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

NO.	QUESTION	ANSWER	
		GETTING TO KNOW	
1	What are Unifi 1Gbps and 2Gbps plans?	• We acknowledge the demand from you, our valued customers, for higher speed of Unifi internet. Starting April 2023, we will offer you two (2) new speed plans:	

	Unifi 1Gbps	**Unifi 2Gbps**
Download speed	Up to 1Gbps	Up to 2Gbps
Upload speed	Up to 500Mbps	Up to 1Gbps

NO.	QUESTION	ANSWER
2	What are the offerings for 1Gbps and 2Gbps plans?	• The plans are applicable to all our Residential and Business (SME) customers. • Unifi Home offerings are as below:

1Gbps	2Gbps
RM349	RM399
Download speed up to 1Gbps	Download speed up to 2Gbps
Upload speed up to 500Mbps	Upload speed up to 1Gbps
24 months contract	24 months contract
FREE Certified Wi-Fi 6 Optical Network Router	**FREE Certified Wi-Fi 6 Optical Network Router**
FREE Wi-Fi 6 certified Mesh	**FREE Wi-Fi 6 certified Mesh**
Unifi TV • Ultimate Pack subscription (70+ premium channels) • FREE Unifi Plus Box • Access to Disney+ Hotstar, BBC Player, beIN SPORTS CONNECT, SPOTV NOW, Lionsgate Play, SIAR and Unifi TV app	**Unifi TV** • Ultimate Pack subscription (70+ premium channels) • FREE Unifi Plus Box • Access to Disney+ Hotstar, BBC Player, beIN SPORTS CONNECT, SPOTV NOW, Lionsgate Play, SIAR and Unifi TV app

• Unifi Business offerings are as below:

1Gbps	2Gbps
• RM349	• RM399
• Download Speed: 1Gbps Upload Speed: 500Mbps	• Download Speed: 2Gbps Upload Speed: 1Gbps
• DECT Phone included	• DECT Phone included

	• Simple Voice Plus 70 ✓Free Calls worth RM70	• Simple Voice Plus 70 ✓Free Calls worth RM70
	• Beyond call rates ✓ Free calls to TM Fixed lines ✓ 8 sen/min to mobile and other Fixed Lines	• Beyond call rates ✓ Free calls to TM Fixed lines ✓ 8 sen/min to mobile and other Fixed Lines
	• 24 months contract	• 24 months contract
	• **FREE certified Wi-Fi 6 Optical Network Router**	• **FREE certified Wi-Fi 6 Optical Network Router**
	• **FREE certified Wi-Fi 6 Mesh**	• **FREE certified Wi-Fi 6 Mesh**

Note: The price offering (with discount) is valid as long as you are still subscribing to the respective plans.

#	Question	Answer
3	Where is 1Gbps and 2Gbps available?	• As a national telco provider, we provide 1Gbps and 2Gbps nationwide, depending on port availability. • You can check for Unifi coverage in your area here https://unifi.com.my/check-coverage
4	How do I subscribe to 1Gbps or 2Gbps plan?	• You can subscribe to our Unifi 1Gbps and 2Gbps plans via: i. Unifi Portal https://unifi.com.my/ ii. The nearest TMpoint outlets nationwide https://unifi.com.my/support/find-tm-point iii. Unifi Authorised Resellers
5	Is there a contract period for the 1Gbps and 2Gbps plans?	• Yes, a 24-month contract is applicable for these plans. Your pricing will remain as per subscription.
6	Can I upgrade my existing Unifi plan to 1Gbps or 2Gbps?	• Yes, absolutely! You can upgrade your existing Unifi plans to 1Gbps and 2Gbps. • If you are relocating to a new area, the new address must be within Unifi coverage https://unifi.com.my/check-coverage
7	Will I get the exact gigabit speed that I am subscribing to?	• Yes, if you are subscribing to Unifi 1Gbps plan, you will enjoy the 1Gbps speed experience. • However, if you are subscribing to Unifi 2Gbps plan, you will enjoy an aggregated speed offering which means every LAN port will not exceed 1Gbps but with combined bandwidth of 2Gbps. • For 2Gbps speed test, you may run concurrent two (2) speed tests on two (2) devices connected to separate LAN ports. We would also suggest you to use D-Link WiFi Air app (*refer to D-Link Wi-Fi Air app section below for more info*).

8	What do you mean by aggregated or combined speed for the 2Gbps plan?	• It is an aggregated 2Gbps speed, which means every LAN port will not exceed 1Gbps but with a combined bandwidth of 2Gbps from all LAN ports. • Illustration on the aggregate or speed combination for 2Gbps plan as follows: 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.
9	My subscription is 2Gbps plan but my speed has not reached 2Gbps with wired speed test via LAN port, why?	• Unifi Optical Network router has 4 available LAN ports that can each transmit at a maximum speed of 1Gbps to third party router/Mesh Wi-Fi device or internet-enabled devices via wired connection. • For a good wired internet performance, we recommend you to use LAN cable type Cat5e or above.

10	What devices are you providing with the 1Gbps and 2Gbps plans?	• We provide the following devices with every 1Gbps and 2Gbps subscription:
		    o 1 x Optical Network Router as ONU
		    o 1 x Optical Network Router as Mesh Wi-Fi

11	Is the Optical Network Router compatible with your other devices?	• No, the Optical Network Router is only compatible with the same Optical Network Router, which is provided for Unifi 1Gbps and 2Gbps plans only.
12	What benefits can I get from 2Gbps? Will it be noticeably different from 1Gbps?	• With the demands and trends for higher bandwidth growing each year, this 2Gbps plan will fulfill those needs for higher bandwidth. • While simultaneously using multiple devices, the smooth internet speed will be noticeable. • You can also freely surf the internet without worrying about any speed congestion from multiple usages by other users due to high bandwidth subscribed.
13	Are there any more benefits if I subscribe to 1Gbps and 2Gbps plans?	• If you are subscribing to Unifi 1Gbps and 2Gbps plans, you will be able to enjoy these great values: 1. Next Day Installation – Your service will be installed on the very next day based on slot appointment availability within business hours exclude public holiday.

Upon Appointment Slot Checking and Order Submission	Earliest Slot Availability	Day of Installation
Before 12PM	Afternoon	Same Day
Within 12:01PM - 6:00PM	Morning	Next Day

		After 6:00PM	Afternoon	Next Day

2. 12 Business Hours Restoration – You will be entitled to a prioritised restoration where TM will restore the internet connection within 12 Business Hours (8.30AM – 5.30PM, Mon-Fri or according to state business days), however cut-off time for same day appointment is before 3.00PM.

14	What is the preferred device specification that is suitable for the 1Gbps and 2Gbps plans?	• For reference, the following minimal laptop specification has been used during 1Gbps and 2Gbps LAN speed tests:

Device Model	HP ProBook 440 G7
CPU	Intel® Core™ i5-10210U CPU @ 1.6GHz 2.11GHz
Memory	8GB
OS	Windows 10 Pro
Ethernet	Realtek 10/100/1000 GbE NIC

15	Will the speed test for my 2Gbps plan via WiFi be limited to 1Gbps also?	

- Don't worry, the speed test via WiFi will not have a limitation up to 1Gbps only.
- However, it will also depend on the device specifications and the environment interference as listed below. We recommend you practise these tips to improve the 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 of overheating.

(b) DISTANCE – Wireless router has distance limitations when it comes to signal range. As distance increases, the signal becomes weaker.
   a. 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 electronic appliances b. Avoid sharing the power socket that is connected with the electronic 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.
16	Can I downgrade to a lower speed?	• Yes, but please note that if you downgrade your plan, your existing contract will be reset to 24 months.
17	Can I relocate my 1Gbps or 2Gbps plan to a new address?	• Yes, as long as the Unifi coverage and port is available at your new address.
18	What if I terminate my subscription?	• If you terminate your subscription within your 24-month contract, you will be subjected to an early termination penalty equivalent to the total fees of your remaining contractual months. *Example: If your monthly fee is RM300 and the remaining month is 13 months, your early termination penalty is RM300 x 13.* • There is no penalty for cancelling your service once you are out of contract.
D-LINK WI-FI AIR APP		
19	In addition to the wired speed test from the LAN port, I also need to do a speed test through the provided mobile app, why?	• TM Ultra Speedtest server can only be accessed via D-Link mobile app. • Built-in Speedtest Engine inside the Optical Network Router has been optimized for 2Gbps speed test. • Speed test using a single device (Laptop, PC etc.) via LAN port as opposed to speed test via app will not exceed more than 1Gbps due to the limitation of Gigabit Ethernet LAN on Optical Network Router device.

20	What is the name of the app and how can I get the app?	• During Unifi installation, our Care Crew will guide and provide you with the speed test app, the D-Link Mobile app. • You can also download the app from Google Play Store or Apple App Store by searching "D-Link Wi-Fi Air" and link the app to our Unifi Optical Network Router.
21	I have downloaded the app, what should I do next?	• Click here to see the Registration and Login step-by-step guide. REGISTER & LOGIN GUIDE MOBILE APP (ANDROID & IOS) FOR OPTICAL NETWORK ROUTER
22	I have registered the mobile app and connect with my internet's Wi-Fi. How can I perform a speed test via the app?	• Click here to see how to perform speed test via app with this step-by-step guide. SPEEDTEST GUIDE MOBILE APP (ANDROID & IOS) FOR OPTICAL NETWORK ROUTER

23	Are there any other features in this mobile app?	• Mobile app features as follows:
		
		1. Monitoring Features
		    •Mesh Status
		    •List of connected clients on each Mesh Gateway/Satellite in tree view
		    •App firmware version
		    •WAN and LAN IP information
		
		2. Management Features
		    •Change Wi-Fi SSID Configuration and Security
		    •Parental Control
		    •Mesh Reboot
		    •VLAN Configuration (IPTV and VOBB)

		• Click here to see the guide on features. FEATURES MOBILE APPS (ANDROID & IOS) FOR OPTICAL NETWORK ROUTER
OPTICAL NETWORK ROUTER SETUP AS MESH WI-FI		
24	How can I improve the wireless coverage at my premises?	• Unifi 1Gbps and 2Gbps will come with one (1) Optical Network Router setup as Mesh Wi-Fi. • Mesh Wi-Fi will expand the Wi-Fi coverage in your premises. • Wi-Fi Certification Program is a program that ensures the best connectivity experience for new Unifi customers upon installation. Under this program, Unifi will provide Wi-Fi assessment, coverage testing and recommend on the Wi-Fi coverage solution based on Wi-Fi signal strength during installation. • Click here to see how to set up Optical Network Router as Mesh Wi-Fi. Mesh Setup Guide for DPN-FX3060V (ANDROID & IOS) FOR OPTICAL NETWORK ROUTER