

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 15 January 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.
- This campaign is also open to existing customers who have already fulfilled their existing contract period with other Unifi campaign offerings.

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

- Yes, all Unifi Home plans come with a minimum 24-month contract.

4. Can you tell me more about the offers?

- New customers can subscribe to Unifi Home Broadband Only plans from 100Mbps and other bundles below:

1. Unifi Home Broadband with Unifi Mobile

a) Unifi Home Broadband 100Mbps and 300Mbps with Mobile Postpaid UNI5G 39

Unifi Home + Unifi Mobile	Unifi Home 100Mbps + UNI5G Postpaid 39	Unifi Home 300Mbps + UNI5G Postpaid 39	Unifi Home 300Mbps + UNI5G Postpaid 39 (x 2 lines)
Data	30GB 4G + 5G 10GB Hotspot		
Contract	24 months		
Discounts	10 months	24 months	12 months

b) Unifi Home Broadband with Mobile Postpaid UNI5G Postpaid 89 (with 5G Smartphone)

Unifi Home + Unifi Mobile	Unifi Home 100Mbps + UNI5G Postpaid 60	Unifi Home 100Mbps + UNI5G Postpaid 60	Unifi Home 300Mbps + UNI5G Postpaid 60
Data	UNI5G Postpaid 60 Unlimited 4G + 5G		
5G Smartphone	Device Selling Price (refer table below)	FREE	FREE
Contract	24 months	36 months	24 months

- For Unifi Home with UNI5G Postpaid 89 bundled with a free 5G Smartphone, below are the device options and the amount to be paid upon registration:

Device Model	Device Upfront Payment	Device Selling Price	Total Upfront Payment
Realme 11x 5G	RM240	RM150	RM390

- Existing Unifi Mobile subscribers with good payment records will get to enjoy waiver for Device Upfront Payment of RM240 upon registration and will only have to pay the Device Selling Price.
- The refund for the Device Selling Price will be credited to your second or third month's bill provided that;-
 - ✓ The installation for your new Unifi Home is completed within 30 days from order creation date
 - ✓ The account must be in active status within 30 days from the change of broadband offerings
- Please note that the Unifi Home bundled with a free 5G device is applicable for Malaysians only.

c) Unifi Home Broadband with Unifi Mobile UNI5G Postpaid

Unifi Home	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Unifi Mobile	UNI5G Postpaid Individual or Family Plan Unlimited 4G + 5G (when subscribed together with Unifi Home) Free Hotspot: UNI5G POSTPAID 69 – 60 GB hotspot UNI5G POSTPAID 99 – 100 GB hotspot UNI5G POSTPAID FAMILY 129 – 150 GB hotspot UNI5G POSTPAID FAMILY 159 – 200 GB hotspot UNI5G POSTPAID FAMILY 189 – 250 GB hotspot				
Discount	Unifi Home discount of RM10 (for 300Mbps and above)				
	Unifi Mobile discount of RM10				
Contract	24 months				

2. Unifi Home Broadband with Unifi TV Ruby, Aneka or Varnam Plus Pack

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Unifi TV Pack	Unifi TV Ruby, Aneka or Varnam Plus Pack 30+ channels				
Promo	RM15 for Unifi TV Box	Free Unifi TV Box			
Bundled Streaming Apps	Streaming Apps: Ruby Plus Pack: Unifi TV app, TVB Anywhere Aneka Plus Pack: Unifi TV app, VIU, SIAR Varnam Plus Pack: Unifi TV app, Simply South				
Contract	24 months				

- You may add on other TV packs like Family, Movies, Ultimate, Sorts and Kids pack. For more details, please refer to [Unifi TV pack info](#)

3. Unifi Home Broadband with Netflix

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Netflix	Netflix Basic (Watch on 1 device at the same time)		Netflix Standard (Watch on 2 devices at the same time)		
Promo		Lifetime Discount of RM25			
Contract	24 Months				

- 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.
- Existing Unifi Home and Unifi Mobile customers can request to change their current plans to enjoy all the latest offerings with 24 months contract renewal.

NETFLIX

5. I have just subscribed to Unifi Home with Netflix. How do I activate my Netflix account?

- After a successful subscription, you will receive an email and/or SMS from Netflix and Unifi. Follow these simple steps to activate:
 - Click on the activation link in the SMS and/or email or via MyUnifi app or [Unifi portal](#)
 - On Netflix, select Sign up (new to Netflix) or Sign in (already with Netflix)
 - Create a Netflix account and password on the page and click "Continue". If you already have a Netflix account, enter your existing Netflix credentials (email and password)
 - Click "Start Watching".

6. I already have an existing Netflix subscription. How do I link it to the Netflix entitlement with Unifi Home?

- If you already have an existing Netflix subscription with Netflix, your existing Netflix account will need to be linked to your Unifi TV Pack by submitting your Netflix account credentials. Netflix will continue to charge you separately for your existing subscription until your Netflix account is linked to your Unifi TV Pack. If your existing Netflix subscription is billed through Apple, you will need to manually cancel your Apple billing arrangement to avoid being double billed for your Netflix when you activate your Netflix plan.

7. I have an existing Netflix account. Do I get to retain my previous viewing history on the app once I activated the access via Unifi?

- Yes, you will be able to retain the viewing history if your registered email address with Unifi is the same as your existing Netflix account. This is because you still maintain your login credential.

8. I have just subscribed to Unifi Home with Netflix Basic Plan included. Can I upgrade/change my Netflix plan to Standard or Premium Plan?

- Yes, you can. You may upgrade/change your Netflix plan as per offerings below:
 - a. Netflix Standard – Additional RM17/month to upgrade from Basic.
 - b. Netflix Premium – Additional RM10/month to upgrade from Standard. Additional RM27/month to upgrade from Basic.

To self-upgrade your Netflix plan, you can do so via MyUnifi app or visit [Unifi portal](#) or alternatively, visit Netflix.com and enter the “Account” section.

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

- If you subscribe to Unifi Home Broadband with Unifi Mobile Plan under this campaign, you will receive two (2) separate monthly bills:
 - a. Unifi bill consisting of the monthly fees of Unifi Home and Unifi TV pack; and
 - b. Unifi Mobile bill

10. How do I register for this campaign?

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

11. Is there any supporting document needed?

- You will need to submit a copy of your NRIC or passport. Please ensure your registration details for Unifi Home and Unifi Mobile are the same to enjoy this campaign offering.

Support

12. If I have any further enquiries or need further assistance, who should I reach out to?

- Please contact us online via our digital channels below:
 - Live Chat at maya.unifi.com.my or MyUnifi app
 - Facebook at facebook.com/weareunifi
 - X (Twitter) at @Unifior visit us at any of our [TMpoint or Unifi Store](#) outlets nationwide.
- You may also refer to our Unifi Home Broadband, Unifi Mobile Postpaid and Unifi TV general FAQs via these links:
 - [Unifi Home Broadband](#)
 - [Unifi Mobile Postpaid](#)
 - [Unifi TV Pack](#)
 - [Unifi TV Streaming App](#)