FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI HOME

The following products and services are provided by TM Technology Services Sdn Bhd, also known as TM.

NO.	QUESTION	ANSWER
	GETTING TO KNOW	
1	**Can you tell me more about Unifi?**	▪ Unifi provides access to a digital lifestyle for Malaysians through its converged offerings of reliable internet connectivity, content and devices for everyone in a household. ▪ We offer seamless internet connectivity at home and beyond through our fibre, wireless, mobile, and solutions that help consumers stay connected at all times. For more information on Unifi, you can visit unifi.com.my
2	**What is Unifi Home?**	▪ Unifi Home is a bundled triple-play service offering that offers high speed internet access ("Internet"), Voice Over Internet Protocol (VOIP) ("Voice") and Unifi TV.
3	**What are the benefits if I subscribe to Unifi Home?**	▪ Unifi will enhance your high-speed internet, mobile and entertainment experience by providing the fastest internet speed, greater variety of entertainment options for you and the whole family, affordable mobile packages with unlimited data and better service stability. For more information or to subscribe to Unifi Home, visit unifi.com.my.

NO.	QUESTION	ANSWER
4	**What is IPTV?**	▪ Internet Protocol Television (IPTV) service is TM's content service delivered via IP based network technology and the service offering is branded as "Unifi TV". Unifi TV allows subscribers to receive content through Unifi TV media boxes and Unifi TV app for viewing via a television set and simultaneously to multiple electronic devices including Unifi TV Boxes, computers, tablets, mobile devices, smart TVs or any other technological devices.
5	**What is the difference between Unifi TV and satellite TV?**	▪ Unifi TV is the brand name for an IPTV service offered by TM. Unlike satellite TV, Unifi TV offers a seamless video and Live TV streaming service transmitted via IPTV through Unifi broadband network. The service provides customers with a worry free viewing pleasure in any weather condition whether at home or even anywhere via Unifi TV app on any smart device. For more info on Unifi TV, visit unifi.com.my/tv.

NO.	ANSWER	QUESTION
6	**What are the package offerings under the Unifi Home plan?**	With Unifi Home plans, you can enjoy uninterrupted high-speed broadband and best entertainment with our Unifi Home package offerings. If you are subscribing to the Unifi Home 1 Gbps plan or higher, you will also enjoy these great values: • **Next Day Installation** – Your service will be installed the very next day, subject to appointment slot availability during business hours (excluding public holidays).

Unifi 100Mbps Plan	Unifi 300Mbps Plan	Unifi 500Mbps Plan	Unifi 1Gbps Plan	Unifi 2Gbps Plan
Download speed up to 100Mbps Upload speed up to 50Mbps Unlimited Quota Voice 20Sen/min	Download speed up to 300Mbps Upload speed up to 50Mbps Unlimited Quota Voice 20Sen/min	Download speed up to 500Mbps Upload speed up to 100Mbps Unlimited Quota Voice 20Sen/min	Download speed up to 1Gbps Upload speed up to 500Mbps Unlimited Quota Voice 20Sen/min	Download speed up to 2Gbps Upload speed up to 1Gbps Unlimited Quota Voice 20Sen/min

<table>
<tr><th>NO.</th><th>QUESTION</th><th>ANSWER</th></tr>
<tr><td></td><td></td><td>
<table>
<tr><th>Upon Appointment Slot Checking and Order Submission</th><th>Earliest Slot Availability</th><th>Installation Day</th></tr>
<tr><td>Before 12:00PM</td><td>Afternoon</td><td>Same Day</td></tr>
<tr><td>Within 12:01PM - 6:00PM</td><td>Morning</td><td>Next Day</td></tr>
<tr><td>After 6:00PM</td><td>Next Day</td><td>Next Day</td></tr>
</table>
12-Hour Service Restoration – You will be entitled to a prioritised service restoration where we will restore your internet connection within 12 business hours. If restoration takes longer than 24 hours, you will be eligible for a RM50 bill rebate.
</td></tr>
<tr><td>7</td><td>What is the effective date for the Voice Pack 20 add-on?</td><td>
If you purchase your Voice Pack 20:
Add-on together with broadband - the Voice Pack 20 will be activated together with your broadband activation.
Add-on after your broadband has been activated - the Voice Pack 20 will be activated upon request.
</td></tr>
</table>

<table>
<tr><th>NO.</th><th>QUESTION</th><th>ANSWER</th></tr>
<tr><td>8</td><td>Can I change my Unifi TV Pack after I subscribe to the Unifi package? How can I request to change my Unifi TV Pack?</td><td>

Yes, you can*. You will be subjected to fees as below:

<table>
<tr><th>ACTIVITY</th><th>FEES</th></tr>
<tr><td>Upgrade of Unifi TV Pack</td><td>FREE</td></tr>
<tr><td>Change of Unifi TV Pack (same price/value)</td><td>FREE</td></tr>
<tr><td>Downgrade of Unifi TV Pack</td><td>RM10</td></tr>
</table>

You can request to change your Unifi TV Pack via

a) Online channels below:

Unifi.com.my portal, MyUnifi app or Unifi UniVerse app
Live Chat at https://maya.unifi.com.my/
Facebook at facebook.com/weareunifi
X (formerly Twitter) at @unifi
Email to help@unifi.com.my

b) Call 100 (press 3)

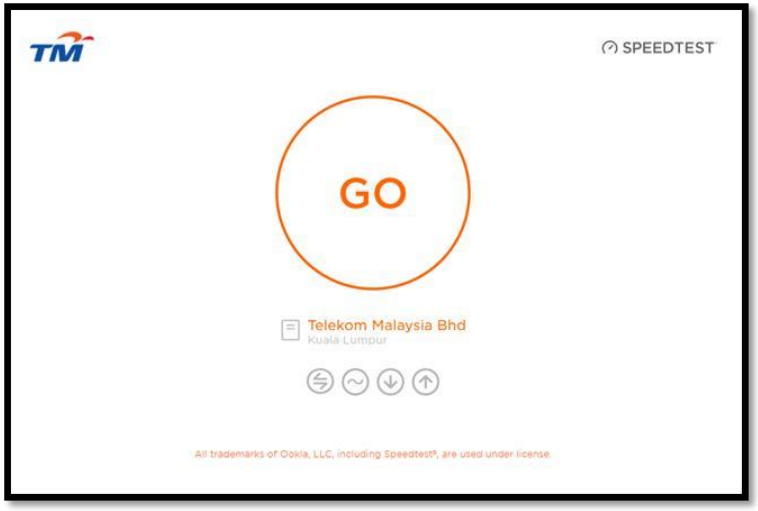
c) Walk in to the nearest Unifi Store / TMpoint

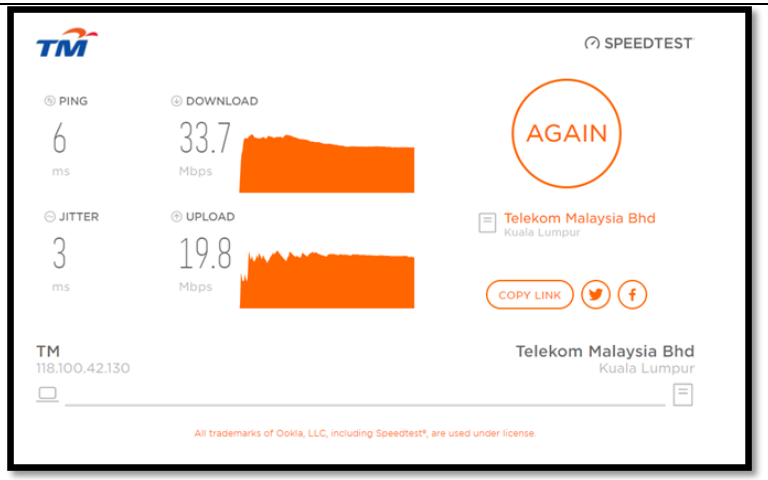
* Terms & Conditions apply
</td></tr>
</table>

NO.	QUESTION	ANSWER
9	**Is there any penalty charge if I terminate my Unifi Home AFTER the minimum subscription period is over?**	▪ There will be no penalty charge for termination made **after** the minimum contract period
	ELIGIBILITY	
10	**Who is eligible to subscribe to Unifi Home?**	▪ All Malaysians and non-Malaysians above 18 years old can subscribe to Unifi Home plans. It is subject to service and coverage availability.
	VOICE OFFERING, DOWNLOAD & UPLOAD SPEED	
11	**What are the voice call charges offered by Unifi Home packages?**	▪ The voice charges will depend on the package offerings. For Unifi customers without any call plan, calls from Fixed to Fixed line and Fixed to Mobile line will be charged at 20 Sen/min (including local calls).
12	**Why is the upload speed different from the download speed?**	▪ Based on our findings on consumer's behavior, most of the users' activities spent on the Internet requires higher download speed for seamless internet experience, for instance: video streaming, social networking, downloading materials, etc. ▪ The upload speed for the Unifi plans is sufficient to provide good experience to almost all customers. From the usage statistics of our existing Unifi customers, 90% of total users only utilised less than 5Mbps upload speed. Common genuine usage includes gaming, VoIP, FTP, CCTV and video streaming and other high latency application.

NO.	QUESTION	ANSWER
13	**I need higher upload speed. Does TM offer any packages that can suit that requirement?**	▪ The upload speed for all Unifi plans is sufficient to provide a trusted internet experience to almost all subscribers. For average usage, we encourage you to subscribe to our Unifi 500Mbps plan™ to enjoy high upload speed. ▪ For customers that require even higher upload speed, we encourage you to subscribe to our Unifi 2Gbps plan™ to enjoy maximum upload speed that we can offer.
	SERVICE AVAILABILITY	
14	**How do I check for Unifi service availability in my area?**	▪ You can check Unifi service availability in your area in the following ways: a) Check via Unifi portal at https://unifi.com.my/check-coverage b) Check via our digital channels: • Live Chat at https://maya.unifi.com.my/ or via MyUnifi app / Unifi UniVerse app • Facebook at facebook.com/weareunifi • X (formerly Twitter) at @unifi • Email to help@unifi.com.my c) Walk in to the nearest Unifi Store / TMpoint
15	**My home is located at a non-Unifi area. Can I still subscribe to these plans?**	▪ The package offer is subject to Unifi service and coverage availability. ▪ We will update you from time-to-time on Unifi service readiness available at your area. Alternatively, you can also check out our wireless broadband service at https://unifi.com.my/broadband/wireless

NO.	QUESTION	ANSWER
16	**I live in an area where Unifi service is not available. What other plans can TM offer me?**	▪ To know more about the best plan for you, kindly contact us via channels below: a) Online • Unifi.com.my portal • Live Chat: https://maya.unifi.com.my/ • Facebook: facebook.com/weareunifi • X (formerly Twitter) at @unifi b) Walk in to the nearest Unifi Store / TMpoint ▪ Call 100 (press 3)
	REGISTRATION	
17	**How do I subscribe to Unifi Home package?**	You may subscribe from these channels below: a) Unifi.com.my portal b) Call 100 (press 3) c) Walk in to the nearest Unifi Store / TMpoint
	UPGRADE / DOWNGRADE	
18	**Can I upgrade / downgrade my Unifi Home plan?**	Yes, you are allowed to change to the higher/lower speed package at any time. However, depending on your package selection, you will be tied to a new contract period if the package offers better value such as it comes with a new device, discounted price or any other value added regardless of whether you are within or beyond the contract period.
19	**My current Unifi Home plan is still within the contract period and I wish to upgrade to the new Unifi Home plan. Will I be penalised?**	Penalty charges will be imposed based on campaign's Terms & Conditions. Any change of plan may come with a new 24-month contract, depending on your package selection.
20	**Where can I upgrade / downgrade my Unifi Home plan?**	You can change your plans by logging in to Unifi.com.my, MyUnifi app, Unifi Universe app or by visiting any nearest Unifi Store / TMpoint

NO.	QUESTION	ANSWER
	SPEED TEST FOR 500MBPS & BELOW	
21	**How do I check the speed of my Unifi Home plan?**	▪ Once your service is activated, you can run a speed test via https://speedtest.tm.com.my/.
22	**What do I need to do after TM has successfully upgraded my speed / package?**	▪ Step 1: You are required to turn off your wireless router for 10 minutes to allow new configuration to take place before you can enjoy your new speed. ▪ Step 2: Once done, you can start testing your Unifi speed at this link https://speedtest.tm.com.my/ ▪ Step 3: Click the 'GO' button on the front page and wait for the test to complete.  ▪ Step 4: The test will show the result of your current upload and download speeds.



IMPORTANT NOTES:

- Before you perform the speed test, please stop any ongoing downloading activities and shut down any programs that may be utilizing your connection i.e. P2P, streaming, etc.
- Speed test can be done over wireless. However, for accurate results, it is recommended that the test to be done over wired connection by using LAN cable provided during your Unifi home installation. To learn more, head over to our website unifi.com.my/unifi-experience
- Simply plug the LAN cable from your computer to your wireless router LAN port LAN1 to LAN3 (any of them).

Figure 1: LAN cable

Figure 2: Router

NO.	QUESTION	ANSWER
23	**Why couldn't I enjoy the speed as advertised?**	▪ Unifi Home is a wired broadband service. Wireless connectivity is a complimentary feature offered to our customers via the wireless router and it is subject to interference and obstructions factor. ▪ Internet access speed may be affected due to several factors such as: ▪ Locations of websites; where users may experience lower speed from international websites; ▪ Capacity of visited web server, where some web servers cannot cope with huge traffic demand from users OR do not have enough capacity OR where download speed is restricted to ensure fair level of service; ▪ Network congestion as a result of network maintenance or outages ▪ Running multiple applications simultaneously like user other applications such as Peer-to-Peer e.g.: BitTorrent ▪ Multiple users sharing the Unifi Home bandwidth at customer's premises at the same time.
SPEED TEST FOR 1GBPS & 2GBPS		
24	**How do I check the speed of my Unifi 1Gbps and 2Gbps?**	▪ Once your service is activated, you can run a speed test using a mobile app specifically provided for 1 Gbps and 2 Gbps plan.
25	**What do I need to do after TM has successfully upgraded my speed / package?**	▪ Step 1: You are required to turn off your wireless router for 10 minutes to allow new configuration to take place before you can enjoy your new speed. ▪ Step 2: Once done, you can start testing your Unifi speed using the mobile app specifically provided for 1 Gbps and 2 Gbps. **IMPORTANT NOTES**: ▪ Before you perform the speed test, please stop any ongoing downloading activities and shut down any programs that may be utilizing your connection i.e. P2P, streaming, etc.

NO.	QUESTION	ANSWER
26	**Where can I get the mobile app to run the speed test?**	▪ During Unifi installation, our Care Crew will guide you and provide the mobile speed test app, *Nanominds Elite Mobile*. ▪ You can also download the app from the Google Play Store or Apple App Store by searching for "Nanominds Elite", then link the app to your Combo Box.
27	**What are the features included in the mobile app?**	▪ The mobile app offers a range of useful features for monitoring and managing your Unifi network: 1. Monitoring Features • Mesh status overview • List of connected clients (shown in tree view per Mesh Gateway/Satellite) • App firmware version display • WAN and LAN IP information • Speed test 2. Management Features • Change Wi-Fi SSID configuration and security settings • Parental control tools • Mesh reboot function • VLAN configuration (IPTV and VOBB) ▪ Click the link below to see the full guide on app features: https://unifi.com.my/sites/default/files/html/List-FAQ/Home/Nanominds-Elite-Guide.pdf

<table>
<tr><th>NO.</th><th>QUESTION</th><th>ANSWER</th></tr>
<tr><td>28</td><td>Do I have to register to use the mobile app?</td><td>

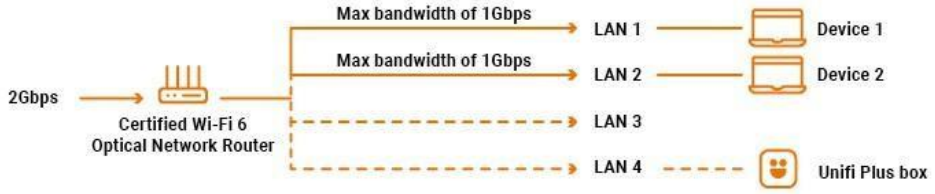
Yes, registration is required before you can use the mobile app.
Click the link below to view the step-by-step guide for Registration and Login:
https://unifi.com.my/sites/default/files/html/List-FAQ/Home/Nanominds-Elite-Guide.pdf

</td></tr>
<tr><td>29</td><td>How do I connect the mobile app with my internet's Wi-Fi?</td><td>

To connect the app with your internet's Wi-Fi, follow the setup instructions as provided.
Click the link below to view the step-by-step guide for Registration and Login:
https://unifi.com.my/sites/default/files/html/List-FAQ/Home/Nanominds-Elite-Guide.pdf

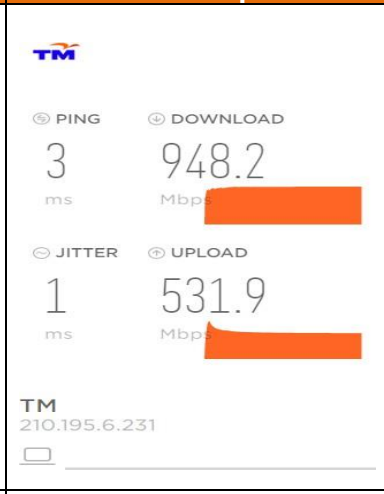
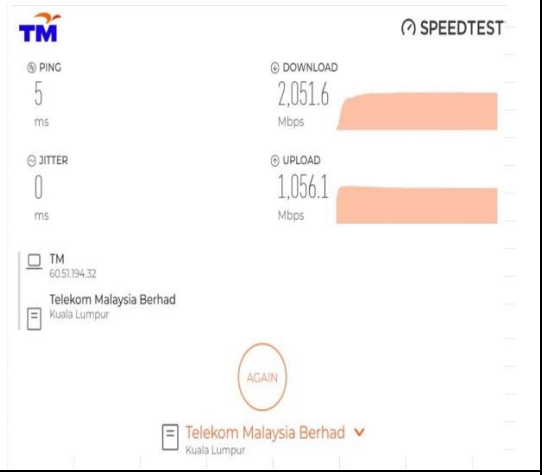
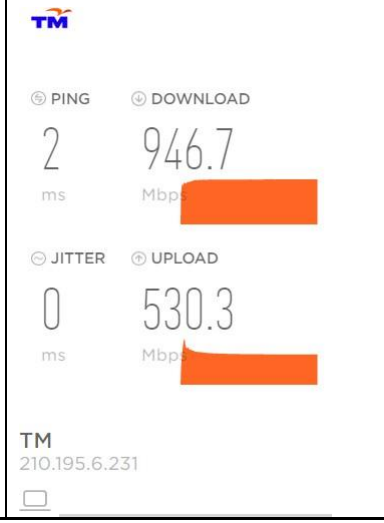
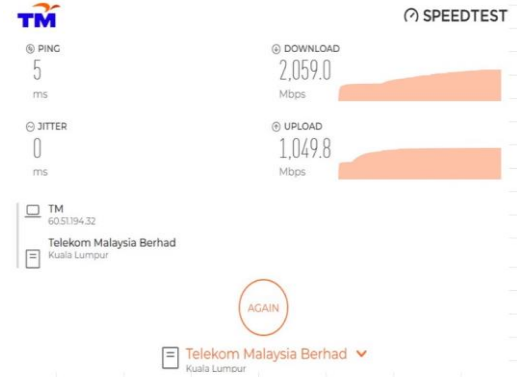
</td></tr>
<tr><td>30</td><td>Can I use the current Unifi speed test website for the 1Gbps and 2Gbps plans?</td><td>

Yes, you can use the current Unifi speed test site to check your internet speed for both 1Gbps and 2Gbps plans.
Please refer to the following minimum laptop specifications used during the 1Gbps and 2Gbps LAN speed tests:

<table>
<tr><th>Specification</th><th>1Gbps Plan</th><th>2Gbps Plan</th></tr>
<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 (RAM)</td><td>8GB</td><td>32GB DDR5</td></tr>
<tr><td>Operating System</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>
</table>


The Optical Network Router (ONR) will have four wired connections, providing a combined bandwidth of 2Gbps. Each connection is capable of transmitting data at a maximum speed of 1Gbps.
</td></tr>
</table>

NO.	QUESTION	ANSWER
31	**How does the speed test in the mobile app work?**	▪ The speed test measures your internet speed between the Combo Box (via GPON WAN connection) and the dedicated TM Ultra Speedtest server. ▪ The test result will be displayed within the mobile app.
32	**Do I need an internet connection to use the speed test in the app?**	▪ Yes, an active internet connection is required for the app to access the dedicated TM Ultra Speedtest server.
33	**Do I need to connect to my own Wi-Fi to use the speed test?**	▪ Yes, the mobile app must be installed and connected to your Wi-Fi for local access.
34	**Can I use a different Wi-Fi network to test the speed of my Unifi internet account via the speed test app?**	▪ Yes, the mobile app can be used over any internet connection for remote access.

<table>
<tr>
<td>35</td>
<td>What download and upload speeds can I expect when running a speed test from my computer using a LAN cable connected directly to the Optical Network Router's LAN port?</td>
<td></td>
<td>
<table>
<tr><th>Speed</th><th>1 Gbps</th><th>2 Gbps</th></tr>
<tr><td>Speed test Example 1</td><td> 
</td><td> 
</td></tr>
<tr><td>Speed test Example 2</td><td> 
</td><td> 
</td></tr>
</table>
</td>
</tr>
<tr>
<td>36</td>
<td>What can I do to improve the speed via wireless connectivity?</td>
<td colspan="2">

We recommend adding an additional Combo Box/Mesh as a Mesh Wi-Fi node to enhance your wireless coverage within your premises.
We recommend practising these tips to improve your speed via wireless connectivity:

(a) HEAT – Place your wireless router away from areas with high temperature as heat will affect the router performance and browsing experience.
a. Wireless router should be placed in an open area to allow heat ventilation.
b. Place the broadband equipment next to each other instead of stacking it up to reduce the risk
</td>
</tr>
</table>

		of overheating. (b) DISTANCE – Wireless router has distance limitations when it comes to signal range. As distance increases, the signal becomes weaker. ▪ Consider placing your Wireless router in an area where you would frequently do your browsing activities. (c) OBSTRUCTION – Wi-Fi signal efficiency will decrease when it passes through physical obstruction e.g.: thick walls, metals and solid objects. a. Consider placing your Wireless router in an open area to maximise signal reception. b. Avoid placing your router in a closed cabinet, secluded room or under the stairs. (d) ELECTROMAGNETIC INTERFERENCE – Signal waves generated by home appliances such as microwave ovens, refrigerators, baby monitors can interfere with your Wi-Fi connectivity. a. Place your Wireless router away from the home appliances. b. Avoid sharing the power socket that is connected with the home appliances. (e) WI-FI SECURITY PASSWORD – A user may hack into your Wi-Fi security password to get free internet access. The more users connected to your Internet, the more bandwidth will be consumed; thus affecting your browsing experience. a. Consider setting a unique and strong Wi-Fi security password. b. Consider changing your Wi-Fi security password from regular basis to improve your network security. Alternatively, you can visit https://unifi.com.my/personal/home/wireless-broadband for further information on tips to enhance your wireless connectivity speed.
RELOCATION		
37	**What if I need to relocate my Unifi Home service? Are there any charges that I need to pay?**	▪ You can submit a relocation request through any of these channels: • Live Chat at https://maya.unifi.com.my/ • MyUnifi app and Unifi UniVerse app • Email – help@unifi.com.my ▪ Please note that relocation is subject to service availability at your new address.

38	**I'm subscribing to Unifi Home and I will be relocating to an area where there's no Unifi coverage. Can I terminate my Unifi service without any penalty?**	▪ If you relocate to a Unifi non-serviceable area: • You have the option to subscribe to any Broadband speed available depending on the area served. If you do not wish to subscribe to any of the Broadband packages available, Unifi has the right to charge early termination fee of your Unifi Home account (if applicable). • If you're relocating to an area where our services are unavailable, please note that the Early Termination Penalty (ETP) and our 30-day policy will still apply. We encourage you to explore other options provided by TM to make your service relocation as smooth as possible.
UNIFI HOME INSTALLATION & ACTIVATION		
39	**When will my Unifi Home service be activated?**	▪ The lead time for your Unifi service to be activated is up to seven (7) days from the date of registration.
40	**How long does a typical Unifi Home installation and testing take?**	▪ Installation and testing are expected to take approximately 4 to 8 hours depending on the type of your premises due to the sensitive nature and the complexity involved in fiber installations. ▪ The installation process includes site survey, ducting, piping, electrical work and equipment configurations.
41	**Does TM allow customers to appoint their own contractor to perform internal wiring?**	▪ Yes, we do. You may call their own contractor to fix the internal wiring but Unifi will not be liable for any damages resulting from any works done by third parties.
42	**What are the charges for installation fee and equipment?**	▪ Installation charge for Unifi is RM200 (currently waived for standard installation for the first 50 meters only). If your premises requires non-standard installation or additional cabling, extra charges will be imposed by TM Contractor. ▪ The standard package is inclusive of equipment worth approximately RM1,000 that will also be given free of charge to you.
43	**Can I use the unifi service at different location?**	▪ Subscribers are only allowed to use the Unifi service at installation address and not allowed to use the service at any other different location than the installation address

NO.	QUESTION	ANSWER
	TRANSFER OF OWNERSHIP	
44	**Are there any charges if I request for change of ownership?**	▪ Yes, change of ownership is subject to a one-off fee of RM10 per change request.
45	**Where can I request for change of ownership?**	▪ Change of ownership request can be made at any Unifi Store/TMpoint outlets nationwide. Both existing and new owners must be present with their respective MyKad.
	ADVANCE PAYMENT	
46	**Do I need to make any payment during application?**	▪ Yes. If you are applying for Unifi Home service without biometric verification or eKYC, an advance payment is required (for Malaysians). ▪ For non-Malaysians or permanent residents, a deposit of RM500 is required during registration. ▪ Here's what you need to know about the possible payments: ▪ **Advance Payment:** Collected within 14 days after your service is activated. You will receive an SMS confirmation once the payment is successful, and the amount will be reflected in your next bill. The amount will vary based on the package subscribed. ▪ **Upfront Payment:** A payment link will be provided, and payment must be made during registration. ▪ **Deposit:** A payment link will be provided, and payment must be made during registration.
	PAYMENT & BILLING	
47	**When will I receive my first bill after subscribing to a Unifi Home Package?**	▪ Your first bill will be generated once your billing cycle is assigned, typically after your service is activated. This bill may include prorated charges based on your current usage and a one (1) month advance payment.

NO.	QUESTION	ANSWER
48	**Where can I pay my Unifi bill?**	▪ Paying your Unifi Home bill is easy as you have a variety of convenient online and offline channels to choose from. ▪ You can make payments through the following online channels: • Unifi Selfcare portal: https://selfcare.unifi.com.my/ • MyUnifi app – For customers who subscribed to Unifi before 17 March 2025 Unifi UniVerse app – For customers who subscribed to Unifi from 17 March 2025 onwards • JomPAY via Internet/Mobile Banking or ATM • Maybank2u – Select payee name: *TM TECH (Telekom Malaysia)* – Bill Payment • E-Wallet apps – Boost, Touch 'n Go, Shopee, Lazada, BigPay and S Pay Global ▪ You can also pay at the following physical counters and kiosks: • Unifi Store / TMpoint (Kiosk) – Cash, Credit/Debit Card or Cheque • Unifi Store / TMpoint / TM Authorised Dealers (Counter) – Cash, Credit/Debit Card, or Cheque • PayQuik Kiosk – Cash only • Ejen Bank (EB) BSN – Cash only • ePay – Cash only • ONEPAY (M1) – Cash only • Selected convenience stores (7-Eleven, 99 Speedmart, MyNEWS, KK Mart) and petrol stations – Cash only ▪ For the full list of authorised bill payment channels, click: https://unifi.com.my/sites/default/files/page/biz/doc/FAQ-Bill-Payment_Payment-Channel-2022.pdf • For the most convenient experience, we highly recommend signing up for our Autopay service.

49	**I am interested in signing up for Autopay. Where can I sign up?**	▪ You can register for Autopay easily through any of the following channels: • MyUnifi app – For customers who subscribed to Unifi **before 17 March 2025** • Unifi UniVerse app – For customers who subscribed to Unifi **from 17 March 2025 onwards** • Unifi Selfcare portal – https://selfcare.unifi.com.my/ ▪ Autopay supports payments using local Visa or Mastercard Debit/Credit Cards issued by Malaysian banks.
50	**How do I retrieve my Unifi bill statement?**	▪ You can view and download your Unifi bill easily through the following channels: • e-Bill (softcopy) – Your monthly e-Bill will be sent free of charge to your preferred email address • Unifi apps – You can view up to six (6) months of bill statements online: • MyUnifi app – For customers who subscribed to Unifi **before 17 March 2025** • Unifi UniVerse app – For customers who subscribed to Unifi **from 17 March 2025 onwards** • Unifi Selfcare portal – Log in to https://selfcare.unifi.com.my/ to access your bills (up to six (6) months' history)

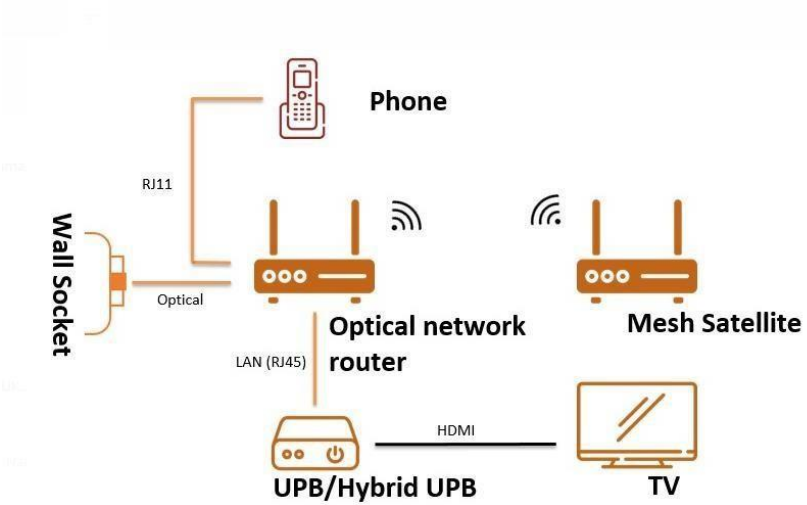
51	**How do I change my billing email address?**	▪ You can easily update your billing email address through the app or portal based on your subscription. Just follow the steps below: ▪ Update via MyUnifi app (For customers who subscribed to Unifi **before** 17 March 2025): 1. Log in to the MyUnifi app 2. Go to the *Account* tab 3. Tap on the preferred account you wish to update 4. Tap "More" 5. Tap "Account Info" 6. Tap the "Edit" button and update your billing email address ▪ Update via Unifi UniVerse app (For customers who subscribed to Unifi **from** 17 March 2025 onwards): 1. Log in to the Unifi UniVerse app 2. Go to "My Profile" 3. Tap on "Contact Email" 4. Tap on "Account Details" 5. Update your billing email address ▪ Update via Unifi Selfcare portal: 1. Log in at https://selfcare.unifi.com.my/ 2. Scroll to the bottom right and select "My Profile" 3. Under the *My Billing Profile* section, choose to edit your email
52	**I cannot open my Unifi softcopy bill attachment received by email. What should I do?**	▪ In order to view your Unifi e-Bill, please ensure your device is installed with Adobe Reader (version 7 or above). ▪ If you do not have the software installed in your device, you can download it for free from Adobe website. ▪ Alternatively, you can view the bill statement from the MyUnifi app, Unifi UniVerse app or Unifi Selfcare portal at https://selfcare.unifi.com.my/
53	**Can I request to change my softcopy bill to a hardcopy bill?**	▪ As part of our support in going green and saving the environment, we went fully digital and no longer deliver printed bills since September 2018. You may print the hardcopy bill via Unifi Selfcare portal at https://selfcare.unifi.com.my/.

54	**I did not receive my Unifi bills. What should I do?**	▪ We send your Unifi bills to your registered email address to ensure better accessibility. ▪ To avoid missing your bill statements, please ensure your billing email address is up to date. You can check and update it under: • "Account" section in the MyUnifi app • "My Profile" section in the Unifi UniVerse app • Unifi Selfcare portal at https://selfcare.unifi.com.my ▪ Your bill may have been filtered into your junk or spam folder. Please add noreply@unifi.com.my and unifibill@unifi.com.my to your email Address Book or "Approved Sender" list. ▪ Alternatively, you can view your bills online via the MyUnifi app, Unifi UniVerse app or Unifi Selfcare portal at https://selfcare.unifi.com.my/ ▪ Note: Please use the correct app based on your subscription date: • MyUnifi app – For customers who subscribed to Unifi **before** 17 March 2025 • Unifi UniVerse app – For customers who subscribed to Unifi **from** 17 March 2025 onwards

NO.	QUESTION	ANSWER
55	**Can I check my previous month's statement?**	▪ Yes. You can view your past bill statements up to six (6) months through the following platforms: • MyUnifi app – For customers who subscribed to Unifi **before** 17 March 2025 • Unifi UniVerse app – For customers who subscribed to Unifi **from** 17 March 2025 onwards • Unifi Selfcare portal – https://selfcare.unifi.com.my/
56	**How do I make online payments via the Unifi portal?**	▪ You can make your bill payment easily through the Unifi Selfcare portal by following these steps: 1. Sign in to the Unifi Selfcare portal at https://selfcare.unifi.com.my/ 2. Click on the "Pay Bill" icon 3. Select your account and click "Next" 4. Choose your preferred payment method 5. Click "Next" again to proceed with the payment
57	**How do I make online payments via the MyUnifi / Unifi UniVerse app?**	Note: Please use the correct app based on your subscription date: MyUnifi app – For customers who subscribed to Unifi **before** 17 March 2025 1. Sign in to the MyUnifi app 2. Tap the "Pay Bill" icon 3. Select your account and tap "Pay" 4. Tap the account checkbox 5. Tap "Pay", then tap "Next" 6. Choose your preferred payment method 7. Tap "Next" again to proceed with the payment

		Unifi UniVerse app – For customers who subscribed to Unifi **from** 17 March 2025 onwards 1. Sign in to the Unifi UniVerse app 2. Tap the “Pay Bill” icon 3. Select your account and tap “Pay Bill” 4. Tap “Confirm” 5. Choose your preferred payment method 6. Tap “Next” again to proceed with the payment
58	**In my Unifi bill, charges for Internet and Unifi TV are listed separately. Does this mean I can remove my Unifi TV pack?**	▪ Unifi TV is part of Unifi’s triple play service offering i.e. Internet, Voice and IPTV. As such, it is inclusive and cannot be removed.
59	**How do I read and understand the details of my bill?**	▪ Your bill is divided into several sections to help you easily identify your charges, usage and payment details. For a complete guide on how to read your bill, please refer to the step-by-step explanation in our bill overview guide. ▪ Click the link below to view the bill guide: https://unifi.com.my/sites/default/files/html/ListFAQ/others/HowtoReadYourBill_Mobile_25June.pdf
60	**What are prorated charges?**	▪ Prorated charges are fees or costs calculated for a partial period rather than a full billing cycle. These charges apply to the period from your service start date to your first bill date. ▪ Click the link below to see how prorated charges are calculated: https://unifi.com.my/sites/default/files/html/List-FAQ/others/FAQ_Prorate-charges_unifi-mobile.pdf

NO.	QUESTION	ANSWER
	UNIFI HOME EQUIPMENT	
61	**What Unifi home equipment should I get for 500 Mbps and below?**	▪ For 500Mbps and 300Mbps plans: 1. Optical Network Termination (ONT) 2. Mesh Wireless Gateway (MWG) AX3000 and Mesh Satellite ▪ For 100Mbps plan: 1. Optical Network Termination (ONT) 2. Mesh Wireless Gateway (MWG) AX1800 and Mesh Satellite
62	**What Unifi home equipment should I get for 1Gbps and 2Gbps?**	▪ For 1Gbps and 2Gbps plans: 1. Optical Network Router AX3000 2.5 G and Mesh Satellite.
63	**What is the difference in Unifi home equipment between 1Gbps/2Gbps and 500Mbps & below?**	▪ 1Gbps and 2Gbps subscribers will not receive Optical Network Termination (ONT) as this device has been integrated in the Optical Network Router AX3000 2.5G.
64	**For Optical Network Router configuration, can it be done remotely via the mobile app?**	▪ No. This feature is not currently available and will be supported later.

NO.	QUESTION	ANSWER
65	**How does a 2Gbps network work?**	▪ 2Gbps connection is enabled via a GPON WAN connection.
66	**In an illustration or a diagram, how does a 2Gbps network work?**	▪ The 2Gbps network is further illustrated in the diagram below: 
67	**My internet speed test for 2Gbps plan is not going beyond 1Gbps. Is this normal?**	▪ It is recommended to perform speed test via D-Link Wi-Fi Air app to achieve speed test result beyond 1Gbps. ▪ If you wish to perform the speed test through Unifi speed test website, please refer to 'Figure 3: Speed test via LAN' diagram for the guide.

NO.	QUESTION	ANSWER
68	**What is the benefit of having a 2Gbps network in the homes?**	▪ With the demands and trends for higher bandwidth growing each year, this ultra-speed package will fulfill those needs for higher bandwidth.
69	**Can I use a third party router in conjunction with my Optical Network Router?**	▪ We highly recommend that you use TM's provided equipment only as the device has been configured to work with TM network environment.
70	**Can I use my own equipment instead of using the Optical Network Router?**	▪ We highly recommend that you use TM's provided equipment only as the device has been configured to work with TM network environment.
	TELEPHONE SET	
71	**Am I eligible to get a telephone set if I subscribe to Unifi Home plans?**	▪ Unifi Home plans do not come with telephone set. You may buy the telephone set from Unifi Store/TMpoint outlets or any other shops selling the DECT phone.
72	**The Unifi Home plans also come with a fixed line. Can I make any calls?**	▪ Yes, you are able to make calls. However, you will need to purchase your own telephone set by visiting the nearest Unifi Store/TMpoint or any telecommunications outlets.
73	**Where can I get the telephone set?**	▪ Our voice service is compatible with any telephone set. You can get your phone set at the nearest Unifi Store/TMpoint outlet or any telecommunications merchants.

NO.	QUESTION	ANSWER
74	**What should I do if my Unifi Home equipment is faulty?**	▪ If the fault is due to a manufacturing defect and the equipment is still under warranty, the equipment will be replaced for FREE. ▪ If the fault is due to customer, customer has an option to replace the equipment either by purchasing a new set of equipment at their own cost without the service contract period being extended or opt for renewal of service in which the contract period of subscribed service will be refreshed effective from the date of the equipment replacement and the equipment will be replaced for FREE. ▪ Alternatively, you may contact us via our channels below: a) Digital channels: • Live Chat at https://maya.unifi.com.my/ or via MyUnifi app / Unifi UniVerse app • Facebook at facebook.com/weareunifi • X (formerly Twitter) at @unifi • Email to help@unifi.com.my b) Call 100
75	**Will I get a new equipment if I upgrade from broadband to Unifi Home package?**	▪ For existing broadband (Streamyx or Unifi Lite) subscribers who have upgraded to any of the Unifi Home packages, we will provide you with a new set of equipment. ▪ For change of plan for Unifi Home, your equipment will not be changed.

NO.	QUESTION	ANSWER
76	**What are other things about Unifi Home that I should know?**	▪ These are additional information that may help you understand more about Unifi home services: ▪ If your premises is a high rise building served via copper, you are required to terminate your existing broadband service (if any) before subscribing to Unifi Home. ▪ Minimal drilling is required for fibre installation to the premises. You will be responsible for providing a TV set and 4-socket extension cord to complete the installation. No installation appointment will be made for premises under renovation. ▪ All triple play services (internet, voice and TV) will be activated during service installation. Partial service activation is not allowed. ▪ Unifi Home is a wired broadband service. Wireless connectivity is an additional feature that TM provides for free and is subject to interference and obstructions factor which may affect its quality. ▪ Unifi Home account owner or authorised contact person must be available during the service installation. For high rise premises, owners are required to make arrangement with Building Management Office for installation permission, internal cabling and access to telecommunication room. ▪ For internal cabling, additional charges will be applied for standard cables more than 50 meters and payment will be made directly to the contractor. ▪ For other optional installation e.g. wiring inside ceiling or external cabling (pole to ground with surface cabling to premises), you may appoint your own contractor or deal directly with TM appointed contractor. Payment will be made directly to the contractor. ▪ Please provide a correct and valid billing email address and mobile phone number. TM will send your monthly bill via e-Bill to your registered email address. You will also receive an SMS notification within seven (7) days once your bill is ready. This SMS will include the bill amount and its due date. You can also access your bill anytime through Unifi portal (Unifi.com.my), MyUnifi app or Unifi UniVerse app. ▪ All Unifi Home equipment provided by TM is covered by a 12-month manufacturer's warranty.

NO.	QUESTION	ANSWER
		TERMINATION
77	**How do I terminate my broadband subscription?**	**Step 1**: Provide a 30-day notice of your intention to terminate the service via any of the following channels: a) Online channels: • Unifi portal (Unifi.com.my) • Live Chat at https://maya.unifi.com.my or via MyUnifi app • Facebook at facebook.com/weareunifi • X (formerly Twitter) at @unifi • Email to help@unifi.com.my b) Call 100 c) Walk in to the nearest Unifi Store / TMpoint **Step 2**: We will issue a pre-final bill indicating your outstanding balance. A TM representative will call you within seven (7) days to confirm your termination request. Once payment is settled, we will proceed with your termination order on Day 31 from the notice date. **Step 3**: You will receive an SMS once your Unifi account termination is completed. ***Important note: If there are any unpaid bills by Day 30, your termination request will be cancelled and your Unifi service and charges will continue as usual.***

<table>
<tr><th>NO.</th><th>QUESTION</th><th>ANSWER</th></tr>
<tr><td>78</td><td>What documents should I bring to terminate my service at a Unifi Store/TMpoint?</td><td>▪ Please bring along your MyKad for thumbprint verification and a copy of the front page of your Bank Account Statement (displaying Bank Account Name & Bank Account Number).</td></tr>
<tr><td>79</td><td>What if I'm unable to go to a Unifi Store/TMpoint in person to terminate my service?</td><td>▪ You may appoint an authorised representative to terminate the service on your behalf, but only for the scenarios listed below. Supporting documents will be required based on the situation:
<table>
<tr><th>Scenario</th><th>Supporting Documents Required from Authorised Representative</th></tr>
<tr><td>You have a serious medical condition or are unable to walk in to Unifi Store/TMpoint (e.g. critical illness)</td><td>▪ Doctor's letter confirming the account owner's medical condition / valid medical appointment card / other valid medical documents
▪ A copy of account owner's NRIC/Passport
▪ A copy of authorised representative's NRIC/Passport
▪ Authorisation letter signed by the account owner</td></tr>
<tr><td>You are residing or working overseas</td><td>▪ A copy of the account owner's passport or official letter confirming study / work abroad
▪ A copy of account owner's NRIC/Passport
▪ A copy of authorised representative's NRIC/Passport
▪ Authorisation letter with the owner's signature</td></tr>
<tr><td>Persons with Disabilities (OKU)</td><td>▪ A copy of account owner's NRIC/Passport
▪ A copy of authorised representative's NRIC/Passport
▪ Authorisation letter signed by the account owner
▪ The owner's OKU card</td></tr>
<tr><td>Senior Citizen (60 years & above)</td><td>▪ A copy of account owner's NRIC/Passport
▪ A copy of authorised representative's NRIC/Passport
▪ Authorisation letter signed by the account owner</td></tr>
</table></td></tr>
</table>

		<table><tr><td>**Demise of the account owner**</td><td>▪ A copy of authorised representative's NRIC/Passport ▪ Original or certified true copy of the account owner's death certificate</td></tr></table>
80	**Do I need to return my device (phone/modem/router etc.) upon termination?**	▪ Upon termination, you are not required to return any of your devices.
81	**I am a non-Malaysian, how would I receive my deposit upon termination?**	▪ Your refund will be transferred to your preferred bank account within three (3) months / 90 days upon termination. Please ensure to provide us with your banking details via our support channels or at any Unifi Store/TMpoint outlet nationwide upon your termination request.
82	**I have credit balance after my account has been terminated.** **How can TM refund the credit balance?**	▪ You will receive the credit balance refund transferred to your bank account if your final bill has negative amount. ▪ Please provide your active bank account number that is able to receive cash deposit transaction and a copy of bank statement of your bank account, with clear info on your full name as in NRIC and active bank account number.

NO.	QUESTION	ANSWER
83	**What is the minimum amount that TM will refund?**	▪ The minimum amount that is eligible for a refund via bank account transfer is RM10.01. Credit balance RM10.00 or less will not be refunded.
84	**What will happen if I terminate my Unifi package within the contract period?**	▪ If you terminate your Unifi package within the contract period, you will be charged with the early termination penalty fees which is the full subscription fee of the remaining contract period.
	TRANSFER REQUEST	
85	**What are the steps to transfer my existing broadband (from another provider) to Unifi?**	▪ You may visit your nearest Unifi Store/TMpoint or our authorised resellers to request a switch to Unifi. ▪ Choose your preferred Unifi Home Broadband Plan. ▪ Our team will help raise the transfer request and provide you with a Transfer Request ID. ▪ Before submitting the request, kindly settle all outstanding bills with your current service provider — including any early termination or contract penalty charges. ▪ Once we receive approval from your current provider (which may take up to 10 days), we will contact you to schedule your installation appointment. ▪ ***Important:*** *Do not terminate your existing broadband service until your Unifi Home Fibre installation is completed, to avoid any disruption in your internet service.*

NO.	QUESTION	ANSWER
86	**Can I retain my existing voice number from my previous service provider?**	▪ Sorry, you will not be able to retain your existing voice number when switching to Unifi.
87	**What are the steps to transfer my existing broadband service from Unifi to another provider?**	▪ You may start by visiting the store or website of your new provider or speak to their authorised dealer. ▪ Provide them with your details, including your current Unifi account information and installation address. ▪ The new provider will initiate the transfer request on your behalf. ▪ Ensure all outstanding bills with Unifi are paid in full, including any early termination fees if you are still within contract. ▪ The new provider will then arrange installation at your location.