

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
unifi 30MBPS UNLIMITED DATA**

NO	QUESTION	ANSWER								
<b>GETTING TO KNOW</b>										
1.	<b>What is the latest promotion for unifi 30Mbps unlimited data plan?</b>	<ul style="list-style-type: none"> <li>#khabarbaik! unifi 30Mbps unlimited data plan now comes with unlimited quota at just RM89 per month!</li> </ul> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">unifi 30Mbps plan</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">RM89 / month</td> </tr> <tr> <td style="text-align: center;">Download Speed: 30Mbps Upload Speed: 10Mbps Quota: unlimited Voice: 20sen/min</td> </tr> <tr> <td style="text-align: center;">Free access to unifi playTV app with 14 free channels</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>Price shown is excluding 6% Service Tax (ST)</li> <li>Price shown is perpetual</li> </ul>	unifi 30Mbps plan	RM89 / month	Download Speed: 30Mbps Upload Speed: 10Mbps Quota: unlimited Voice: 20sen/min	Free access to unifi playTV app with 14 free channels				
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2.	<b>I'm interested! How do I subscribe to your unifi 30Mbps unlimited data plan?</b>	<ul style="list-style-type: none"> <li>You can subscribe at the nearest TMpoint, TM Authorised Dealer (TAD), Reseller nationwide and TM Sales Center (TM100).</li> </ul>								
3.	<b>Are there any extra benefits that I will receive with unifi 30Mbps unlimited data plan?</b>	<ul style="list-style-type: none"> <li>Additionally, the plan comes with benefits as below:</li> </ul> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Features</th> <th style="text-align: center;">unifi 30Mbps plan™</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Installation &amp; activation</td> <td style="text-align: center;">WAIVED</td> </tr> <tr> <td style="text-align: center;">wifi@unifi</td> <td style="text-align: center;">UNLIMITED</td> </tr> <tr> <td style="text-align: center;">CPE</td> <td style="text-align: center;">Wireless Router (RG) BTU (Modem)</td> </tr> </tbody> </table> <p>* Wireless router is applicable to new installations only. *Telephone set can be purchased at any TMpoint outlets or any telephone shop.</p>	Features	unifi 30Mbps plan™	Installation & activation	WAIVED	wifi@unifi	UNLIMITED	CPE	Wireless Router (RG) BTU (Modem)
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4.	<b>I'm an existing unifi Basic customer, can I upgrade my plan to this unlimited plan?</b>	<ul style="list-style-type: none"> <li>Yes, you can! You may send us your request via Live Chat at <a href="http://unifi.com.my/chat">unifi.com.my/chat</a> or myunifi app.</li> </ul>								

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5.	What are the Add-On services offered?	<p>▪ You may choose the relevant Add-Ons below to boost your Internet experience.</p> <table border="1"> <thead> <tr> <th data-bbox="507 387 724 416">Add-Ons</th> <th data-bbox="724 387 932 416">Description</th> <th data-bbox="932 387 1509 416">Offering</th> </tr> </thead> <tbody> <tr> <td data-bbox="507 416 724 600"><b>Mesh Wifi</b></td> <td data-bbox="724 416 932 600">WiFi experience boost up.</td> <td data-bbox="932 416 1509 600"> <b>Subscribe from only RM15/month for 24months.</b>            Provide a better WiFi experience for all your wireless devices by increasing WiFi coverage and removing dead spots, ensuring seamless WiFi connectivity for your entire home.         </td> </tr> <tr> <td data-bbox="507 600 724 875"><b>unifi Mobile</b></td> <td data-bbox="724 600 932 875">The best mobile postpaid plan to cater to the needs of each member of the family.</td> <td data-bbox="932 600 1509 875"> <b>Plans from as low as RM19/month:</b>  <table 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7.	<p><b>Where can I pay my bill?</b></p>	<ul style="list-style-type: none"> <li>▪ The easiest way to manage your account is to download myunifi app from Google PlayStore and Apple AppStore. With myunifi app, you may view your latest bill, make payment, and contact us anytime anywhere.</li> <li>▪ For hassle-free payment transactions, it is highly recommended that you subscribe to our <b>TM Autopay service</b>.</li> <li>▪ Alternatively, you can pay your bills through the below channels: <ul style="list-style-type: none"> <li>✓ unifi portal at <a href="http://unifi.com.my">unifi.com.my</a></li> <li>✓ TMpoint or TMpoint Authorised Dealer (TAD) outlets nationwide</li> <li>✓ Participating online banking channels</li> <li>✓ POS Malaysia outlets</li> </ul> </li> <li>▪ For the full list of our authorised bill payment channels, click <a href="#">here</a>.</li> </ul>																																
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