 per month starting July 2016.

e-Bill (softcopy) – TM will send the e-Bill to your preferred email address, and it's FREE!

TM Portal – You can view your bills for the past 6 months via online by logging in to myUniFi portal at <https://occ.unifi.my>

29. How do I change my email billing address?

You can change your billing profile at myUniFi portal at <https://occ.unifi.my> under MyProfile section or by sending an email to help@tm.com.my or by making request at your nearest TMpoint.

30. How do I change my UniFi / UniFi BIZ billing method?

You can change your UniFi / UniFi BIZ billing method via myUniFi portal at <https://occ.unifi.my> under MyProfile section or by sending an email request to help@tm.com.my or by making request at your nearest TMpoint.

31. I cannot open the UniFi / UniFi BIZ softcopy bill attachment received in my email. What should I do?

Adobe Reader (version 7 or above) is required to view the statement.

If you do not have the software installed in your device, you can download it for free at the Adobe website.

32. I did not receive my UniFi / UniFi BIZ statements. What should I do?

To enhance customer reachability, we will be sending UniFi / UniFi BIZ bills to your preferred email address.

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 tmbilling@tm.com.my is added to your Address Book and/or the "Approved Sender" list.

33. Can I check my previous month statement?

Yes. You can view your previous bill statements up to six (6) previous months via myUniFi portal under MyBill section.

34. How do I make online payments via myUniFi portal?

Step 1: Sign in to MyUniFi at <https://occ.unifi.my>

Step 2: Click MyBill tab

Step 3: Scroll down to Pay Your Bill and click Make Payment button

Step 4: Fill in the form and click Continue button to proceed with the payment

35. What should I do if I have a problem with my UniFi / UniFi BIZ?

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.

36. What should I do if my UniFi / UniFi BIZ equipment is faulty?

If any of the new 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.

If the faulty is due to a manufacturing defect and the equipment is still under warranty, the equipment will be replaced for FREE.

37. Will the equipment warranty refresh if I upgrade from UniFi VIP/BIZ packages to all new UniFi / UniFi BIZ package?

Equipment warranty will be refreshed for another one (1) year from the date of upgrade.

However, the warranty will not be refreshed if customer upgrade from UniFi Advance / BIZ Advance to UniFi Pro / BIZ Pro.

38. Things you should know about all new UniFi / UniFi BIZ

1. If your premise resides 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.
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.
3. All triple play services (internet, voice and TV) must be activated during service installation. Partial service activation is not allowed.
4. UniFi is a wired broadband service. Wireless connectivity is an option and is subject to interference and obstructions factor.

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.
6. Installation fee includes external cable entrance and up to 15 meters fiber cable internal wiring, 15 meters for Ethernet, 15 meters telephone cable and 30 meters 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 meters and charges will be included in your UniFi bill.
8. Please provide 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>). 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 starting July 2016 while e-Bill (softcopy) will be send to your preferred email address for FREE.
9. All UniFi equipment provided by TM is subject to 12 months warranty period.