

FREQUENTLY ASKED QUESTIONS (FAQ)
(Smart Home Q2 Campaign 2025) Unifi 100Mbps with Smart Home
(update version: 23/04/25)

NO.	QUESTION	ANSWER								
Unifi 100Mbps with Smart Home										
1.	What is Unifi 100Mbps with Smart Home and what's new in the Q2 2025 campaign?	<ul style="list-style-type: none">▪ Unifi 100Mbps with Smart Home is introduced to promote the adoption of home security in Malaysia, especially in high crime areas. It is the most affordable entry-level plan that helps customers stay connected and protected alongside their loved ones.								
2.	Who is eligible to subscribe to Unifi 100Mbps with Smart Home?	<ul style="list-style-type: none">▪ This Unifi 100Mbps with Smart Home offering is exclusively available to new and existing Unifi Home customers.								
NO.	QUESTION	ANSWER								
Subscription of Unifi 100Mbps with Smart Home										
1.	What is the available plan?	<ul style="list-style-type: none">▪ Here's what the Unifi 100Mbps with Smart Home plan offers:<table><tr><td>Retail Price</td><td>RM99/month</td></tr><tr><td>Discounted Price</td><td>a) RM95/month (All channels except online) b) RM89/month (Online exclusive only) <i>Note: Discounted price is applicable for the first 24 months.</i></td></tr><tr><td>What's Included</td><td>a) Internet speed: 100mbps (download) / 50Mbps (upload) b) Wi-Fi 6 Combo Box c) 24-hour service guarantee d) 1x unit of AI Home Security Wi-Fi Indoor Camera with the following features:<ul style="list-style-type: none">• Smart AI Detection & Notification – Smart AI detects people, pets, vehicles and recognises abnormal sounds, sending alerts when needed• Smart Motion Tracking – Tracks and follows a subject, keeping it within the camera's field of view• Pan and Tilt – Provides a 360° horizontal view• Two-Way Audio – Enables communication through a built-in microphone and speaker</td></tr><tr><td>Add-ons</td><td>a) Selected Smart Devices b) Smart Home Plan (Starter or Premium) c) À la carte Smart Home devices <i>Note: Each Unifi Home account is eligible for up to five (5) devices.</i></td></tr></table>	Retail Price	RM99/month	Discounted Price	a) RM95/month (All channels except online) b) RM89/month (Online exclusive only) <i>Note: Discounted price is applicable for the first 24 months.</i>	What's Included	a) Internet speed: 100mbps (download) / 50Mbps (upload) b) Wi-Fi 6 Combo Box c) 24-hour service guarantee d) 1x unit of AI Home Security Wi-Fi Indoor Camera with the following features: <ul style="list-style-type: none">• Smart AI Detection & Notification – Smart AI detects people, pets, vehicles and recognises abnormal sounds, sending alerts when needed• Smart Motion Tracking – Tracks and follows a subject, keeping it within the camera's field of view• Pan and Tilt – Provides a 360° horizontal view• Two-Way Audio – Enables communication through a built-in microphone and speaker	Add-ons	a) Selected Smart Devices b) Smart Home Plan (Starter or Premium) c) À la carte Smart Home devices <i>Note: Each Unifi Home account is eligible for up to five (5) devices.</i>
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2.	What is the contract period?	<ul style="list-style-type: none"> You will be tied to a 24-month contract when you subscribe to this plan. 											
3.	How will I receive my device?	<ul style="list-style-type: none"> For new sign-ups, your AI Home Security Wi-Fi Indoor Camera will be delivered to your delivery address within 30 working days after successful installation and settlement of the device's upfront payment. For existing customers, the device will also be delivered to your delivery address within 30 working days. 											
4.	What are the prices for new and existing customers?	<table border="1"> <thead> <tr> <th>Customer Type</th><th>Channel</th><th>Price</th></tr> </thead> <tbody> <tr> <td rowspan="2">New (first-time) Unifi Home customer</td><td>Online</td><td>RM89</td></tr> <tr> <td>Reseller/Unifi Store</td><td>RM95</td></tr> <tr> <td>Existing Unifi Home customer (100mbps and below)</td><td>All channels</td><td>RM89</td></tr> </tbody> </table>	Customer Type	Channel	Price	New (first-time) Unifi Home customer	Online	RM89	Reseller/Unifi Store	RM95	Existing Unifi Home customer (100mbps and below)	All channels	RM89
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5.	How do I subscribe to this plan?	<ul style="list-style-type: none"> You can subscribe through the following channels: <ol style="list-style-type: none"> Unifi Selfcare portal (via Sales Online Form) <ol style="list-style-type: none"> Existing Unifi customers may subscribe at https://selfcare.unifi.com.my/. Your plan change request will be processed by TM within 3–5 working days. An SMS TAC will be required for verification before submitting your order. Unifi Universe app Unifi eShop website: URL Any Unifi Store outlet nationwide 											
6.	Is any supporting document required for subscription?	<ul style="list-style-type: none"> Yes, a copy of your NRIC or passport is required for new broadband subscriptions. 											
Billing Payment													
1.	How can I make payment?	<ul style="list-style-type: none"> We recommend subscribing to the TM Autopay Service for automatic monthly deductions from your preferred savings/current bank account or credit/debit card (locally issued banks only). You can also make payments through the following channels: <p>Online Platforms Log in to Unifi Selfcare portal or the MyUnifi app and pay using FPX or credit/debit card (locally issued banks only)</p> 											

		<ul style="list-style-type: none">Unifi Selfcare portal: https://selfcare.unifi.com.my/loginMyUnifi app (Downloadable via Google Play Store, Apple AppStore or Huawei AppGallery)JomPAY via internet/mobile banking or ATM – Biller Code: 8888 (Unifi)Boost and Touch 'n Go eWallet <p>Physical Outlets & Kiosks You may also pay your bills at the following locations:</p> <ul style="list-style-type: none">Unifi Store/TMpoint outlets – Kiosk (Cash, Credit/Debit Card or Cheque) <ul style="list-style-type: none">For more payment channels, visit https://unifi.com.my/sites/default/files/html/List-FAQ/others/faq-page/FAQ-Bill-Payment_Payment-Channel-2022.pdf						
2.	How will I receive my bill?	<ul style="list-style-type: none">You will receive a monthly e-bill. Please check your registered email address with Unifi to view the softcopy, or simply log in to the Unifi Selfcare portal or the MyUnifi/Unifi UniVerse app.						
3.	Is there a bill payment cut-off period?	<ul style="list-style-type: none">Yes, kindly ensure timely bill payments to avoid service suspension.						
4.	Will charges be prorated if I subscribe before or after the billing cycle?	<ul style="list-style-type: none">Yes, the charges will be prorated.						
Change of Plan / Termination								
1.	How can I terminate my subscription?	<ul style="list-style-type: none">You can request for termination through any of the following channels:<ul style="list-style-type: none">Live chat at https://maya.unifi.com.my/MyUnifi or Unifi UniVerse appVisit the nearest Unifi Store or TMpoint outlet						
2.	What happens if I terminate or change my plan within the contract period?	<ul style="list-style-type: none">The table below shows the applicable penalty charges:<table><tr><th>Activity</th><th>Charges</th></tr><tr><td>Termination</td><td>a) Broadband: Remaining months x package price (RM89/RM95) b) Device: Fixed price (RM199)</td></tr><tr><td>Change of Plan</td><td>a) Device: Fixed price (RM199)</td></tr></table>	Activity	Charges	Termination	a) Broadband: Remaining months x package price (RM89/RM95) b) Device: Fixed price (RM199)	Change of Plan	a) Device: Fixed price (RM199)
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3.	If I terminate my subscription, do I need to return the camera?	<ul style="list-style-type: none"> No, you may continue using the AI Home Security Wi-Fi Indoor Camera.
4.	If my Unifi Home account is suspended (e.g. due to late payment), can I still use Unifi 100Mbps with Smart Home?	<ul style="list-style-type: none"> Unfortunately, no. You will need to pay at least the minimum amount of your Unifi Home bill to continue enjoying internet access/Wi-Fi connection to use the AI Home Security Wi-Fi Indoor Camera.

Support & Assistance

1.	Who can I contact for assistance?	<ul style="list-style-type: none">You may reach out to us through the following channels:<ol style="list-style-type: none">Digital Platforms:<ul style="list-style-type: none">Email – help@tm.com.myFacebook – https://www.facebook.com/weareunifiX (Twitter) – @UnifiLive Chat – https://maya.unifi.com.my/Call the Unifi Contact Centre (100) and press 3Visit the nearest Unifi Store or TMpoint outlet nationwide												
2.	Who should I contact if I face issues with my camera?	<ul style="list-style-type: none">For any after sales support in relation to the device, Customers are required to contact respective manufacturer directly:<table><tr><td>Company</td><td>TPLINK DISTRIBUTION MALAYSIA SDN BH 201301020258(1050088K)</td></tr><tr><td>Warranty & RMA support</td><td>1800 2288 87 Mon - Sun, 10am - 7pm (except public holiday)</td></tr><tr><td>Email</td><td>support.my@tp-link.com</td></tr><tr><td>Website</td><td>https://www.tp-link.com/my/</td></tr><tr><td>Address</td><td>Lot 3.01 - Lot 3.02, 3rd Floor, Podium Block, Plaza Berjaya, 12, Jalan Imbi 55100 Kuala Lumpur</td></tr><tr><td>Note</td><td>Lunch Hour (2pm - 3pm)</td></tr></table>	Company	TPLINK DISTRIBUTION MALAYSIA SDN BH 201301020258(1050088K)	Warranty & RMA support	1800 2288 87 Mon - Sun, 10am - 7pm (except public holiday)	Email	support.my@tp-link.com	Website	https://www.tp-link.com/my/	Address	Lot 3.01 - Lot 3.02, 3rd Floor, Podium Block, Plaza Berjaya, 12, Jalan Imbi 55100 Kuala Lumpur	Note	Lunch Hour (2pm - 3pm)
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For more information on the AI Home Security Wi-Fi Indoor Camera features, please visit: <https://www.tapo.com/my/product/smart-camera/tapo-c225/>

1.	What is the AI Home Security Wi-Fi Indoor Camera?	<ul style="list-style-type: none"> The Unifi 100Mbps with Smart Home plan includes one (1) unit of the AI Home Security Wi-Fi Indoor Camera. Key features of the camera include:
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		<ul style="list-style-type: none"> a. Seamless Privacy Control – Easily open or close the privacy shield using the button on the camera or the Tapo app, giving you full control over your private moments. b. 2K QHD – When it comes to home security, details matter. With 2K QHD resolution, the Tapo C225 transcends beyond traditional Full HD 1080p quality to display finer details and incredibly clear videos. c. Apple HomeKit Supported – In addition to Amazon Alexa and Google Assistant, the Tapo C225 also fully integrates with your Apple Home ecosystem for convenient, hands-free operation. d. Smart Motion Tracking – With pan/tilt functionality and smart motion tracking technology featuring a rotating speed of up to 120°/s, the camera precisely tracks and follows subjects, keeping them continuously within its field of view. e. Colour Night Vision – The highly sensitive starlight sensor captures higher-quality images even in low-light conditions, up to 30 ft. f. Invisible Infrared Mode – If the red IR LEDs are distracting during night monitoring, switch to invisible IR mode to continue monitoring in low light without the disrupting red light, making it ideal for sleeping children and pets. g. Local and Cloud Storage – Save recorded videos on a microSD card (up to 512 GB, sold separately) or subscribe to Tapo Care for cloud storage. h. Sharing Capabilities – Easily share your recorded videos to your social media platforms.
2.	Where can I find installation guides for the AI Home Security Wi-Fi Indoor Camera?	<ul style="list-style-type: none"> ▪ Please refer to the links below for the installation guide: <ul style="list-style-type: none"> a. Quick Installation Guide: https://unifi.com.my/sites/default/files/html/List-FAQ/Home/unifismarthome/QuickInstallationGuide_Tapo_C225.pdf b. Installation Video: https://www.youtube.com/watch?v=eIRZCcAr7QI
3.	Can I request Unifi to install the camera for me?	<ul style="list-style-type: none"> ▪ Yes, you may request installation by our Unifi Elite crew via call to Unifi Contact Centre (100), subject to an additional installation charge of RM120.
4.	Can I monitor my home through the camera?	<ul style="list-style-type: none"> ▪ Yes, you can. Simply download the Tapo app from Google Play or the App Store. ▪ Through the Tapo app, you can set up, manage and control your Tapo home security camera, along with other Tapo smart devices such as smart plugs and smart lighting. ▪ Tapo aims to help you live a smarter, easier and more secure life. Quickly and easily connect and control all your devices with a single tap, no matter where you are!

5.	What is the camera warranty?	<ul style="list-style-type: none">▪ Tapo offers a 24-month limited hardware warranty for the AI Home Security Wi-Fi Indoor Camera.
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