

FREQUENTLY ASKED QUESTIONS (FAQ) 5G WIRELESS BACKUP ADD-ON

5G WIRELESS BACKUP		
NO.	QUESTION	ANSWER
1	What is 5G Wireless Backup?	▪ 5G Wireless Backup is a backup connectivity solution designed to help keep you online if your primary fibre connection is disrupted. ▪ The service includes a 5G dongle and 5G SIM, which provide an alternative connection to minimise service interruptions. ▪ It is available as a value-added service for all Unifi customers. ▪ 5G Wireless Backup comes with unlimited 5G and 4G data. However, under the Fair Usage Policy, if you exceed 150GB in a billing cycle, your speed will be reduced to 512kbps until your next billing cycle.
2	Who is eligible for this add-on?	▪ This offer is available to new and existing Unifi Home customers, subject to the following conditions: i. Your Unifi installation address must be within a Unifi Mobile 5G or 4G coverage area. [Check your coverage here ii. Your Unifi Home router must be a Combo Box. [Check if your Combo Box is compatible here]
3	Will the 5G Wireless Backup plan work in areas with only 4G coverage?	▪ Yes. 5G Wireless Backup works on both 4G and 5G networks. If a 5G network is unavailable, it will automatically connect to the 4G network.

4	How much is the monthly charge for the 5G Wireless Backup add-on?	▪ The monthly subscription charge for the 5G Wireless Backup add-on is as follows: <table><tr><th>Monthly Charge</th></tr><tr><td>RM30 / month with a 24-month contract</td></tr></table> ▪ The monthly charge will appear on your Unifi Home bill. ▪ After you successfully add the service, your first bill will include: i. Prorated usage charges of RM30 for the previous month's billing cycle ii. RM30 as an advance payment for the current month's usage iii. From your next bill onwards, you'll only be charged the regular monthly fee of RM30 per month.	Monthly Charge	RM30 / month with a 24-month contract
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5	Do I need to pay a deposit or make an advance payment?	No deposit or advance payment is required.
6	Can I use my 5G Wireless Backup dongle with other devices or outside my home?	- The 5G Wireless Backup device is designed exclusively for use with the Unifi Combo Box router at your registered Unifi Home installation address. - If your current router is not compatible, don't worry. You can request a replacement Unifi Home Combo Box router first. Once the replacement is complete, you can add 5G Wireless Backup. Simply contact the Unifi Contact Centre or use Live Chat - You must not plug the 5G dongle into a router or device not provided by Unifi or use it outside your registered Unifi Home address. - If the dongle is detected on a non-Unifi router or at a different address, your service may be suspended or terminated.
7	I'm interested. How can I sign up for the 5G Wireless Backup plan?	- You can sign up through any of the following channels: ✓ Unifi Store or TMpoint outlets nationwide [Check locations here] - TM Authorised Dealers - TM Authorised Resellers ✓ Unifi Contact Centre
5G DONGLE & 5G SIM DELIVERY / INSTALLATION / USAGE		
8	How soon will I receive my 5G Wireless Backup device after placing an order?	- The 5G dongle and 5G SIM will be delivered to your Unifi Home installation address within: - Peninsular Malaysia: 3-7 working days - East Malaysia (Sabah or Sarawak): 7-15 working days - You can easily track your delivery through the MyUnifi app or Unifi Selfcare portal. Go to "My Activity" > "My Orders".
9	Is professional installation required for 5G Wireless Backup?	No. Professional installation is not required. 5G Wireless Backup is a DIY, plug-and-play device. Simply follow the quick start guide here to set it up at home.

10	How do I know whether my 5G Wireless Backup dongle is working?	- You can check whether your 5G Wireless Backup dongle is working by looking at its LED indicators: SYS LED: Green indicates the dongle is powered on. Off indicates power off or a device fault. 5G LED: Green indicates 5G connection, orange indicates 4G connection, while red indicates no connection. SIG LED: Green indicates strong 5G/4G signal, Orange indicates moderate signal strength and red indicates weak signal strength. Off indicates no signal or no coverage in the area.
11	Does 5G Wireless Backup have a data limit?	5G Wireless Backup comes with an unlimited monthly data quota. However, under the Fair Usage Policy, if you exceed 150GB in a billing cycle, your speed will be reduced to 512kbps until the next billing cycle.
5G DONGLE DEVICE & WARRANTY		
12	How long is the warranty period for the 5G Wireless Backup dongle?	5G Wireless Backup comes with a 12-month (one-year) warranty from Unifi. - The warranty covers both the 5G dongle and the 5G SIM card, which together make up the 5G Wireless Backup device set.
13	If my 5G dongle is faulty, will I be charged for a replacement?	- If the dongle becomes faulty during your warranty period (first 12 months of contract), it will be replaced free of charge, and your contract will continue as usual. - If your dongle becomes faulty after the 12-month contract period, you can get a FREE replacement by renewing your contract. You will receive a new dongle with a new warranty.
14	Can I keep the 5G dongle after my contract ends?	Yes. You may keep the 5G Wireless Backup dongle after completing your 24-month contract.
15	Do I need to return the 5G dongle if I terminate my Unifi account during the contract period?	- You may keep the device and do not need to return it. - However, if you terminate the service during the 5G Wireless Backup contract period, an early termination fee will apply.

RELOCATION, TRANSFER OF OWNERSHIP & TERMINATION		
16	I'm moving to a new address. Will my 5G Wireless Backup add-on be carried over?	▪ Yes. Your add-on will be carried over, subject to Unifi Mobile 5G or 4G coverage at your new address. [<i>Check your coverage here</i>] ▪ If neither 5G nor 4G coverage is available at your new address, you may terminate the 5G Wireless Backup add-on and the early termination fee will be waived.

17	Can I transfer ownership of 5G Wireless Backup to another person?	No. 5G Wireless Backup ownership cannot be transferred to another person.
18	What happens to my 5G Wireless Backup service if my Unifi Home service is suspended?	Your 5G Wireless Backup service will also be suspended while your Unifi Home service is suspended.
19	How do I terminate my 5G Wireless Backup service?	- Visit any Unifi Store or TMpoint outlet or contact the Unifi Contact Centre. - Your early termination fee for 5G Wireless Backup will be calculated as follows: <i>Remaining contract months × monthly subscription fee for 5G Wireless Backup</i> Example: If you have 12 months remaining on your contract, the early termination fee will be 12 months × RM30 = RM360.
SUPPORT		
20	Who can I contact for help with setup or technical issues?	- For help setting up the device yourself, refer to the quick start guide here. - If your dongle is faulty or you have an issue with the SIM, you can: - Contact the Unifi Contact Centre - Visit any Unifi Store or TMpoint outlet nationwide