

## Your questions answered

We've put together some commonly asked questions to give you more information about Unifi Air Biz 5G.

### General

#### 1. What is Unifi Air Biz 5G?

Unifi now offers Unifi Air Biz 5G, its latest wireless broadband solution which provides high-speed internet connectivity for users. This ultrafast and unlimited 5G home wireless internet service comes with an easy to install 5G wireless router which supports connectivity across multiple devices concurrently, perfect for multiple users in the workplace.

#### 2. What you need to know about Unifi Air Biz 5G?

Unifi Air Biz 5G with 5G Wireless Router	
Quota	Unlimited <sup>1</sup>
Contract	24 months
5G Wireless Modem Price	FREE

<sup>1</sup>Unlimited term is subject to Unifi's Fair Usage Policy

For more details on this offering, please click [here](#).

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

- Businesses that are within 5G coverage areas. To check if you are within coverage, click [here](#).
- This plan is offered to all businesses in Malaysia, subject to coverage availability.

#### 4. How can I check if my address is within Unifi's 5G coverage areas?

There are few ways for you to check if you are within Unifi's 5G coverage area:

- Enter your address [here](#) to check instantly
- Visit the nearest [Unifi Store/TMpoint](#) and we will check for you
- Live Chat via [maya.unifi.com.my](mailto:maya.unifi.com.my) or the MyUnifi app

#### 5. I'm interested! How can I subscribe to Unifi Air Biz 5G?

You can sign up via the following touchpoints:

- [Unifi Website](#)
- [Unifi Store/TMpoint](#)
- Unifi Business consultants

## 6. What documents do I need to bring during registration?

Eligible applicants are required to bring the following validated documentation:

- A copy of the company director's/authorised signatory's NRIC (both sides)/Passport (for Non-Malaysians)
- If you're an existing TM customer, please bring along your latest bill that is registered under your company name/Business Registration Number (BRN)
- Company Authorisation Letter for authorised signatories
- Original or certified true copy of the required documents below (whichever are applicable):

Business Applicants	Documents
Private Company	i. Return for allotment of shares / Form 24, ii. Notification of change in the Register of Members / Form 49, iii. Users' Registration / Form 9
Sole Proprietor	Form D & A
Partnership	Form D & B
NGO/ Association/ Corporation/ Embassy/ Government	Documents issued by relevant authorities

## 7. Who are the authorised individuals from a company that can subscribe to Unifi Air Biz 5G?

- Only the company's authorised director can be the account holder of the Unifi Air Biz 5G plan.
- However, you are allowed to appoint a representative through an authorisation letter to represent the company who can register and subscribe to this plan on behalf of your company.

## 8. Will I be tied to any contract?

Yes, the subscription for Unifi Air 5G Biz comes with a 24 month contract period.

## 9. How many Unifi Air Biz 5G plans can I purchase?

- There is no limit to the number of lines that you can subscribe to.
- If you would like to request for more than, or already have three (3) Unifi Air Biz 5G 149 lines, then your request will be handled by our Unifi Business Consultants.
- If you do not require more than three (3) Unifi Air Biz 5G 149 lines, you can simply visit any [Unifi Store/TMpoint](#) outlets nationwide to register and subscribe.

#### 10. How would I know when my Unifi Air Biz 5G service is activated?

You just need to boot up the device and the service will be automatically activated. You will receive an SMS as well to inform you that the service has been activated.

#### 11. Can I port out my Unifi Air Biz 5G plan to another service provider?

Unifi Air Biz 5G is an exclusive service that is only available to Unifi and is non-transferable to any other service provider or operator.

#### 12. Can I make calls or send SMS with Unifi Air Biz 5G?

Unifi Air Biz 5G only supports data service and does not support calls and SMS at the moment. Should you need a voice service, you may subscribe to our [Unifi Mobile](#) plans separately.

#### 13. Can I use this service whilst roaming overseas?

Our 5G [coverage](#) is only available in Malaysia.

### Unifi Air 5G Router

#### 14. How can I get the Unifi Air 5G router?

You can collect the router at any Unifi Store/TMpoint outlets upon successful registration over the counter.

For online registrations via our website, your device will be delivered to your doorstep.

#### 15. What is the warranty period for the Unifi Air 5G router?

The warranty period is 24 months from the date of purchase. The original receipt / proof of purchase is required when making claims.

#### 16. What should I do if the Unifi Air 5G router is faulty?

For technical assistance, please visit our manufacturer's nearest [Service Centers](#).

#### 17. How many devices can I connect to the wireless broadband?

You can connect up to thirty (30) devices at one time.

**18. What should I do if I'm not sure how to use the Unifi Air Biz 5G service or having issues with the device?**

You can refer to the device tutorial steps [here](#), or you can visit our Unifi Store/ TMpoint outlets for further explanation. Alternatively, you may also [Live Chat](#) with us via the Unifi portal or MyUnifi app.

**19. Will the device work if I change to another SIM?**

The device is configured to only work with Unifi Air 5G SIMs only.

**Deposit & Credit Limit Policy**

**20. What is the credit limit per line for Unifi Air Biz 5G?**

The credit limit per line is RM450.

**21. Will I be notified if my balance exceeds the credit limit?**

We will notify you when your account reaches 70%, 90% and 100% credit limit utilisation via your registered email.

**22. I am a Non-Malaysian resident, how will I receive my deposit upon termination?**

For Non-Malaysians, you are required to pay a deposit of RM300 per line activation. Your refund will be transferred to your preferred bank account within three (3) months / 90 days upon termination. Please provide us with your banking details via our [Live Chat](#) or at any [Unifi Store/TMpoint](#) nationwide upon successful termination.

**23. What happens if my balance exceeds the credit limit?**

You will temporarily not be able to use the service upon exceeding your credit limit until you make some or the full settlement of your outstanding bill.

**24. Will I be receive a refund if there is extra credit remaining in my account?**

Yes. We will refund the extra credit in your account, for any amount above RM10.

**25. What is the reactivation fee required if the service is suspended due to late payment?**

In the event your service is suspended, RM20 will be charged to reactivate the service

## 26. How much do I need to pay to restore my service if it is barred due to exceeding my credit limit?

You need to pay a minimum of 75% of your unbilled and / or billed amount to restore your connection

## 27. Will I be subjected to a credit check when I subscribe to Unifi Air 5G Biz plan?

Yes. You will be subjected to the standard telco credit check (CTOS) when you subscribe to Unifi Air Biz 5G.

## Billing & Payment

### 28. How will I receive my monthly bill?

You will receive your monthly bill through your registered email and you can also check it via MyUnifi app or the Unifi [Self-Care portal](#).

### 29. When is my bill date and bill cycle?

Your bill date is subject to the nearest billing date upon your successful registration and will follow a monthly billing cycle. Please take note that we have seven (7) billing cycles which are every 1st, 7th, 10th, 13th, 16th, 19th and 22nd of the month and your first bill will be four (4) days after your successful registration. For example, if you have successfully registered on 13th January 2023, then your first bill would be on 17th January 2023. Your bill cycle will then be refreshed on the 19th of every month.

### 30. Can I request for a hardcopy bill?

In our bid to become more environmentally friendly, you will only receive an e-bill. You may personally print a hard copy of your bill via the Unifi [Selfcare portal](#).

### 31. Where can I pay my bills?

You can pay for the Unifi Air Biz 5G service via the following payment channels below:

Online	
1. <a href="https://www.unifi.com.my/">https://www.unifi.com.my/</a>	Current/Saving Account, Debit/Credit Card
2. MyUnifi app	Current/Saving Account, Debit/Credit Card
3. JomPAY via internet banking	Ref – 1: Account number
	Billers Code: 8888 (unifi Home and unifi Mobile)
Autopay	
1. <a href="https://www.unifi.com.my/">https://www.unifi.com.my/</a>	Debit or Credit Card (Visa and MasterCard)
2. MyUnifi app	

	<i>Note: We're sorry that the new autopay subscription is not available until further notice. Existing Unifi Air autopay subscribers may modify or deactivate their subscription via MyUnifi app or Unifi <a href="#">Self-Care portal</a>.</i>
E-Wallet	
1. Boost App	eWallet credit (visit <a href="http://www.myboost.com.my">www.myboost.com.my</a> )
2. Touch 'n Go App	eWallet credit (visit <a href="http://www.tngdigital.com.my/">www.tngdigital.com.my/</a> )
3. Shopee	eWallet credit (visit <a href="https://shopee.com.my">https://shopee.com.my</a> )
4. BigPay	eWallet credit (visit <a href="https://www.bigpayme.com/">https://www.bigpayme.com/</a> )
Counter	
TM Authorised Dealers (TAD)	<a href="#">Debit/Credit Card or Cheque (view location)</a>
1. POS Malaysia	<a href="#">Cash (view location)</a>
2. Ejen Bank BSN (EB)	<a href="#">Cash (view location)</a>
3. Epay	<a href="#">Cash (view location)</a>
4. ONEPAY (M1)	<a href="#">Cash (view location)</a>
5. 7-Eleven	<a href="#">Cash (view location)</a>
6. 99 Speedmart	<a href="#">Cash (view location)</a>
7. KK Mart	<a href="#">Cash (view location- KL)</a> <a href="#">Cash (view location- Selangor)</a> <a href="#">Cash (view location- Other States)</a>
8. myNEWS	<a href="#">Cash (view location)</a>
Kiosk and ATM	
1. Unifi Store/TMpoint	<a href="#">Cash, Debit/Credit Card or Cheque (view location)</a>
2. PayQuik	<a href="#">Cash (view location)</a>
3. JomPAY via ATM	Debit Card (visit <a href="http://www.JomPAY.com.my">www.JomPAY.com.my</a> )

### 32. What biller name should I choose when I make bill payment via eWallet Partner and Unifi Store/TMpoint kiosk?

Please select biller name “unifi” with biller code “8888” when making a payment.

If you wish to make bill payments via JomPAY from your preferred internet banking service, please follow the steps below (*Disclaimer: The steps described may differ for each bank*):

- i. Login to your internet banking portal
- ii. Click on “Pay & Transfer”
- iii. Click on “Make a one-off payment”
- iv. Click on “Pay from” and choose your options
- v. Click and select “JomPAY”
- vi. Enter the Biller Code: 8888
- vii. Key in your new 10-digit mobile account number
- viii. Enter the bill amount to be paid.

### 33. Where can I learn more about this offer?

To find out more, please contact us through any of our channels:

- <https://unifi.com.my/>
- [Unifi Store/TMpoint outlets](#) nationwide
- [Live Chat](#)
- [Facebook](#)
- [Twitter](#)

## Upgrade Worry Free to Fibre

### 34. What is “Upgrade Worry Free to Fibre”?

‘Upgrade Worry Free to Fibre’ refers to a waiver of our Early Termination Penalty (ETP) charges when you upgrade your current Unifi Biz Air 5G package to Unifi Business Fibre packages.

### 35. How can I qualify for the “Upgrade Worry Free to Fibre”?

- To qualify for the “Upgrade Worry Free to Fibre” policy, you must ensure that the installation address for your new Unifi Business Fibre package is the same as your Unifi Air Biz 5G package.
- The new Unifi Business Fibre package also needs to be registered under the same owner as the Unifi Air Biz 5G package. If it is registered under a different owner ID, it must be installed at the same address.

The specific criteria for eligibility may vary, so it's recommended to review our termination policies via our customer support via [Live Chat](#) or at the nearest [Unifi Store/TMpoint](#) nationwide upon termination.