

Your questions answered

We have put together some commonly asked questions to give you more information about the latest Unifi campaign: **Broadband with Waiver (Prime Promo) Campaign**.

General

1. How long is the campaign period?

- This campaign runs from 1 August 2024 until 31 March 2026.

2. Who is eligible for this offer?

- This campaign is open to all new customers based on the selected package 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 27 months.

4. Can you tell me more about the offers?

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

Unifi Home Broadband with Waiver

Speed	100Mbps	300Mbps	500Mbps
Plan Name	Unifi Home 100Mbps PrimePromo	Unifi Home 300Mbps PrimePromo	Unifi Home 500Mbps PrimePromo
Price/month (after discount)	RM89	RM129	RM149
Waiver	Three (3) Months FREE Broadband Monthly Charges (excluding add-ons)		
Promo	Lifetime Discounted Price		
Contract	24 Months + 3 Months		
Voice	20 sen/min	1. FREE 600 minutes to fixed and mobile lines. 2. Beyond Call Rates: <ul style="list-style-type: none">• TM Fixed Lines: FREE• Mobile/Other Fixed Lines: 10 sen/min	

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

5. 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](#)
- Unifi UniVerse app – tap the menu icon (☰) at the top left, select ‘Shop’ and tap ‘All-in-one Bundle’.
- Call the Unifi Contact Centre at 100 (press 3).

6. How will my bill look like when I subscribe to this campaign offering?

- You will see two (2) types of charges in your first bill:
 - a. Prorated charges
 - Based on your Unifi activation date and billing period date.
 - *Activation date* = the date your Unifi installation and order are completed.
 - *Billing period date* = the date your bill is generated.
 - b. Full month charges
 - Broadband package charges for 30 days, starting from your first (1st) billing date.
- You will also see charges for any add-ons (e.g. Smart Device or Mesh Wi-Fi) if applicable.
- The waiver is applied to your broadband monthly charges (depending on speed), including prorations.

Sample Scenario

Subscribing to the Unifi Home 300Mbps PrimePromo plan on 3 September 2025 with a billing cycle every 18th of the month.

Month	Month 1: 18 Sep	Month 2: 18 Oct	Month 3: 18 Nov	Month 4 onwards
Bill Charges	Free	Free	Partially free	RM129 (Normal price RM139 – Discount RM10)
Waiver (<i>You will enjoy a total waiver of 91 days, equal to 3 months</i>)	Waiver: 3 Sep – 17 Sep + 18 Sep – 17 Oct (45 days)	Waiver: 18 Oct – 17 Nov (31 days)	Waiver: 18 Nov – 2 Dec (15 days) Non-waiver: 3 Dec – 17 Dec (15 days)	N/A
Discount	- RM10	- RM10	- RM10	- RM10

7. Are there any supporting documents needed?

- You will need to submit a copy of your NRIC or passport.

8. What happens if I cancel the subscription within contract period?

- If you cancel the subscription within the contract period of the packages, you will

be charged with the standard early termination fee, which is the full subscription fees of the remaining months in the contract period.

9. Can I transfer my Unifi account to another owner?

- Transferring account ownership is only applicable after the three (3) months waiver has ended.
- Please note that all OTT entitlements are not transferable to the new owner or account.

Support

10. 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 or MyUnifi app
 - Facebook at facebook.com/weareunifi
 - X (Twitter) at @Unifi
- or 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](#)