

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
Wi-Fi CERTIFIED ROUTER AND Wi-Fi 6 CERTIFIED MESH**

WI-FI 6 CERTIFIED ROUTER		
NO	QUESTION	ANSWER
1.	What is Wi-Fi 6 certified router?	<ul style="list-style-type: none"> ▪ Wi-Fi 6 certified router supports fast, real-world speed and a wide coverage range. ▪ Wi-Fi 6 certified router is ideal to support busy home environments that has multiple devices connected to internet, 4K/8K UHD streaming and smart IoT devices/gadgets.
2.	How can I get the Wi-Fi 6 certified router?	<ul style="list-style-type: none"> ▪ You will get a free Wi-Fi 6 certified router when you subscribe to unifi broadband packages with bandwidths of 300Mbps, 500Mbps or 800Mbps.
3.	Can my existing Mesh work together with Wi-Fi 6 certified router?	<ul style="list-style-type: none"> ▪ Yes. Your existing Mesh still can work together with Wi-Fi 6 certified router.
4.	How long is the warranty period for the Wi-Fi 6 certified router?	<ul style="list-style-type: none"> ▪ The warranty period of Wi-Fi 6 certified router is 12 months (1 year).
5.	Who should I contact for any enquiries regarding the Wi-Fi 6 certified router configuration or further product and technical assistance?	<ul style="list-style-type: none"> ▪ For any enquiries or after sales support, you may call 100 or visit the nearest TMpoint for assistance. You can also live chat with us via www.unifi.com.my/chat

WI-FI 6 CERTIFIED MESH as ADD ON		
NO	QUESTION	ANSWER
1.	What are the benefits of having a Wi-Fi 6 certified Mesh?	<ul style="list-style-type: none"> With a Wi-Fi 6 certified Mesh, you will enjoy better Wi-Fi experience with coverage up to 4,000 sqft because this Mesh eliminates weak signal areas and interruptions around your home or premise. It also ensures smooth 4k streaming, VR gaming, downloading and more with low power consumption.
2.	How do I add on Wi-Fi 6 certified Mesh to my existing unifi package?	<ul style="list-style-type: none"> You can add on Wi-Fi 6 certified Mesh to your existing unifi package via the following channels: <ol style="list-style-type: none"> TMpoint outlets nationwide TM Sales Centre - call 100 and press 4
3.	How much would it cost to add on Wi-Fi 6 certified Mesh to my existing unifi package?	<ul style="list-style-type: none"> The price to add on Wi-Fi 6 certified Mesh is RM15 per month. This fee will be charged for 24 months.
4.	How much is the installation fee to add on Wi-Fi 6 certified Mesh to my existing unifi package?	<ul style="list-style-type: none"> You will be charged RM80 for the installation fee and the fee will be reflected in your next bill cycle.
5.	What are the requirements to add on Wi-Fi 6 certified Mesh?	<p>You must have the following to add on a Wi-Fi 6 certified Mesh:</p> <ul style="list-style-type: none"> An existing unifi broadband connection Wi-Fi 6 certified router Power supply
6.	Can my Wi-Fi 6 certified Mesh be delivered to my house?	<ul style="list-style-type: none"> As of now, there is no delivery option. TM Installer will physically go to your house to install the Wi-Fi 6 certified Mesh for you.
7.	I am using my own router, can I purchase Wi-Fi 6 certified Mesh from unifi?	<ul style="list-style-type: none"> No. Wi-Fi 6 certified Mesh can only work with Wi-Fi 6 certified router provided by TM.
8.	How long is the warranty period for Wi-Fi 6 certified Mesh?	<ul style="list-style-type: none"> The warranty period for Wi-Fi 6 certified Mesh is 12 months (1 year).
9.	How do I cancel my order?	<ul style="list-style-type: none"> You may call us at 100, live chat with us at www.unifi.com.my/chat or visit nearest TMpoint to proceed with order cancellation. Kindly be reminded, the order cancellation can only be made before the installer comes to your house for the installation.

<p>10.</p>	<p>Do I need to return the Wi-Fi 6 certified Mesh if I terminate my unifi account within the contract period?</p>	<ul style="list-style-type: none"> ▪ No, you don't have to return your Wi-Fi 6 certified Mesh. ▪ You will be charged the penalty fee of remaining months for the Wi-Fi 6 certified Mesh if you terminate within the contract period (RM15 x remaining months). ▪ The penalty shall be reflected in your unifi bill.
<p>11.</p>	<p>Who should I contact for any enquiries regarding the Wi-Fi 6 certified Mesh configuration or further product and technical assistance?</p>	<ul style="list-style-type: none"> ▪ For any enquiries or after sales support, you may call us at 100 or visit the nearest TMpoint for assistance.