

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 6 May 2025 to 31 December 2025.

2. Who is eligible for this offer?

- All new customers based on the selected package offerings.
- Existing customers who upgrade their plan and who have fulfilled their current contract period under other Unifi campaigns.

3. Will I be tied to a 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 starting from 100Mbps, as well as other bundled packages as follows:

1. Unifi Home Broadband Only

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Promo	Discounted Price for 24 Months	N/A		Discounted Price 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: FREEMobile/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](#).

1.1 Unifi Home Broadband with Waiver

Speed	100Mbps	300Mbps	500Mbps
Waiver	Three (3) Months		
Promo	Lifetime Discounted Price		
Contract	24 Months		

Subscription	Via online only	All channels
Voice	20 sen/min	<ol style="list-style-type: none"> 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

- The waiver does not cover any additional add-ons purchased under this campaign. Charges for add-ons will continue as usual in your monthly bill.
- For more details, please refer to the [Unifi Home Broadband with Waiver](#) 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	Discounted Price for 24 Months			Discounted Price for 24 Months	
Contract	24 Months				

2.1 Unifi Home Broadband with HBO Max

Speed	300Mbps
HBO Max	HBO Max Standard
Promo	Discounted Price 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	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	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 Packs. For more details, please refer to the [Unifi TV Pack information](#).

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		Discounted Smart Home Premium Pack Price for 24 Months			
Contract	24 Months				

- For new customers, Smart Home devices will be delivered to your home within 14 working days after the RM100 advance payment is settled (*if applicable*).
- Smart Home Promo charges may appear on either your first (1st) or second (2nd) bill, depending on your billing cycle. Please refer to the [Smart Home FAQ](#) for more details.

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

- If you subscribe to Unifi Home Broadband with an add-on Unifi Mobile plan under this campaign, you will receive two (2) separate monthly bills:
 - Unifi Bill – Includes monthly fees for Unifi Home and Unifi TV Pack.
 - Unifi Mobile Bill – Billed separately for your Unifi Mobile plan.

6. How do I register for this campaign?

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

7. Are there any supporting documents needed?

- Yes, you will need to submit a copy of your NRIC or passport. Please ensure your registration details for Unifi Home and Unifi Mobile match to qualify for this campaign.

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 Unifi UniVerse 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 credentials.

11. What is the new Netflix plans update all about?

- On 14 November 2024, Netflix announced new subscription plan rates.
- Starting 21 November 2024, this change affects all Unifi subscribers who have access to Netflix streaming app via à la carte subscription or as a plan upgrade with Unifi TV Pack plans.

- Below is the timeline for the new Netflix pricing update:

Date	Key Updates
14 November 2024	Netflix announced the new subscription plan rates.
21 November 2024	Existing Unifi customers with a Netflix account subscribed via à la carte or as a plan upgrade with Unifi TV Pack will be charged the new price.
17 March 2025	New Unifi Home Broadband subscriptions with Netflix will be charged the new price.

12. I have subscribed to a plan that includes Netflix under this campaign. Will the new pricing affect my plan?

- Starting 17 March 2025, new Unifi Home Broadband plans with Netflix will reflect updated pricing, except for the 300Mbps plan, which remains unchanged. This adjustment is due to rising costs for streaming services.

Category	Speed	Plan Name	New Netflix price affected	Old Price (RM)	New Price (RM)
Unifi Home Broadband with Netflix	100Mbps	Unifi Home 100Mbps Broadband with Netflix (24M)	Yes	117	118.9
	300Mbps	Unifi Home 300Mbps Broadband with Netflix (24M)	No	139	139
	500Mbps	Unifi 500Mbps - Home Broadband with Netflix	Yes	198.9	203.9
	1GB	Unifi Home 1Gbps Broadband with Netflix (24M)	Yes	288.9	293.9
	2GB	Unifi 2Gbps - Home Broadband with Netflix	Yes	358.9	363.9

- Existing customers who subscribed before 17 March 2025 will continue paying the old price.

13. When will I be charged the new subscription rate?

- The new subscription rate will take effect in your next billing cycle starting March 2025 for Unifi Home Broadband with Netflix plans under 100Mbps, 500Mbps, 1Gbps and 2Gbps speeds.
- However, if you have previously upgraded your Netflix plan, the additional monthly charges for the upgrade will reflect the new pricing in your next billing cycle starting December 2024.

14. How will I be notified about the new Netflix plan update?

- All affected subscribers will be notified starting 21 November 2024 through the following channels:
 - SMS & email notifications and social media platforms
 - Unifi TV website: www.unifi.com.my/tv
 - Unifi UniVerse app

15. 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 Unifi UniVerse app, visit [Unifi Selfcare portal](#) or alternatively, visit Netflix.com and enter the 'Account' section.

HBO Max

16. I am a subscriber of the Unifi TV Pack with HBO GO (before 19 November 2024). Will I be affected by the HBO Max launch?

- Yes, all existing Unifi TV subscribers who have HBO GO access through bundled Unifi TV Pack offerings will be affected, as HBO GO will be replaced with HBO Max Standard Plan.

17. I am an existing subscriber to HBO GO with Unifi TV. How do I sign in to HBO Max?

- Starting 19 November 2024, you will need to download the HBO Max streaming app on your Unifi TV Box and mobile devices. You can then sign in to HBO Max using the same credentials as your HBO GO account to continue streaming your favourite shows and movies.

18. I have an existing subscription with the streaming app. Can I subscribe to the same app via Unifi?

- We recommend cancelling your existing subscription first before subscribing to the streaming app via Unifi. This prevents double charges for the same service.

19. I have just subscribed to Unifi Home with the HBO Max Standard plan included. Can I upgrade or change my HBO Max Standard plan to HBO Max Ultimate?

- Unfortunately, you cannot upgrade the HBO Max Standard plan bundled with your subscription to the HBO Max Ultimate plan at this time.

20. I want to know more about HBO Max and other streaming apps. Where can I check?

- You can find more information about HBO Max and other streaming apps (OTTs) here: [Unifi TV Apps](#).

Support

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

- For support, please contact us via:
 - Live Chat: maya.unifi.com.my or Unifi UniVerse app
 - Facebook: facebook.com/weareunifi
 - X (Twitter): [@Unifi](https://twitter.com/Unifi)

You can also visit any [Unifi Store / TMpoint](#) outlet nationwide.

- For FAQs on Unifi products and services, please refer to the following links:
 - [Unifi Home Broadband](#)
 - [Unifi Mobile Postpaid](#)
 - [Unifi TV Pack](#)
 - [Unifi TV Streaming App](#)
 - [Smart Home](#)
 - [Cloud Gaming](#)