

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 13 May 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 upgrade their plan and 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 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 and other bundles as follows:

1. Unifi Home Broadband Only

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Promo	Discount of RM10 for 24 months	N/A		Discount of RM40 for 24 months	N/A
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 			

- You may add on a Unifi Mobile plan and/or other TV Packs, such as Movies, Sports and Kids Packs. For more details, please refer to the [Unifi TV Pack information](#).

2. 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	Discount of RM7 for 24 months	Discount of RM25 for 24 months			
Contract	24 Months				

3. Unifi Home Broadband with Unifi TV Family Pack

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Unifi TV Pack	Unifi TV Family Pack 70+ channels				
Promo	Free Unifi TV Box				
Bundled Streaming Apps	Streaming Apps: Unifi TV app, HBO Go, BBC Player, beIN Sport, SpoTV, SIAR				
Contract	24 months				

4. Unifi Home Broadband with Unifi TV Family Pack and Cloud Gaming

Speed	300Mbps				
Unifi TV Pack	Unifi TV Family Pack 70+ channels				
Promo	One (1)-month waiver for Blacknut service and a Free Unifi TV Box				
Bundled Streaming Apps	Streaming Apps: Unifi TV app, HBO Go, BBC Player, beIN Sport, SpoTV, SIAR				
Gaming Plan	Blacknut Cloud Gaming with one (1) Logitech Wireless Gamepad				
Contract	24 months				

You may add on other TV Packs such as Ultimate Max, Ultimate Plus, Movies, Ultimate, Sports and Kids pack. For more details, please refer to [Unifi TV Pack info](#)

5. Unifi Home Broadband with Smart Home

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Smart Home	Smart Home Premium Pack 1 x AI Indoor Camera 1 x Outdoor Camera 1 x Smart Hub 2 x Door/Window Sensors 1 x Smart Speaker (Voice Assistant)				
Promo	Discount of RM17.50 for 24 months				
Contract	24 months				

Smart Home devices will be delivered to your home within 14 working days upon settlement of RM100 advance payment for new customers (*if applicable*).

- Smart Home Promo charges may appear on either the first (1st) or second (2nd) bill, depending on your billing cycle. Please refer to the [Smart Home FAQ](#) for a detailed explanation.

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

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

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. Please ensure your registration details for Unifi Home and Unifi Mobile are the same to enjoy this campaign offering.

NETFLIX

8. 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:
 - a. Click on the activation link found in the SMS and/or email, or access it via MyUnifi app or [Unifi Selfcare 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”.

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

- If you already have a Netflix subscription, you will need to link your existing Netflix account to your Unifi TV Pack by submitting your Netflix account credentials. Netflix will continue

to charge you separately for your existing subscription until it is linked to your Unifi TV Pack. If your existing Netflix subscription is billed through Apple, you will need to manually cancel this arrangement to avoid being double billed when you activate your Netflix plan on Unifi TV.

10. I have an existing Netflix account. Will I retain my previous viewing history in the app once I activate 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.

11. 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 RM20/month to upgrade from Basic.
 - b. Netflix Premium – Additional RM13/month to upgrade from Standard. Additional RM33/month to upgrade from Basic.

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

Support

12. 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 @Unifior 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](#)

- [Cloud Gaming](#)