

## 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>	

- Please refer to the [Unifi Home Broadband with Waiver FAQ](#) for a detailed explanation.

##### 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 Mobile

#### a) Unifi Home Broadband with Unifi Mobile + 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 RM34 for 24 months			
UNI5G Postpaid 39	<b>30GB</b> 4G + 5G <b>10GB</b> Hotspot <b>Unlimited</b> Calls RM0.15 per SMS				
Contract	24 months				

#### b) Unifi Home Broadband with Unifi Mobile UNI5G Postpaid

Unifi Home	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Unifi Mobile	<b>UNI5G Postpaid Individual or Family Plan</b> <b>Unlimited 4G + 5G</b> (when subscribed together with Unifi Home) <b>Free Hotspot:</b> UNI5G POSTPAID 69 – 60 GB hotspot UNI5G POSTPAID 99 – 100 GB hotspot UNI5G POSTPAID FAMILY 129 – 150 GB hotspot UNI5G POSTPAID FAMILY 159 – 200 GB hotspot UNI5G POSTPAID FAMILY 189 – 250 GB hotspot				
Discount	Unifi Home discount of RM10 (for 300Mbps and above)				
	Unifi Mobile discount of RM10				
Contract	24 months				

- Subscription to Unifi Home Broadband 300Mbps and above will also come with FREE 600 minutes of talk time to all mobile and fixed lines nationwide. Beyond the 600 minutes, you will get to enjoy FREE calls from fixed to fixed and RM0.10 from fixed to mobile.
- Existing Unifi Home and Unifi Mobile customers can request to change their current plans to enjoy all the latest offerings with 24 months contract renewal.

### 4. 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				

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	UNI59 Postpaid Family 189	UNI59 Postpaid Family 159	UNI59 Postpaid Family 129
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 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 subscription with device.
- Please refer to the [Family Bundle Campaign FAQ](#) for a detailed explanation.

#### 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.

**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.

## Online Exclusive

### 12. Can you tell me more about this?

- Be one of the first 1,000 customers to subscribe to the latest Unifi offerings via the Unifi official website and MyUnifi app to be eligible to receive an RM100 Shopee voucher.
- You are required to enter the promo code '**Universe**' at the review order page in the promo code field before you submit your broadband order online.
- Failure to enter the promo code will result in an ineligible entry for the campaign.
- Only successfully installed/activated broadband service will entitle you to receive the voucher.
- Your Shopee voucher will be sent to your registered email address with Unifi 60 days after your Unifi service is installed.
- Eligible plans to receive a Shopee Voucher are as follows:
  - 300Mbps Broadband with Netflix
  - 300Mbps Broadband with Unifi Mobile Postpaid and Netflix
  - Broadband with Unifi TV Pack (Aneka/Varnam/Ruby) with a free TV box (100Mbps/300Mbps/500Mbps)
  - Broadband with Unifi TV Family Pack (100Mbps/300Mbps/500Mbps)
  - 300Mbps Broadband with Smart Home Premium Pack.

## Support

### 13. 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](#)