

Your questions answered

We have put together some commonly asked questions to give you more information about the latest Unifi campaign.

General

1. How long is the campaign period?

- This campaign runs from 1st August 2024 until further notice.

2. Who is eligible for this offer?

- This campaign is open to all new customers based on the selected package offerings.

3. Will I be tied to any contract if I subscribe to this campaign?

- Yes, all Unifi Home plans come with a minimum contract period of 24 months.

4. Can you tell me more about the offers?

- New customers can subscribe to Unifi Home Broadband Only plans from 100Mbps as follows:

Unifi Home Broadband with Waiver

Speed	100Mbps	300Mbps	500Mbps
Waiver	3 months		
Promo	Lifetime RM10 Discount		
Contract	24 Months		
Voice	20 sen/min	1. FREE 600 minutes to fixed and mobile lines. 2. Beyond Call Rates: <ul style="list-style-type: none">• TM Fixed Lines: FREE• Mobile/Other Fixed Lines: 10 sen/min	

- Subscription to Unifi Home Broadband 300Mbps and above will also come with FREE 600 minutes of talk time to all mobile and fixed lines nationwide. Beyond the 600 minutes, you will get to enjoy FREE calls from fixed to fixed and RM0.10 from fixed to mobile.
- You may add on other TV Packs such as Ultimate Max, Ultimate Plus, Movies pack, Family pack, Sports pack and Kids pack. For more details, please refer to [Unifi TV Pack info](#)

5. How will my bill look like when I subscribe to this campaign offering?

- You will see two (2) types of charges in your first bill:
 - a. Prorated charges based on Unifi activation date and Billing Period date.
 - b. Full month charges of the broadband package based on 30 days from the first (1st)

Billing Date.

- You will also see the charges for other add-ons, such as Smart Device/Mesh Wi-Fi (if applicable).

6. How do I register for this campaign?

- a. You may walk in to any nearest:
 - [Unifi Store / TMpoint](#)
 - TM Resellers or TM Authorised Dealers (TAD)
- b. Subscribe via our digital channels:
 - [Campaign website](#)
 - MyUnifi app or [Unifi portal](#)
- c. Contact Unifi Call Centre at 100 (press 4).

7. Are there any supporting documents needed?

- You will need to submit a copy of your NRIC or passport.

8. What happens if I cancel the subscription within contract period?

- If you cancel the subscription within the contract period of the packages, you will be charged with the standard early termination fee, which is the full subscription fees of the remaining months in the contract period.

9. Can I transfer my Unifi account to another owner?

- Transferring account ownership is only applicable after the three (3) months waiver has ended.
- Please note that all OTT entitlements are not transferable to the new owner or account.

Support

10. If I have any further enquiries or need further assistance, who should I contact to?

- Please contact us online via our digital channels as follows:
 - Live Chat at maya.unifi.com.my or MyUnifi app
 - Facebook at facebook.com/weareunifi
 - X (Twitter) at @Unifi
- or visit us at any of our [Unifi Store / TMpoint](#) outlets nationwide.

- You may also refer to our Unifi Home Broadband, Unifi Mobile Postpaid, Unifi TV and Smart Home general FAQs via these links:
 - [Unifi Home Broadband](#)

- [Unifi Mobile Postpaid](#)
- [Unifi TV Pack](#)
- [Unifi TV Streaming App](#)
- [Smart Home](#)