

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
MESH WI-FI ADD-ON**

MESH WI-FI PURCHASE FOR EXISTING UNIFI CUSTOMERS

NO	QUESTION	ANSWER
1.	I am a unifi customer and would like to add on purchase of Mesh Wi-Fi. How can I purchase Mesh Wi-Fi for my existing unifi account?	<ul style="list-style-type: none"> ▪ Easy, you can add on purchase of Mesh Wi-Fi for your existing unifi account via the following channels: <ol style="list-style-type: none"> i. Online via unifi portal: https://unifi.com.my/unifi-experience ii. TMpoint outlets nationwide iii. TM Sales Centre (TMSC) - call 100 and press 4 iv. myunifi app ▪ You can choose to add on the Mesh Wi-Fi model to your existing unifi account with the following Mesh Wi-Fi options: <ol style="list-style-type: none"> i. Mesh Wi-Fi Deco X60 at RM55/month for 24 months ii. Mesh Wi-Fi Deco M9 Plus at RM35/month for 24 months <p style="text-align: center;">OR</p> <ol style="list-style-type: none"> iii. Mesh Wi-Fi Deco M4 at RM15/month for 24 months ▪ All Mesh Wi-Fi devices come in one (1) pair. ▪ The additional charges for the Mesh Wi-Fi will be included in your existing unifi bill.
2.	What are the steps to add on purchase of Mesh Wi-Fi via online?	<ul style="list-style-type: none"> ▪ Just follow the simple steps below: <ol style="list-style-type: none"> i. Go to https://unifi.com.my/unifi-experience and click "I'm interested". ii. Register or login to Digitalme. iii. Select your unifi Service ID. iv. Please insert the details for your Mesh Wi-Fi order. v. Please tick the box to acknowledge that you are agreeable to the Terms and Conditions (T&C), and then click "Submit". vi. Once your order is successfully submitted, you will receive an email on your order details. vii. Your order will be delivered by our appointed courier partner. viii. You can perform self-installation by referring to the manual provided. <p><i>Important Note:</i> TM Sales Representative may contact you should there be any further information required to complete the purchase. Please provide accurate and complete delivery details to avoid delivery issues.</p>

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3.	What are the steps to add on purchase of Mesh Wi-Fi through myunifi app?	<ul style="list-style-type: none"> ▪ Just follow the simple steps below: <ol style="list-style-type: none"> i. Open your myunifi app and login to the app. ii. Click on the Mesh Wi-Fi banner. iii. Click “GET IT NOW”. iv. Select your unifi Service ID. v. Choose your preferred Mesh Wi-Fi device model. vi. Please insert the details for your Mesh Wi-Fi order. vii. Please tick the box to acknowledge that you are agreeable to the Terms and Conditions (T&C), and then click “Submit”. viii. Once your order is successfully submitted, you will receive an email on your order details. ix. Order will be delivered by our appointed courier partner. x. You can perform self-installation by referring to the manual provided. <p><i>Important Note:</i> Please provide accurate and complete delivery details to avoid delivery issues.</p>
4.	How will I know that my Mesh Wi-Fi order is successful?	<ul style="list-style-type: none"> ▪ You will receive an order confirmation email from Lapasar (welcome@lapasar.com) with your order and delivery details.
5.	How long does it take for my Mesh Wi-Fi order to be delivered? And where can I check my order Status?	<ul style="list-style-type: none"> ▪ Your Mesh Wi-Fi order will be delivered via J&T Express within 3-7 working days after the completion of order processing from any of the channels. ▪ You will be able to check your Mesh Wi-Fi delivery status via J&T Express website, https://www.jtexpress.my/track.php using your tracking number provided in your order confirmation email.
6.	Do I have any other courier service options to choose from?	<ul style="list-style-type: none"> ▪ Currently, all Mesh Wi-Fi orders will be delivered by our courier partner, J&T Express only.
7.	Why am I unable to get any status or ‘Not Found’ appears in J&T Express website when I search for my Tracking Number that I’ve received?	<ul style="list-style-type: none"> ▪ If it is already beyond seven (7) working days after receiving the order confirmation email from Lapasar, please provide your details to our TM Frontliners and we will update you soonest.

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8.	I'm a non-unifi customer, can I purchase Mesh Wi-Fi only without subscribing to unifi via unifi portal?	<ul style="list-style-type: none"> ▪ Please note that this Mesh Wi-Fi is available for existing unifi customers only.
9.	Can I cancel my Mesh Wi-Fi order?	<ul style="list-style-type: none"> ▪ Please note that order cancellation is not allowed once you have provided your consent and agreed on the order. ▪ However, if you still insist to proceed with the cancellation, kindly note that you will be charged with the remaining months of your 24-months Mesh Wi-Fi subscription.
10.	If I made an add on purchase of Mesh Wi-Fi over the counter at TMpoint, can I get the Mesh Wi-Fi on the spot or it will still be couriered to my delivery address?	<ul style="list-style-type: none"> ▪ If you made your Mesh Wi-Fi order over-the-counter at TMpoint, your Mesh Wi-Fi will still be delivered via the courier service.
11.	Do I have to return the Mesh Wi-Fi if I terminate my unifi account within Mesh Wi-Fi contract still under provisioning?	<ul style="list-style-type: none"> ▪ In the event of cancellation or early termination of Mesh Wi-Fi as Device add-on with twenty-four (24) months commitment [before completion of the twenty-four (24) months Subscription Period], the Customer is subject to pay an early termination fee as penalty based on the balance of the remaining months. ▪ Penalty charges will be imposed for the remaining months of Mesh Wi-Fi as Device add-on if Customer terminate unifi service within 24 months of Mesh Wi-Fi period. ▪ The above penalty shall be reflected in TM's bill.
12.	Where can I refer for more information on Mesh Wi-Fi product details?	<ul style="list-style-type: none"> ▪ For more information on Mesh Wi-Fi and other products by TP Link visit TP-Link official website at https://www.tp-link.com/my/
FAQ ON MESH WI-FI		
13.	What is Mesh Wi-Fi?	<ul style="list-style-type: none"> ▪ TP-Link Deco X60, M9 Plus and M4 Mesh Wi-Fi is an evolution of Wi-Fi extender. It uses mesh technology to provide wider Wi-Fi coverage to the premise by connecting two (2) or more devices that act as a beacon that will engulf your entire house.

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NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> For detail information on TP-Link Mesh Wi-Fi, you may refer to the below links: Deco X60 AX3000 Whole Home Mesh Wi-Fi 6 System TP-Link Malaysia Deco M9 Plus AC2200 Smart Home Mesh Wi-Fi System TP-Link Malaysia Deco M4 AC1200 Whole Home Mesh Wi-Fi System TP-Link Malaysia
14.	<p>What are the models of Mesh Wi-Fi that unifi offers?</p>	<ul style="list-style-type: none"> There are three (3) types of Mesh Wi-Fi models offered for unifi customers. <ol style="list-style-type: none"> TP-Link Deco X60: AX3000 TP-Link Deco M9 Plus: AC2200 TP-Link Deco M4: AC1200 <p><u>TP-Link Deco X60: AX3000</u></p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div> <p><u>TP-Link Deco M9 Plus: AC2200</u></p> <div style="display: flex; justify-content: space-around; align-items: center;">   </div>

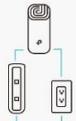
MESH WI-FI PURCHASE FOR EXISTING UNIFI CUSTOMERS

NO	QUESTION	ANSWER
		<p><u>TP-Link Deco M4: AC1200</u></p>  <ul style="list-style-type: none"> ▪ Refer to the following links below for details: <ul style="list-style-type: none"> Deco X60 AX3000 Whole Home Mesh Wi-Fi 6 System TP-Link Malaysia Deco M9 Plus AC2200 Smart Home Mesh Wi-Fi System TP-Link Malaysia Deco M4 AC1200 Whole Home Mesh Wi-Fi System TP-Link Malaysia
<p>15.</p>	<p>What are the features of the Mesh Wi-Fi?</p>	<ul style="list-style-type: none"> ▪ Mesh Wi-Fi product features are as below: <ul style="list-style-type: none"> <u>TP-Link Deco X60:</u> <ul style="list-style-type: none"> • Expand Wi-Fi coverage up to 5,000 sqft • Faster and reliable connection for up to 150 devices • Equipped with the latest OFDMA and MU-MIMO technology for simultaneous transmission • 3 years anti-virus license • Parental control: Block inappropriate content and restrict time spent online • Quality of Service (QoS): Assign priority to different online activities and devices • In-app speed test to easily check connectivity • Best to use with Wi-Fi 6 devices <u>TP-Link Deco M9 Plus:</u> <ul style="list-style-type: none"> • Expand Wi-Fi coverage up to 4,500 sqft • Faster and reliable connection for up to 100 devices • Equipped with MU-MIMO technology • 3 years anti-virus license • Parental control: Block inappropriate content and restrict time spent online • Quality of Service (QoS): Assign priority to different online activities and devices • Built-in Smart Hub: Bringing all smart devices together in one easy-to-use app

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NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> • In-app speed test to easily check connectivity <p><u>TP-Link Deco M4:</u></p> <ul style="list-style-type: none"> • Expand Wi-Fi coverage up to 3,800 sqft • Fast and stable connections for multiple devices • Equipped with MU-MIMO technology • Parental Control: Block inappropriate content and restrict time spent online • Basic Quality of Service (QoS): Assign priority based on devices
16.	Do I have to connect my devices to unifi Home/Business in order to use the Mesh Wi-Fi?	<ul style="list-style-type: none"> ▪ Once the Mesh Wi-Fi is connected to your unifi Home / Business, you will be able to use the device anywhere as long as there is an internet connection.
17.	What are the minimum requirements for using the Mesh Wi-Fi?	<ul style="list-style-type: none"> ▪ Customers will require an Internet connection, a unifi Home/Business router and power supply to use the Mesh Wi-Fi via unifi network.
18.	Which unifi modem/RG/router is the Mesh Wi-Fi compatible with?	<ul style="list-style-type: none"> ▪ The TP-Link Deco X60, M9 Plus and M4 Mesh Wi-Fi are compatible with all unifi devices.
19.	If I use a third party router, will the Mesh Wi-Fi work?	<ul style="list-style-type: none"> ▪ Yes, it will work. ▪ For more details, you may refer to the links below: Deco X60 AX3000 Whole Home Mesh Wi-Fi 6 System TP-Link Malaysia Deco M9 Plus AC2200 Smart Home Mesh Wi-Fi System TP-Link Malaysia Deco M4 AC1200 Whole Home Mesh Wi-Fi System TP-Link Malaysia

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NO	QUESTION	ANSWER
20.	Do I need to plug in the Mesh Wi-Fi to a power outlet?	<ul style="list-style-type: none"> Yes, you will need to plug in the TP-Link Deco X60, M9 Plus and M4 Mesh Wi-Fi unit to a power outlet. Below is a simple step by step instruction: <div data-bbox="815 506 1321 1025" style="text-align: center; border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p>Setup Just Got a Lot Easier</p> <ol style="list-style-type: none"> Connect Deco to your cable modem and turn on both devices  Download and launch the Deco app  Follow the in-app instructions to configure your Deco system  </div>
21.	How should I set up the Mesh Wi-Fi?	<ul style="list-style-type: none"> The TP-Link Deco X60, M9 Plus and M4 Mesh Wi-Fi come in a pair per box. The Mesh Wi-Fi nodes can be paired easily using TP-Link DECO app. Simply download the DECO app from Play Store/App Store for FREE and follow the instructions in the app. Click HERE for detailed guidelines for TP-Link Deco X60, click HERE for TP-Link Deco M9 Plus, and click HERE for TP-Link Deco M4.
22.	What is the warranty period for the Mesh Wi-Fi?	<ul style="list-style-type: none"> The device comes with three (3) years warranty from the manufacturer, TP-Link.
23.	Who should I contact for any enquiries on the Mesh Wi-Fi configuration or further product and technical assistance?	<ul style="list-style-type: none"> For TP-Link After-Sales Support for the Mesh Wi-Fi, you may contact the manufacturer directly via the following channels: <p><u>TP Link Contact Technical Support:</u></p> <ol style="list-style-type: none"> Toll Free: 1800 22 8887 / 03-2141 4358 (Mon - Sun, 10am - 7pm) Warranty & RMA support: +603 2141 4358 (Mon - Sun, 10am - 7pm) E-mail: support.my@tp-link.com (Mon - Sun, 10am - 7pm) Sales E-mail: request.malaysia@tp-link.com Website: www.tp-link.com.my

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NO	QUESTION	ANSWER
		<ul style="list-style-type: none">▪ Should you require assistance with Mesh Wi-Fi installation, you may contact TM via Live Chat / 100 or visit the nearest TMpoint to request for assistance from unifi Elite's service. unifi Elite also offers Wi-Fi consultation and solution (beyond TM connectivity issues), at your home. There will be a one-off charge of RM120 per visit, which will be reflected in your next bill for this service.

WI-FI 6 CERTIFIED MESH

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"> i. TMpoint outlets nationwide ii. 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?	<ul style="list-style-type: none"> ▪ You must have the following to add on a Wi-Fi 6 certified Mesh: <ol style="list-style-type: none"> i. An existing unifi broadband connection ii. Wi-Fi 6 certified router iii. 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).

WI-FI 6 CERTIFIED MESH

NO	QUESTION	ANSWER
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.
10.	Do I need to return the Wi-Fi 6 certified Mesh if I terminate my unifi account within the contract period?	<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.
11.	Who should I contact for any enquiries regarding the Wi-Fi 6 certified Mesh configuration or further product and technical assistance?	<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.

MESH WI-FI TERMS & CONDITIONS

Thank you for choosing unifi.

These Terms and Conditions is incorporated and forms part of Mesh Wi-Fi terms of use, thus binding on you. Kindly read the agreement carefully before subscribing the Device. By subscribing the Device, you acknowledge and agree that you have read, understood and agree to be bound by the terms herein ("Agreement"). All of the terms and conditions stated below will be applicable to all the unifi service(s) subscribed by you in regards to the Mesh Wi-Fi.

1. GENERAL

- 1.1 Mesh Wi-Fi is a device ("Mesh Wi-Fi") offered by Telekom Malaysia Berhad ("TM") which enable unifi Customers to improve Wi-Fi signal and coverage in their home.
- 1.2 By subscribing to Mesh Wi-Fi either via unifi bundle or device add-on with twenty-four (24) months commitment period, Customer will receive Mesh Wi-Fi (warranty applicable) subject to the terms and conditions contained herein.
- 1.3 This Device is only offered to new or existing unifi Customer.
- 1.4 TP-Link Malaysia ("TP-Link") is the official TM's partner in providing Mesh Wi-Fi device together with TM's appointed Marketplace platform, and also TP-Link appointed delivery partner.
- 1.5 By subscribing Mesh Wi-Fi, Customer hereby agree on the order processing days and delivery process.
- 1.6 Customer hereby agree to receive an auto-generated email from TM's appointed Marketplace platform with tracking number details and manually track the delivery in the TP-Link appointed delivery partner Tracking Portal.
- 1.7 All other existing General Terms and Conditions for unifi Home Fibre Broadband, unifi Business Fibre Broadband, Campaign and Promotion Terms and Conditions shall continue to apply.

2. THE DEVICE

- 2.1 There are four (4) models of Mesh Wi-Fi offered by TM i.e. Mesh Wi-Fi Deco X60, Mesh Wi-Fi Deco M9 Plus, Mesh Wi-Fi Deco M4 and Wi-Fi 6 Certified Mesh.
- 2.2 By subscribing to any of the Mesh Wi-Fi (i.e. Mesh Wi-Fi Deco X60, Mesh Wi-Fi Deco M9 Plus and Mesh Wi-Fi Deco M4), Customer hereby agree that Mesh Wi-Fi is provided by TP-Link and will be delivered via TP-Link appointed delivery partner.
- 2.3 For any subscription to Wi-Fi 6 Certified Mesh, Customer hereby agree that Wi-Fi 6 Certified Mesh is provided by Telekom Malaysia and will be delivered and installed by TM Installer. The installation of Wi-Fi 6 Certified Mesh will be based on the Customer's preferred appointment date.

3. MESH WI-FI AS ADD-ON OR BUNDLE

- 3.1 Customer may subscribe to Mesh Wi-Fi as add-on through TM's registration channels namely, TM Point, TM Contact Centre nationwide, myunifi app, online registration (via unifi Portal), and add-on request via TM Reseller during New Installation order (for new Customer only). However, registration through online

registration (via unifi Portal) and myunifi app is only applicable for Mesh Wi-Fi Deco M4, Mesh Wi-Fi Deco M9 Plus and Mesh Wi-Fi Deco X60.

- 3.2 Customer may add, up to maximum of five (5) Mesh Wi-Fi models (i.e. Mesh Wi-Fi Deco X60, Mesh Wi-Fi Deco M9 Plus and Mesh Wi-Fi Deco M4) as offered by TM in one unifi service account, subject to existing Customer's add-on subscription quota.
- 3.3 However, for any subscription to Wi-Fi 6 Certified Router, Customer will have an option to add up to only maximum of two (2) Wi-Fi 6 Certified Mesh in one unifi service account.
- 3.4 Wi-Fi 6 Certified Mesh is only compatible with Wi-Fi 6 Certified Router. Hence, Customer who wish to subscribe to Wi-Fi 6 Certified Mesh must ensure that their router is Wi-Fi 6 Certified Router, in order for the Wi-Fi 6 Certified Mesh to function.
- 3.5 Customer understand that Mesh Wi-Fi can only be subscribed for unifi package with unlimited quota.
- 3.6 The minimum subscription period for the Mesh Wi-Fi add-on is twenty-four (24) months, effective from the date of activation of the device ("Subscription Period").
- 3.7 After the end of the Subscription Period, Customer will own the Mesh Wi-Fi.
- 3.8 For the subscription to Mesh Wi-Fi Deco X60, Mesh Wi-Fi Deco M9 Plus and Mesh Wi-Fi Deco M4, the order processing and delivery via online registration channel will take twelve (12) working days and TM will contact if any issues regarding processing.

4. INSTALLATION & AFTER SALES SERVICE

- 4.1 If the Customer subscribe to Mesh Wi-Fi Deco X60, Mesh Wi-Fi Deco M9 Plus and Mesh Wi-Fi Deco M4, Customer is advised to perform self-installation with Mesh Wi-Fi by downloading TP-Link Deco app for configuration and manuals.
- 4.2 Any after sales support with regards to Mesh Wi-Fi provided by TP-Link as per Clause 2.2, Customer is required to contact TP-Link directly via:

TP Link Contact Technical Support:

Toll Free: 1800 22 8887 / 03-2141 4358 (Mon - Sun, 10am - 7pm)

Warranty & RMA support: 03-2141 4358 (Mon - Sun, 10am - 7pm)

E-mail: support.my@tp-link.com (Mon - Sun, 10am - 7pm)

Sales E-mail: request.malaysia@tplink.com

Website: www.tp-link.com.my

- 4.3 However, for Wi-Fi 6 Certified Mesh, the after sales support will be provided by TM. Customer may contact TM 100 or visit the nearest TMpoint for assistance.
- 4.4 For any request on the first time on-site Mesh Wi-Fi installation by unifi Elite team, Customer is chargeable with RM120 service fee and this charge will be reflected in unifi's monthly bill.

5. WARRANTY

- 5.1 Mesh Wi-Fi (i.e. Mesh Wi-Fi Deco X60, Mesh Wi-Fi Deco M9 Plus and Mesh Wi-Fi Deco M4), comes with three (3) years manufacturing warranty guarantee from TP-Link Malaysia.

- 5.2 For Wi-Fi 6 Certified Mesh, the model comes with one (1) year warranty from Telekom Malaysia.

6. CHARGES, PAYMENT & BILLING

- 6.1 The monthly subscription fee of the Mesh Wi-Fi are as per table below: -

Mesh Wi-Fi Model	Monthly Subscription (RM)
Mesh Wi-Fi Deco X60	55
Mesh Wi-Fi Deco M9 Plus	35
Mesh Wi-Fi Deco M4	15
Wi-Fi 6 Certified Mesh	15

- 6.2 All Mesh Wi-Fi models comes with twenty-four (24) months Subscription Period.
- 6.3 The monthly subscription fee for Mesh Wi-Fi will be reflected in unifi monthly bill.
- 6.4 All Mesh Wi-Fi models are only available for twenty-four (24) months Subscription Period. One-time/outright purchase is strictly not allowed.

7. RELOCATION OF SERVICE ADDRESS

- 7.1 For any relocation of unifi service, Mesh Wi-Fi subscription will continue as usual despite the change to a new address. Any relocation and installation of Mesh Wi-Fi due to relocation of unifi service is strictly under the responsibility of the Customer.
- 7.2 Mesh Wi-Fi is not transferable to the new owner. In the event of transfer of ownership, Customer is responsible to pay for the early termination fee which will be based on remaining months’ balance of the Mesh Wi-Fi subscription.

8. CANCELLATION AND TERMINATION OF SERVICE

- 8.1 Cancellation or early termination of Mesh Wi-Fi is not allowed once you have agreed and consented to subscribe to the same and TM will not be responsible for any lost or damage of the device while on transit, delivery or installation process.
- 8.2 In the event of cancellation or early termination of Mesh Wi-Fi during the Subscription Period, Customer is subjected to early termination fee based on the remaining months balance of the Subscription Period.
- 8.3 The above penalty shall be reflected in TM’s bill.

Customer agree to have read, understand & agreed to be bound by the T&C of this Mesh Wi-Fi & [TM Privacy Notice](#).

[End of Terms and Conditions]

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