

Your questions answered

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

General

1. How long is the campaign period?

- This campaign runs from 17 November 2023 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 Homeplans come with minimum of 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:

- Unifi Home Broadband with Unifi Mobile**

a) Unifi Home Broadband with Unifi Mobile UNI5G 39 (SIM-only)

Unifi Home + Unifi Mobile	Unifi Home 100Mbps + UNI5G Postpaid 39	Unifi Home 300Mbps + UNI5G Postpaid 39 <small>(Only for MNP Registration)</small>	Unifi Home 300Mbps + UNI5G Postpaid 39 (x 2 lines)
Data	30GB 4G + 5G		
Contract	24 months		
Discount Amount	RM39	RM39	RM78
Discounts Period	10 months	24 months	12 months

Note:

- Discount will be reflected on broadband bill
- In order to continue enjoy the discount, customers are to ensure they keep their mobile line active
- For any termination within the discount period, the broadband price will be reverted to the normal price.

b) Unifi Home Broadband with Unifi Mobile plan (with 5G Smartphone)

Unifi Home + Unifi Mobile	Unifi Home 100Mbps + UNI5G Postpaid 89	Unifi Home 100Mbps + UNI5G Postpaid 89	Unifi Home 300Mbps + UNI5G Postpaid 89
Data	UNI5G Postpaid 89 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 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
Samsung Galaxy A14 5G	RM240	RM240	RM480
Samsung Galaxy M14 5G		RM120	RM360
Vivo Y27 5G		RM240	RM480
Honor 90 Lite 5G		RM240	RM480
Realme 11x 5G		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 of Device Selling Price will be credited to your second or third month bill provided that;-
 - ✓ The installation for 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 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	<p align="center">UNI5G POSTPAID Individual or Family Plan Unlimited 4G + 5G (when subscribe together 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</p>				
Discount	<p align="center">Unifi Home discount RM10 (for 300Mbps and above)</p> <p align="center">Unifi Mobile discount RM10</p>				
Contract	<p align="center">24 months</p>				

▪ **Unifi Home Broadband with Unifi TV Movies Pack**

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Unifi TV Pack	Movies Pack with Unifi TV Box 30+ premium channels + 3 streaming apps				
Discount Movies Pack	1 month	12 months	1 month	1 month	1 month
Bundled Streaming Apps	3 Streaming Apps: 1. Unifi TV app 2. Disney+ Hotstar 3. HBO GO				
Contract	24 months				

Notes: Early Bird Promo price is valid for subscriptions until 15th January 2024. Enjoy the promo price perpetually as long as the Movies Pack is active.

▪ **Unifi Home Broadband with Netflix**

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Netflix	Netflix Basic (Watch in HD up to 1 device at a time)		Netflix Standard (Watch in Full HD up to 2 devices at a time)		
Discount	3months	24months			
Contract	24 months				

NETFLIX

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

- After successful subscription, you will receive an email and/or SMS from Netflix and Unifi. Follow these simple steps to activate:
 - a) Click on the activation link in the SMS and/or email OR via MyUnifi app OR [Unifi portal](#)
 - b) On Netflix, select Sign up (new to Netflix) or Sign in (already with Netflix)
 - c) 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)
 - d) 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 plans, 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 Dealer
- b. Subscribe via our digital channels:
 - [Campaign website](#)
 - MyUnifi app or [Unifi portal](#)
- c. Call Unifi Contact 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.

12. What happens if I cancel my subscription while still in contract?

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

Support

13. 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 [@Unifi](https://twitter.com/Unifi)or 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](#)