

FREQUENTLY ASKED QUESTIONS (FAQ) FOR WIRELESS BROADBAND

NO	QUESTION	ANSWER
QUESTIONS ON new wireless broadband plan		
GETTING TO KNOW		
1.	What is wireless broadband?	<p>Wireless broadband is the service offered by TM which offers a high-speed wireless broadband internet access.</p> <p>It is a solution for internet access sharing at home and on-the-go within unifi LTE coverage areas especially for customers who have no broadband infrastructure/fibre coverage to serve their area or for those who face installation limitations at their premises.</p> <p>Currently, we are only offering SIM Plan + device purchase for subscription.</p>
2.	Who is eligible to subscribe to wireless broadband plan?	All users, Malaysian and Non-Malaysian, regardless of whether you are a TM customer or non-TM customer (18 years old and above).
3.	Where can I subscribe the plan?	You can register to this plan at selected TMpoint outlets as listed here . Our frontlines will be happy to assist you.
4.	What documents do I need to bring during service registration?	You just need to bring along your NRIC if you are a Malaysian or a Passport if you are a non-Malaysian for registration.
5.	Where are the wireless broadband coverage areas?	We only want the best for you. If you're within our LTE coverage areas where the Internet has good signal and most stable, then you're covered. Check the coverage map here .
6.	How many wireless broadband SIMs can I purchase under one account?	A person can get up to three (3) lines to surf the Internet like you've never done before.

NO	QUESTION	ANSWER
7	I was informed that there is a 3-month loyalty waiver programme. Can you tell more about it?	<p>The 3-month loyalty waiver programed is specially for the wireless broadband customers whose subscription remain active for 12 months. These customers will enjoy a 3-month loyalty waiver from the 13th month until the 15th month*.</p> <p><i>*Terms & conditions apply.</i></p>
8	What is offer period for this 3-month loyalty waiver programme?	The 3-month loyalty waiver offer starts from 2 nd April 2018 until further notice.
Plan		
1.	What is the monthly subscription fee?	The monthly subscription fee is at RM79/month (excluding GST).
2.	Is there any upfront payment?	We're having a promotion, so the upfront payment is WAIVED for now.
3.	Is there any activation fee?	We're having a promotion, so the activation fee is WAIVED for now. However, if you wait further, you might have to pay an activation fee of RM50. So hurry, don't miss it!
4.	Is there a deposit required?	For Malaysians, there is no deposit required but for non-Malaysians, a deposit of RM100 is required. Don't worry, you'll get it back for sure!
5.	When will the wireless broadband plan be available?	The wireless broadband plan will be available for subscription beginning 2 nd April 2018.

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6.	<p>What does the wireless broadband plan offer?</p>	<p>The plan offers internet access within unifi LTE coverage. Below is the breakdown of the offerings:</p> <table border="1" data-bbox="630 401 1409 575"> <tr> <td>Monthly Commitment</td> <td>RM79*</td> </tr> <tr> <td>Monthly Internet Quota</td> <td>60GB</td> </tr> <tr> <td>Price of Huawei 4G B618 WiFi router (Device upfront payment)</td> <td><u>RM565.09</u></td> </tr> </table> <p>Register for Autopay service and enjoy RM2 rebate off your monthly bills!</p> <p><i>* prices quoted in this table are excluding GST</i> <i>** offer valid until further notice (notice will be given and displayed in our website 30 days in advance)</i></p>	Monthly Commitment	RM79*	Monthly Internet Quota	60GB	Price of Huawei 4G B618 WiFi router (Device upfront payment)	<u>RM565.09</u>
Monthly Commitment	RM79*							
Monthly Internet Quota	60GB							
Price of Huawei 4G B618 WiFi router (Device upfront payment)	<u>RM565.09</u>							
7.	<p>Are there any other plans available besides the 60GB plan?</p>	<p>For now, we only offer one (1) plan which is wireless broadband with 60GB monthly quota.</p>						
8.	<p>Can I upgrade or downgrade my plan?</p>	<p>Unfortunately no, you can't upgrade or downgrade your plan.</p>						
9.	<p>Is there a contract for the wireless broadband plan?</p>	<p>Don't worry, there is no contract for the wireless broadband plan.</p>						
10.	<p>Can I port my existing line(s) from other service provider to this wireless broadband plan?</p>	<p>Unfortunately, no. This is not allowed.</p>						
11.	<p>Can I port my wireless broadband plan to other service provider?</p>	<p>Unfortunately, no. You can't do so.</p>						

NO	QUESTION	ANSWER
12.	Can I make calls and send SMS with this wireless broadband plan?	We're sorry, you can't send SMS with this plan. This is only a data plan.
13.	Can I use the wireless broadband plan overseas?	We're sorry, this plan is currently available within Malaysia only.
14.	How many devices can I connect to the wireless broadband?	You can connect up to 64 devices at one time.
15.	What happens if I did not use all my monthly internet quota?	<p>Don't worry, your quota will start fresh with 60GB at the next bill cycle.</p> <p>However, for high data-users, top-ups can be purchased easily here upon full utilisation of the 60GB data and the top-up is valid for up to 90 days.</p>
16.	Is the quota transferrable?	Unfortunately, no. You can't transfer the quota.
17.	Can I still use the wireless broadband service once I have finished my monthly internet quota?	<p>Of course! We know how important staying connected is. But once you have used up your 60GB quota, you'll have to settle for a 128kbps connection instead to make sure it's fair for everyone.</p> <p>However, for high data-users, top-ups can be purchased easily here upon full utilisation of the 60GB data and the top-up is valid for up to 90 days.</p>
18.	Will I be charged per use once I have exceeded my monthly internet quota?	Don't worry, there's no additional charge if you exceed the monthly internet quota.
19.	Will I be notified when my monthly internet quota has been used up?	Yes, you will be notified via email and SMS when you have used 33%, 80% and 100% of your internet quota.

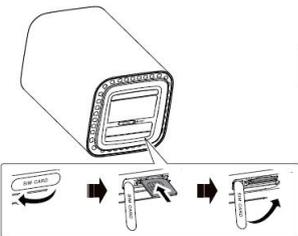
NO	QUESTION	ANSWER
20.	Can I check and monitor my monthly internet quota balance?	Yes, you can check your monthly internet quota usage via our self-care. web portal at < Self Care >
21.	Will I be charged any penalty if I decide to terminate my wireless broadband service?	Don't worry. There will be no penalty charges if you wish to terminate the service.
22.	What should I do if I do not understand how to use the wireless broadband service or having problem with this product?	<p>You can refer to the tutorial steps and FAQ available here to help you with your inquiries or you can come to our TMpoint outlets for further explanation.</p> <p>You can also reach out to us via Live Chat at Self Care</p>
Device Purchase		
1.	Where can I purchase the HUAWEI 4G B618 WiFi Router?	Customers can purchase the HUAWEI 4G B618 WiFi Router from selected TMpoint outlets that offer the wireless broadband plan, as listed here .
2.	I am your existing wireless broadband member. Can I purchase the HUAWEI 4G B618 only?	<p>Unfortunately, you can't. However, you may subscribe to another line and buy the device.</p> <p><i>Note: Members can purchase a maximum of three (3) unifi Mobile broadband SIMs/ lines under one MyKad.</i></p>

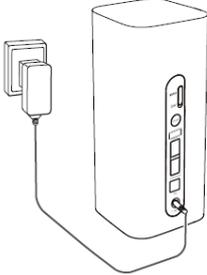
NO	QUESTION	ANSWER																
3.	How much do I need to pay upon registration?	<p>Here are the details:</p> <table border="1" data-bbox="630 369 1442 747"> <tr> <td>Device</td> <td>HUAWEI 4G B618</td> </tr> <tr> <td>Device Price</td> <td>RM565.09</td> </tr> <tr> <td>6% GST</td> <td>RM33.91</td> </tr> <tr> <td>Total Device Price Including 6% GST</td> <td>RM599.00</td> </tr> <tr> <td>Wireless Broadband Upfront Payment</td> <td>RM0</td> </tr> <tr> <td>6% GST</td> <td>RM0</td> </tr> <tr> <td>Total Upfront Payment Included 6% GST</td> <td>RM0</td> </tr> <tr> <td>Total Payment At The Point of Registration</td> <td>RM599</td> </tr> </table>	Device	HUAWEI 4G B618	Device Price	RM565.09	6% GST	RM33.91	Total Device Price Including 6% GST	RM599.00	Wireless Broadband Upfront Payment	RM0	6% GST	RM0	Total Upfront Payment Included 6% GST	RM0	Total Payment At The Point of Registration	RM599
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4.	Will I get the device immediately upon registration or it will be delivered to my address?	Customers will get the device immediately if they walk-in to TMpoint. However, if the registration is made through via TM resellers, the device will be delivered to the customer's registered address.																
5.	Will I be subjected to a contract when I purchase the HUAWEI 4G B618?	There is no contract attached for the SIM plan + device purchased.																
6.	Can I keep the HUAWEI 4G B618 upon service termination?	Yes. Definitely you can keep the device upon service termination.																
7.	What are the available payment methods for purchasing the HUAWEI 4G B618?	The purchase can be done via any credit card, debit card or online bank transfer (FPX). During the payment process including online payment, customers will be assisted by our frontlines at TMpoint or resellers. For online payment, the payment will be made through iPay88 with 'webe digital sdn bhd' as the payee.																
Deposit and Credit Limit Policy																		
1.	I am a non-Malaysian, how and when will I receive my deposit upon termination?	Your refund will be transferred into your bank account within three (3) months / 90 days upon termination. Kindly provide us with your banking details via our support channels or at any TMpoint upon successful termination.																

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2.	What is the credit limit per line?	The default credit limit per line is RM300.
3.	Can I increase my credit limit?	Yes. You can increase your credit limit via our <u>Self Care</u> web portal or walk in to any TMpoint nationwide.
4.	Can I decrease my credit limit?	Yes, you can decrease your credit limit to the default credit limit.
5.	Will I be notified if my balance exceeded the credit limit?	You will be notified when your account reaches 70%, 90% and 100% credit limit utilisation via your registered email.
6.	What if my balance exceeded the credit limit?	You will not be able to use the service upon exceeding your credit limit.
7.	How much do I need to pay to restore my services, if it is barred due to credit limit?	You need to pay a minimum of 75% of your unbilled and / or billed amount to restore your wireless service.
8.	Will I be subjected to a credit check when I subscribe to this wireless broadband?	Yes. You will be subjected to the standard telco credit check (CTOS) when you subscribe to this wireless broadband plan. However, you will be exempted from credit check if you're an existing TM (unifi or Streamyx) customer.
9.	How do I cancel my subscription?	You can cancel the subscription via our Live Chat, email or at any TMpoint nationwide.
10.	Will I be refunded if there is an extra payment in my account?	Yes. We will refund the extra payment in your account, for any amount more than RM10.

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11.	Will I get a rebate if I sign up for Auto Pay?	Yes, you are entitled to a RM2 rebate off your monthly bill when you activate the AutoPay service via <u>Self-Care</u> .
Billing and payment		
1.	How will I receive my monthly bill?	You will receive your monthly bill through your registered e-mail in <u>Self-Care</u> portal.
2.	When is my bill date and bill cycle?	Your bill date is always on the 1st of every month and the cycle is the full period of the month (e.g. 1 st March – Bill generated for 1/3/18 – 31/3/18)
3.	Can I request for a hardcopy bill?	We support environmental friendly initiatives so you will only be receiving an e-bill. You may print the hardcopy bill via <u>self-care</u> portal.
4.	Where can I pay my bills?	<p><u>JomPAY</u> is available via:</p> <ul style="list-style-type: none"> • Internet & mobile banking with participating banks. Please note that the Biller Code is 3608 and the Reference Code is your webe 9-digit account number. For details, please visit www.jompay.com.my. <p><u>Autopay</u></p> <ul style="list-style-type: none"> • Sign-up Auto Pay using Visa, MasterCard or AMEX Credit Card and enjoy RM2 rebate off your monthly bill <Link> <p><u>Self-Care</u></p> <ul style="list-style-type: none"> • MasterCard, Visa (Credit & Debit Card), AMEX <u>Self-Care</u> <p><u>Walk In & Over the Counter Payment</u></p> <ul style="list-style-type: none"> • CIMB: https://www.cimbclicks.com.my (<i>Bank in to your webe CIMB Account Number: 98953 followed by your 9 digit webe account number</i>) • POS Malaysia http://www.pos.com.my/ • TMpoint

NO	QUESTION	ANSWER
5.	Which payee should I choose when I make payment via online, ATM & cash deposit machine?	Please select 'webe digital sdn bhd' when you're making your payment via online, ATM and cash deposit machine.

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QUESTIONS ON new unifi WIRELESS BROADBAND		
Device Info		
1.	What is a Huawei 4G B618 ?	The Huawei 4G B618 is a Wi-Fi router as part of Customer Premise Equipment (CPE) that integrates LTE and high-speed Ethernet uplink access, which provides users with flexible and diversified data access and voice services transmitted via a SIM card. In addition, you can also use a RAIN LTE-A sim card to connect to the faster network.
2.	What are the contents in the Huawei 4G B618 packaging ?	The package contains: 1. Huawei 4G B618 2. Quick Start guide book 3. Power Adaptor 4. Lan Cable
3.	How many devices can be connected to the Huawei 4G B618 at one time?	The Huawei 4G B618 can connect up to 64 devices at any one time.
4.	How long is the warranty period for Huawei 4G B618?	The warranty period is twelve (12) months from the date of purchase. Customers are required to keep the original receipt/ proof of purchase when making any warranty claims.
5.	How do I claim any warranty for my Huawei 4G B618?	For further technical assistance on Huawei 4G B618, please visit any nearest Huawei Service Centers as listed here < Huawei Service Centre >
Device Setting		
1.	What should I do to connect my Huawei 4G B618 to unifi LTE network?	<p>1. Installing the micro-SIM card Insert the micro-SIM card into the router according to the illustration as below:</p>  <p>2. Connecting to a power adapter</p>

NO	QUESTION	ANSWER
		<p>Connect the power adapter to an electrical source socket.</p>  <p>3. Once the router is connected to a unifi network, you can connect your computer or mobile phone to the router's wifi network to access the Internet. Please refer to the label on the bottom of the router for the default wireless network name (SSID) and password (Wi-Fi KEY).</p>  <p>SSID: XXXXXXXX SSID-5G: XXXXXXXX Wi-Fi KEY: YYYYYY</p>
2.	<p>How do I modify my login password?</p>	<p>You may modify your login and password via the following methods:</p> <p>Method 1: Log in to the Web User Interface (UI) management page by typing http://192.1628.1 at the web browser address bar and choose Settings> System> Modify Password.</p> <p>Method 2: Go to the HUAWEI HiLink app and choose Settings> Account> Modify login password.</p>
3.	<p>What can I do if I cannot access the Web User Interface (UI) management page (192.168.8.1)?</p>	<p>If you unable to access the Web UI page, please check whether the CPE and the devices are properly connected. If they are not connected properly, you will not be able to access the management page.</p> <p>If you still unable to access the web page, you may use the following methods:</p> <ul style="list-style-type: none"> • Download the Huawei HiLink app from Google Play and App Store into your smartphones or tablets. Use the HUAWEI HiLink app to manage the CPE. • If your computer still unable to access the management page, check the network cable between your computer and the Wi-Fi router or the Wi-Fi connection.

NO	QUESTION	ANSWER
4.	What can I do if my SIM card is not recognised?	<ul style="list-style-type: none"> • Before inserting or removing the SIM card, firstly switch off the power connection to the CPE. Do not insert or remove a SIM card while the device is powered on. By doing so it may result in the SIM card not being recognised. • If your SIM card is still not recognised, try to switch off the device, re-insert the SIM card, and switch on the router again. • If the SIM card is still not recognised, press and hold the power button to force it to switch off and then try to switch it on again, and try again.
5.	What is HUAWEI HiLink app and what is its feature?	The HUAWEI HiLink app allows you to manage the selected equipment manufactured by Huawei from your smartphone or tablet.
6.	Can I use the HUAWEI HiLink app and where can I download it?	<p>Yes, you can use the HUAWEI HiLink app to control the Huawei B618 Wi-Fi router. The app can be downloaded and installed via the following method:</p> <ul style="list-style-type: none"> • Scan the QR code available on the product package/manual with your phone, then follow the onscreen instructions to download and install the HUAWEI HiLink app. • Go to the Apple App Store or Google Play Store, search for HiLink, and download it.
7.	Which mobile operating systems is compatible with the HUAWEI HiLink app?	The HUAWEI HiLink app supports Android 2.3 or later and iOS 6.0 or later for Apple devices
8.	Is there a PC version of HUAWEI HiLink?	Currently HUAWEI HiLink is available as an app for mobile devices only
9.	How do I set up an Access Point Name (APN)?	<p>You can set your Access Point Name (APN) via the following methods:</p> <ul style="list-style-type: none"> • Method 1: Log in to the Web UI management page and choose Settings> Dial-up> Profile Management> New Profile • Method 2: Go to the HUAWEI HiLink app and choose Settings> Network> APN> New.

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10.	<p>What are the default user name and login password for the Web UI management page and the HUAWEI HiLink app?</p>	<ul style="list-style-type: none"> • The default user name and login password for the Web UI management page and the HUAWEI HiLink app are both admin. • The passwords can be changed. • Please note that the login passwords for the HUAWEI HiLink app and the Web UI management page must be the same.
11.	<p>Is there a different setup and management methods for the CPE?</p>	<p>The different setup methods are as below:</p> <ul style="list-style-type: none"> • Method 1: When the CPE is connected to a device, use the device browser to log in to the Web UI management page (http://192.168.8.1). • Method 2: When the CPE is connected to a phone or tablet, use the HUAWEI HiLink app.
12.	<p>How do I check or change the Service Set Identifier (SSID)?</p>	<p>You may change the setting for your SSID via the following methods:</p> <p>Check on the CPE nameplate, Please refer to the label on the bottom of the CPE for the default wireless network name (SSID).</p> <p>Method 1: Log in to the Web UI management page, choose Settings> WLAN> WLAN Basic Settings, and change the SSID.</p> <p>Method 2: From the HUAWEI HiLink app, choose Settings> My Wi-Fi, and change the SSID.</p>
13.	<p>How do I check or change the Wi-Fi password?</p>	<p>You can change your Wi-Fi password to secure your network with the following methods:</p> <p>Check on the CPE nameplate, Please refer to the label on the bottom of the CPE for the default password (Wi-Fi KEY).</p> <p>Method 1: Log in to the Web UI management page and choose Settings> WLAN> WLAN Basic Settings. Then check or change the Wi-Fi password in WLAN key.</p> <p>Method 2: From the HUAWEI HiLink app, choose Settings> My Wi-Fi. You can check or change the Wi-Fi password under Password.</p>

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14.	How do I check the product version?	<ul style="list-style-type: none"> • You can check the version of the product via the following methods: • Method 1: Log in to the Web UI management page and choose Settings> System> Device Information to check the product version information. • Method 2: From the HUAWEI HiLink app, choose Settings> Device> Device Information to check the product version information.
15.	Are online updates supported? How do I perform an online update?	<p>Yes, the CPE supports online updates.</p> <p>You can go to the update page to check whether there is a new version available. If there is, select it and proceed to update.</p> <p>Method 1: Log in to the Web UI management page and choose Update> Online Update> Check for updates.</p> <p>Method 2: From the HUAWEI HiLink app, choose Settings> Device> Online update.</p>
16.	What can I do if the CPE is unable to be switched on?	<p>The CPE is automatically switched on when connected to a power supply. If it does not turned on, follow the rectifying steps as below:</p> <ul style="list-style-type: none"> • Re-plug in the power adapter. • Change the power adapter. • If the problem persists, bring the CPE to any nearest authorised Huawei service center for trouble-checking.
17.	How do I restart the CPE?	<p>Simply log in to the Web UI management page and choose Settings> System> Restart.</p>
18.	How do I restore the CPE to its factory settings?	<p>If you need to restore your CPE setting to factory setting, choose any of the following methods::</p> <ul style="list-style-type: none"> • Method 1: Switch on the CPE and use a sharp-pointed object (for example a needle) to press and hold the reset button. Release when the indicator blinks. After the CPE has restarted, it will be restored to its factory settings. • Method 2: Log in to the Web UI management page and choose Settings> System> Restore Defaults> Restore.

NO	QUESTION	ANSWER
Device Connection		
1.	What can I do if the signal is weak?	<p>Signal strength can deteriorate due to several reasons. Here are some recommendations on how to improve your signal strength:-</p> <ul style="list-style-type: none"> • Adjust or move the CPE to a different corner or height that is not blocked for example by a wall or furniture, by bringing it closer to a window or an open area to receive a better signal. Make sure you are not in an enclosed area. • You can compare with the strength of your mobile phone's signal. If your mobile phone's signal is good, try to restore the factory settings on the CPE and try again.
2.	What can I do if my Internet speed is slow?	<p>If the Internet speed from the Wi-Fi router is slow, you can try the following to improve the signal:</p> <ul style="list-style-type: none"> • Double check whether a large number of devices are connected to and using the internet connection from the CPE. The problem may also happen when you are using the device during peak traffic times (evenings between 9:00 pm to 1:00 am). • If you are using the device from the Wi-Fi router during mobility such as a moving vehicle, Internet speeds may become unstable or slower depending on the strength of the signal received at the location. • You can also check whether you have exceeded your monthly mobile data limit with your carrier. • The increase of CPE temperature can affect the connection speed. The CPE has a built-in overheating protection mechanism. If the temperature is too high, Internet speeds will be automatically limited to stop the CPE from overheating. • Turn off or move the CPE away from other 2.4 GHz wireless network devices and other home electronics (such as microwaves and TVs) that may cause signal interference affecting the CPE. After readjusting the location of the CPE, you can try to switch off and switch on the CPE again. • Please ensure that there are no physical obstructions (such as cement walls) that may weaken the signal between the Wi-Fi device and the CPE.

NO	QUESTION	ANSWER
3.	<p>What can I do if I'm still unable to connect my device to Wi-Fi?</p>	<ul style="list-style-type: none"> • Check whether the CPE is placed near to any sources of interference or physical obstructions as mentioned above. If so, change the location of the CPE. • Check and make a note of the following setup information for the device you want to connect and the CPE: SSID, encryption method, and encryption key. Your device's SSID and encryption method should be the same as those on the CPE. If the ID and encryption method is different, you need to change the setup information on your device. • If you turn on Media Access Control (MAC) address filtering for the wireless local area network for your CPE, you can go to the Web UI management page to confirm that your device's MAC address is not within the Deny address range. • Make sure the number of users connected to the CPE does not exceed the maximum number allowed.
4.	<p>What can I do if I can connect to the device but I'm unable to access the internet?</p>	<ul style="list-style-type: none"> • Check the settings of the CPE and make sure you have not turned off the Internet access. • Check the signal strength and make sure the area where the CPE is located has network coverage from your mobile data carrier. • Check your network mode and make sure it matches the requirements of your mobile carrier. • Ensure that you have enough credit balance in your account for your mobile carrier. • Check your APN settings because some APNs of the less well known carriers are not built into the software. To use the CPE with SIM cards of these carriers, you may need to manually set up a new APN. • If the Dynamic Host Configuration Control Protocol (DHCP) server is not turned on but your device is set to obtain an IP address dynamically, this may result in your device not being able to get online. In this case, enable the DHCP server through the Web UI management page. • Check whether you have exceeded the amount of your monthly mobile data limit. • If the problem persists, contact your respective carrier. If you're a customer of unifi Mobile, you can reach out to us via TM Live chat at unifi.com.my/chat from 8:00am – 12:00am daily. You can also message us on Twitter @helpmeunifi), facebook.com/weareunifi or email us at help@tm.com.my for further assistance.

NO	QUESTION	ANSWER
5.	<p>How do I manage the devices that can be connected to my Wi-Fi?</p>	<p>You can manage which Wi-Fi devices can connect through Wi-Fi MAC address filtering.</p> <p>Log in to the Web UI management page and choose Settings> WLAN> WLAN MAC Filter. After this function is enabled, enter the MAC addresses you want to block or allow in the MAC address field. Click Apply to begin blocking/allowing.</p>
6.	<p>How do I update the content displayed on the Web UI management page?</p>	<p>Depending on your browser's cache, the content on the Web UI management page for your device may not be up to date.</p> <p>You may manually clear your browser's cache (if you are using Internet Explorer 9, choose Internet Options> General> Browsing history> Delete) and re-launch the Web UI management page.</p>