


FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI 1GBPS AND 2GBPS

NO.	QUESTION	ANSWER									
GETTING TO KNOW											
1	What are Unifi 1Gbps and 2Gbps plans?	<ul style="list-style-type: none"> We've heard your demand for higher Unifi internet speeds! Starting April 2023, we're offering you two (2) high-speed broadband plans: <table border="1"> <thead> <tr> <th></th><th>Unifi 1Gbps</th><th>Unifi 2Gbps</th></tr> </thead> <tbody> <tr> <td>Download Speed</td><td>Up to 1Gbps</td><td>Up to 2Gbps</td></tr> <tr> <td>Upload Speed</td><td>Up to 500Mbps</td><td>Up to 1Gbps</td></tr> </tbody> </table>		Unifi 1Gbps	Unifi 2Gbps	Download Speed	Up to 1Gbps	Up to 2Gbps	Upload Speed	Up to 500Mbps	Up to 1Gbps
	Unifi 1Gbps	Unifi 2Gbps									
Download Speed	Up to 1Gbps	Up to 2Gbps									
Upload Speed	Up to 500Mbps	Up to 1Gbps									
2	Where are the 1Gbps and 2Gbps plans available?	<ul style="list-style-type: none"> As Malaysia's national telco provider, we offers 1Gbps and 2Gbps plans nationwide, subject to port availability. To check Unifi coverage in your area, visit: https://unifi.com.my/check-coverage 									
3	How do I subscribe to the 1Gbps or 2Gbps plan?	<ul style="list-style-type: none"> You can sign up for these high-speed plans through any of the following channels: <ul style="list-style-type: none"> i. Unifi Portal: https://unifi.com.my/all-in-one ii. The nearest Unifi Store / TMpoint outlet nationwide: https://unifi.com.my/support/find-tm-point iii. Unifi Authorised Resellers 									
4	Is there a contract period for the 1Gbps and 2Gbps plans?	<ul style="list-style-type: none"> Yes, a 24-month contract applies to both plans. Your subscription price will remain the same throughout the contract period. 									
5	Can I upgrade my existing Unifi plan to 1Gbps or 2Gbps?	<ul style="list-style-type: none"> Absolutely! You can upgrade your current Unifi plan to either 1Gbps or 2Gbps. To upgrade your plan, just follow these steps: <ul style="list-style-type: none"> i. Log in to the Unifi Selfcare portal: https://selfcare.unifi.com.my/service/update-plan ii. Select the account you wish to upgrade iii. Choose your preferred plan If you're relocating to a new area, please ensure your new address is within Unifi's coverage area. You can check here: https://unifi.com.my/check-coverage 									
6	Will I get the exact gigabit speed I'm subscribing to?	<ul style="list-style-type: none"> Yes, with the Unifi 1Gbps or 2Gbps plans, you'll enjoy the full 1Gbps or 2Gbps speed, depending on the plan you choose. 									

7	I'm on the 2Gbps plan, but my wired speed test via LAN port doesn't reach 2Gbps. Why?	<ul style="list-style-type: none"> For optimal wired internet performance, we recommend using a LAN cable of type Cat5e or above. The Unifi Combo Box comes with one (1) 2.5Gbps LAN port that supports up to 2Gbps connection. The remaining three (3) LAN ports support up to 1Gbps only. To accurately test your wired internet speed via LAN port, we recommend using: <ul style="list-style-type: none"> A LAN cable of type Cat6 or above A laptop or PC equipped with a 2.5Gbps Ethernet port 												
8	What devices are provided with the 1Gbps and 2Gbps plans?	<ul style="list-style-type: none"> Each 1Gbps and 2Gbps subscription comes with a Combo Box. 												
9	Is the Optical Network Router compatible with other devices?	<ul style="list-style-type: none"> No, the Optical Network Router provided is only compatible with the same model provided for Unifi 1Gbps and 2Gbps plans only. 												
10	What benefits do I get from 2Gbps? Will it be noticeably different from 1Gbps?	<ul style="list-style-type: none"> Yes, the difference is noticeable — especially in homes or offices with many connected devices. With increasing demand and trend for higher bandwidth each year, the 2Gbps plan is designed to meet those needs. You'll experience smoother and more stable internet performance even when several devices are used simultaneously. Enjoy uninterrupted browsing without worrying about slowdowns caused by multiple users, thanks to the higher bandwidth capacity. 												
11	Are there any extra benefits if I subscribe to the 1Gbps or 2Gbps plans?	<ul style="list-style-type: none"> Yes. When you subscribe to Unifi 1Gbps or 2Gbps plans, you'll enjoy these added benefits: <ol style="list-style-type: none"> Next Day Installation – Your service will be installed as early as the next business day, subject to appointment slot availability (excluding public holidays). <table border="1" data-bbox="464 1534 1302 1720"> <thead> <tr> <th>Appointment Made</th><th>Earliest Slot Available</th><th>Installation Day</th></tr> </thead> <tbody> <tr> <td>Before 12:00pm</td><td>Afternoon</td><td>Same Day</td></tr> <tr> <td>Between 12:01pm – 6:00pm</td><td>Morning</td><td>Next Day</td></tr> <tr> <td>After 6:00pm</td><td>Afternoon</td><td>Next Day</td></tr> </tbody> </table> 12-Business Hour Service Restoration – As a 1Gbps or 2Gbps customer, you'll enjoy priority restoration, where your internet service will be restored within 12 business hours: <ul style="list-style-type: none"> Business hours: 8:30am – 5:30pm (Monday to Friday, or according to the respective state's business days) Cut-off time for same-day restoration appointment is before 3:00pm. 	Appointment Made	Earliest Slot Available	Installation Day	Before 12:00pm	Afternoon	Same Day	Between 12:01pm – 6:00pm	Morning	Next Day	After 6:00pm	Afternoon	Next Day
Appointment Made	Earliest Slot Available	Installation Day												
Before 12:00pm	Afternoon	Same Day												
Between 12:01pm – 6:00pm	Morning	Next Day												
After 6:00pm	Afternoon	Next Day												

12	What is the preferred device specification for optimal use of the 1Gbps and 2Gbps plans?	<ul style="list-style-type: none"> For your reference, the following minimum laptop specifications were used during LAN speed tests for the 1Gbps and 2Gbps plans: <table border="1"> <thead> <tr> <th>Speed</th><th>1Gbps Plan</th><th>2Gbps Plan</th></tr> </thead> <tbody> <tr> <td>Device Model</td><td>HP ProBook 440 G7</td><td>Lenovo Legion Pro 7i Gen 9</td></tr> <tr> <td>CPU</td><td>Intel® Core™ i5-10210U CPU @ 1.6GHz 2.11GHz</td><td>Intel Core i9-14900HX</td></tr> <tr> <td>Memory</td><td>8GB</td><td>Memory: 32GB DDR5</td></tr> <tr> <td>Operating System (OS)</td><td>Windows 10 Pro</td><td>Windows 11 Home/Pro</td></tr> <tr> <td>Ethernet</td><td>Realtek 10/100/1000 GbE NIC</td><td>2.5GbE</td></tr> <tr> <td>Wi-Fi</td><td>Wi-Fi 6</td><td>Wi-Fi 7 (Intel BE200)</td></tr> <tr> <td>Storage</td><td>512GB</td><td>1TB PCIe Gen4 SSD</td></tr> </tbody> </table>	Speed	1Gbps Plan	2Gbps Plan	Device Model	HP ProBook 440 G7	Lenovo Legion Pro 7i Gen 9	CPU	Intel® Core™ i5-10210U CPU @ 1.6GHz 2.11GHz	Intel Core i9-14900HX	Memory	8GB	Memory: 32GB DDR5	Operating System (OS)	Windows 10 Pro	Windows 11 Home/Pro	Ethernet	Realtek 10/100/1000 GbE NIC	2.5GbE	Wi-Fi	Wi-Fi 6	Wi-Fi 7 (Intel BE200)	Storage	512GB	1TB PCIe Gen4 SSD
Speed	1Gbps Plan	2Gbps Plan																								
Device Model	HP ProBook 440 G7	Lenovo Legion Pro 7i Gen 9																								
CPU	Intel® Core™ i5-10210U CPU @ 1.6GHz 2.11GHz	Intel Core i9-14900HX																								
Memory	8GB	Memory: 32GB DDR5																								
Operating System (OS)	Windows 10 Pro	Windows 11 Home/Pro																								
Ethernet	Realtek 10/100/1000 GbE NIC	2.5GbE																								
Wi-Fi	Wi-Fi 6	Wi-Fi 7 (Intel BE200)																								
Storage	512GB	1TB PCIe Gen4 SSD																								
13	Will the speed test for my 2Gbps plan via Wi-Fi be limited?	<ul style="list-style-type: none"> The speed test for your 2Gbps plan over Wi-Fi is not necessarily limited. TM provides a Combo Box with Wi-Fi 7 capabilities. To maximise your wireless speed, use high-end devices such as flagship smartphones, laptops with Intel BE200 modules, or PCs with Wi-Fi 7 adapters that support 320 MHz channels and Multi-Link Operation (MLO). Your actual speed may vary depending on your device specifications and environmental interference. To help optimise your wireless connectivity, follow these tips: <ul style="list-style-type: none"> (a) HEAT – High temperatures can affect your router’s performance. <ul style="list-style-type: none"> Place the wireless router in a well-ventilated, open area. Avoid stacking broadband equipment to reduce overheating risk. (b) DISTANCE – Wi-Fi signal weakens as the distance from the router increases. <ul style="list-style-type: none"> Position your wireless router near the area where you most frequently use the internet. (c) OBSTRUCTION – Physical obstructions like thick walls, metal objects and furniture can reduce signal strength. <ul style="list-style-type: none"> Place the wireless router in an open area to maximise coverage. Avoid closed cabinets, enclosed rooms, or placing the router under stairs. (d) ELECTROMAGNETIC INTERFERENCE – Appliances such as microwave ovens, refrigerators or baby monitors can interfere with signal strength. <ul style="list-style-type: none"> Keep your wireless router away from such electronic appliances. Do not share power sockets between your router and high-powered devices. 																								

		<p>(e) WI-FI SECURITY PASSWORD – If someone accesses your Wi-Fi without permission, it may slow down your internet speed.</p> <ul style="list-style-type: none"> • Use a strong and unique Wi-Fi password. • Change your Wi-Fi password regularly to enhance network security.
14	Can I downgrade to a lower speed?	<ul style="list-style-type: none"> • Yes, you can downgrade your plan. However, please note that doing so will reset your contract to a new 24-month term.
15	Can I relocate my 1Gbps or 2Gbps plan to a new address?	<ul style="list-style-type: none"> • Yes, relocation is allowed, as long as Unifi coverage and port availability are confirmed at your new address.
16	What if I terminate my subscription?	<ul style="list-style-type: none"> • If you terminate your subscription within the 24-month contract period, you'll be subject to an early termination penalty. This penalty is calculated based on the total fees for your remaining contractual months. <i>Example: If your monthly fee is RM300 and you have 13 months remaining, the early termination fee will be $RM300 \times 13 = RM3,900$.</i> • No penalty applies if you cancel your service after the contract period has ended.
MOBILE APP		
17	What is the name of the mobile app and how can I get it?	<ul style="list-style-type: none"> • During your Unifi installation, our Care Crew will guide you and provide the <i>Elite Mobile</i> app. • You can also download the app from Google Play Store or Apple App Store by searching "Nanominds Elite", then link it to your Combo Box. <div data-bbox="475 1249 874 1344">  <p>Nanominds Elite Shenzhen Skyworth Digital Technology Co., Ltd.</p> </div>
18	I've downloaded the app. What should I do next?	<ul style="list-style-type: none"> • Click the link below to follow the step-by-step Registration and Login Guide: https://unifi.com.my/sites/default/files/html/ListFAQ/Home/Nanominds-Elite-Guide.pdf
19	I've registered the mobile app and connected to my internet's Wi-Fi. How do I run a speed test in the app?	<ul style="list-style-type: none"> • Click the link below to follow the step-by-step Speed Test Guide: https://unifi.com.my/sites/default/files/html/ListFAQ/Home/Nanominds-Elite-Guide.pdf
20	What other features does	<ul style="list-style-type: none"> • The app includes both Monitoring and Management features: <p>1. Monitoring Features</p>

	the mobile app offer?	<ul style="list-style-type: none"> • Mesh Status • List of connected clients on each Mesh Gateway/Satellite (tree view) • App firmware version • WAN and LAN IP information <p>2. Management Features</p> <ul style="list-style-type: none"> • Change Wi-Fi SSID configuration and security • Parental controls • Mesh reboot • VLAN configuration (IPTV and VOBB) <ul style="list-style-type: none"> • Click the link below to explore the app features in more detail: https://unifi.com.my/sites/default/files/html/List-FAQ/Home/Nanominds-Elite-Guide.pdf
OPTICAL NETWORK ROUTER SETUP AS MESH WI-FI		
21	How can I improve wireless coverage at my premises?	<ul style="list-style-type: none"> • We recommend adding an additional Combo Box or Mesh unit to serve as a Mesh Wi-Fi node. This will help enhance your wireless coverage experience throughout your premises. • The <i>Wi-Fi Certification Programme</i> ensures the best connectivity experience for new Unifi customers during installation. As part of the programme, our team will assess your Wi-Fi signal strength, perform coverage tests, and recommend the most suitable solution based on your premises environment.