

## Your questions answered

We have put together some commonly asked questions to give you more information about the latest Unifi campaign.

### General

#### 1. How long is the campaign period?

- This campaign runs from 13 May 2024 until further notice.

#### 2. Who is eligible for this offer?

- This campaign is open to all new customers based on the selected package offerings.
- This campaign is also open to existing customers who upgrade their plan and who have already fulfilled their existing contract period with other Unifi campaign offerings.

#### 3. Will I be tied to any contract if I subscribe to this campaign?

- Yes, all Unifi Home plans come with a minimum contract period of 24 months.

#### 4. Can you tell me more about the offers?

- New customers can subscribe to Unifi Home Broadband Only plans from 100Mbps and other bundles as follows:

##### 1. Unifi Home Broadband with Waiver

Speed	100Mbps	300Mbps	500Mbps
Waiver	3 months		
Promo	Lifetime RM10 Discount		
Contract	24 Months		
Voice	20 sen/min	1. FREE 600 minutes to fixed and mobile lines. 2. Beyond Call Rates: <ul style="list-style-type: none"><li>▪ TM Fixed Lines: FREE</li><li>▪ Mobile/Other Fixed Lines: 10 sen/min</li></ul>	

- You may add on Unifi Mobile plan or/and other TV Packs such as Movies, Sports and Kids pack. For more details, please refer to [Unifi TV Pack info](#)
- The waiver is not inclusive of any additional add-ons purchased on top of this Campaign. The payment for any additional add-ons on top of this Campaign will run as usual in Customer's monthly bill.
- Please refer to the [Unifi Home Broadband with Waiver FAQ](#) for more details.

##### 2. Unifi Home Broadband with Netflix

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Netflix	Netflix Basic (Watch on 1 device at the same time)		Netflix Standard (Watch on 2 devices at the same time)		
Promo	Discount of RM7 for 24 months	Discount of RM25 for 24 months			
Contract	24 Months				

### 3. Unifi Home Broadband with Unifi TV Family Pack

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Unifi TV Pack	Unifi TV Family Pack 70+ channels				
Promo	Free Unifi TV Box				
Bundled Streaming Apps	<b>Streaming Apps:</b> Unifi TV app, HBO Go, BBC Player, beIN Sport, SpoTV, SIAR				
Contract	24 months				

### 4. Unifi Home Broadband with Unifi TV Family Pack and Cloud Gaming

Speed	300Mbps				
Unifi TV Pack	Unifi TV Family Pack 70+ channels				
Promo	Waiver 1 month for Blacknut service and Free Unifi TV Box				
Bundled Streaming Apps	<b>Streaming Apps:</b> Unifi TV app, HBO Go, BBC Player, beIN Sport, SpoTV, SIAR				
Gaming Plan	Blacknut Cloud Gaming with one (1) Logitech Wireless Gamepad				
Contract	24 months				

You may add on other TV Packs such as Ultimate Max, Ultimate Plus, Movies, Ultimate, Sports and Kids pack. For more details, please refer to [Unifi TV Pack info](#)

### 5. Unifi Home Broadband with Smart Home

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Smart Home	Smart Home Premium Pack 1 x AI Indoor Camera 1 x Outdoor Camera 1 x Smart Hub 2 x Door/Window Sensors 1 x Smart Speaker (Voice Assistant)				
Promo		Discount of RM17.50 for 24 months			
Contract	24 months				

Smart Home devices will be delivered to your home within 14 working days upon settlement of RM100 advance payment for new customers (*if applicable*).

- Smart Home Promo charges may appear on either the first (1<sup>st</sup>) or second (2<sup>nd</sup>) bill, depending on your billing cycle. Please refer to the [Smart Home FAQ](#) for a detailed explanation.

**6. Unifi Family Bundle Plan (Unifi Home 500Mbps Broadband + Netflix + UNI5G Postpaid Family 4 SIMs/3 SIMs/2 SIMs Plan)**

Unifi Home	500Mbps		
Unifi Mobile	<b>UNI59 Postpaid Family 189</b>	<b>UNI59 Postpaid Family 159</b>	<b>UNI59 Postpaid Family 129</b>
SIM	1 + 3 SIMs	1 + 2 SIMs	1 + 1 SIMs
Data	Unlimited 5G/4G data Unlimited Calls RM0.15 per SMS 250GB Hotspot quota for principal 30GB Hotspot quota for supplementary lines	Unlimited 5G/4G data Unlimited Calls RM0.15 per SMS 200GB Hotspot quota for principal 30GB Hotspot quota for supplementary lines	Unlimited 5G/4G data Unlimited Calls RM0.15 per SMS 150GB Hotspot quota for principal 30GB Hotspot quota for supplementary lines
Entertainment	20+ Complimentary Unifi TV Channels + Netflix Standard + Unifi TV Box		
Contract	24 months (new/existing customers)		

- You will receive separate bills for Unifi Home and Unifi Mobile services.
- Existing Unifi Home and Unifi Mobile customers can request to change their current plans to enjoy all the latest offerings, with a contract renewal of 24 months.
- Under this plan, you will benefit from a Family discount on your Mobile bill once both services (Mobile and Home Broadband) are activated as part of the Unifi Family Bundle Plan (Unifi Home with Unifi Mobile Family Plan).
- Under this plan, you are not permitted to request changes to other plans within the Family Bundle Plan, including upgrades or downgrades, for either home broadband or mobile services during the contract period.
- You can request plan changes (upgrades only) after the contract period ends.
- Under this plan, you cannot move to any lower Unifi package (commercial plan) during the contract period.
- Under the Family Bundle mobile plan (Uni5G 129/159/189), adding a mobile device is not allowed, as the SIM is already tied to a contract — except for new mobile subscriptions that include a device.

### **Family Bundle 30-Day Cooling-Off Period**

- Effective 20th September 2024, when you subscribe to any Family Bundle plan, you will receive a 30-day cooling-off period.
- The cooling-off period will commence once your Unifi Mobile plan order is completed. During this time, you have the option to continue or discontinue the Unifi Mobile service.
- If you choose to discontinue the Unifi Mobile service within the cooling-off period, no early termination penalty will be applied.
- After the cooling-off period ends, if you wish to discontinue the mobile plan, an early termination penalty will be imposed. Additionally, your Home Broadband plan will revert to the standard commercial rate without the Family Bundle discount once the mobile subscription ends.
- Early termination charges may still appear on your mobile bill after requesting discontinuation, as the adjustment is still in progress.
- The early termination adjustment is calculated based on the remaining contract months of your Unifi Mobile plan. You will need to settle the final bill if there is a positive balance after the adjustment.
- For a detailed explanation, please refer to the [Family Bundle Campaign FAQ](#).

### **5. How will my bill look like when I subscribe to this campaign offering?**

- If you subscribe to Unifi Home Broadband with Unifi Mobile under this campaign, you will receive two (2) separate monthly bills:
  - a. A Unifi bill consisting of the monthly fees for Unifi Home and Unifi TV Pack; and
  - b. A Unifi Mobile bill.

### **6. How do I register for this campaign?**

- a. You may walk in to any nearest:
  - [Unifi Store / TMpoint](#)
  - TM Resellers or TM Authorised Dealers (TAD)
- b. Subscribe via our digital channels:
  - [Campaign website](#)
  - MyUnifi app or [Unifi portal](#)
- c. Contact Unifi Call Centre at 100 (press 4).

#### **7. Are there any supporting documents needed?**

- You will need to submit a copy of your NRIC or passport. Please ensure your registration details for Unifi Home and Unifi Mobile are the same to enjoy this campaign offering.

### **NETFLIX**

#### **8. I have just subscribed to Unifi Home with Netflix. How do I activate my Netflix account?**

- After a successful subscription, you will receive an email and/or SMS from Netflix and Unifi. Follow these simple steps to activate:
  - a. Click on the activation link found in the SMS and/or email, or access it via MyUnifi app or [Unifi Selfcare portal](#)
  - b. On Netflix, select Sign up (new to Netflix) or Sign in (already with Netflix)
  - c. Create a Netflix account and password on the page and click “Continue”. If you already have a Netflix account, enter your existing Netflix credentials (email and password)
  - d. Click “Start Watching”.

#### **9. I already have an existing Netflix subscription. How do I link it to the Netflix entitlement with Unifi Home?**

- If you already have a Netflix subscription, you will need to link your existing Netflix account to your Unifi TV Pack by submitting your Netflix account credentials. Netflix will continue to charge you separately for your existing subscription until it is linked to your Unifi TV Pack. If your existing Netflix subscription is billed through Apple, you will need to manually cancel this arrangement to avoid being double billed when you activate your Netflix plan on Unifi TV.

#### **10. I have an existing Netflix account. Will I retain my previous viewing history in the app once I activate the access via Unifi?**

- Yes, you will be able to retain the viewing history if your registered email address with Unifi is the same as your existing Netflix account. This is because you still maintain your login credential.

#### **11. I have just subscribed to Unifi Home with Netflix Basic Plan included. Can I upgrade/change my Netflix plan to Standard or Premium Plan?**

- Yes, you can. You may upgrade/change your Netflix plan as per offerings below:

- a. Netflix Standard – Additional RM17/month to upgrade from Basic.
- b. Netflix Premium – Additional RM10/month to upgrade from Standard. Additional RM27/month to upgrade from Basic.

To self-upgrade your Netflix plan, you can do so via MyUnifi app, visit [Unifi Selfcare portal](#) or alternatively, visit Netflix.com and enter the “Account” section.

## Support

### 12. If I have any further enquiries or need further assistance, who should I contact to?

- Please contact us online via our digital channels as follows:
  - Live Chat at [maya.unifi.com.my](https://maya.unifi.com.my) or MyUnifi app
  - Facebook at [facebook.com/weareunifi](https://facebook.com/weareunifi)
  - X (Twitter) at @Unifior visit us at any of our [Unifi Store / TMpoint](#) outlets nationwide.
  
- You may also refer to our Unifi Home Broadband, Unifi Mobile Postpaid, Unifi TV and Smart Home general FAQs via these links:
  - [Unifi Home Broadband](#)
  - [Unifi Mobile Postpaid](#)
  - [Unifi TV Pack](#)
  - [Unifi TV Streaming App](#)
  - [Smart Home](#)
  - [Cloud Gaming](#)