

## Your questions answered

We have put together some commonly asked questions to give you more information about the latest Unifi campaign: [Unifi UniVerse Campaign](#).

### General

#### 1. How long is the campaign period?

- This campaign runs from 24 March 2025 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 current contract period under other Unifi campaigns.

#### 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	1Gbps	2Gbps
Promo	Discounted price for 24 months	N/A
Contract	24 Months	
Voice	1. FREE 600 minutes to fixed & mobile lines 2. Beyond Call Rates: <ul style="list-style-type: none"> <li>TM Fixed Lines: FREE</li> <li>Mobile/Other Fixed Lines: 10 sen/min</li> </ul>	

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

##### 1.1 Unifi Home Broadband with Waiver

Speed	100Mbps	300Mbps	500Mbps
Plan Name	Unifi Home 100Mbps PrimePromo (24M)	Unifi Home 300Mbps PrimePromo (24M)	Unifi Home 500Mbps PrimePromo (24M)

<b>Price/month</b> (after discount)	RM89	RM129	RM149
<b>Waiver</b>	Three (3) Months FREE Broadband Monthly Charges (excluding add-ons)		
<b>Promo</b>	Lifetime Discounted Price		
<b>Contract</b>	24 Months		
<b>Voice</b>	20 sen/min	1. FREE 600 minutes to fixed and mobile lines. 2. Beyond Call Rates: <ul style="list-style-type: none"> <li>▪ TM Fixed Lines: FREE</li> <li>▪ Mobile/Other Fixed Lines: 10 sen/min</li> </ul>	

- 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 Smart Home: Home Shield

<b>Speed</b>	<b>300Mbps</b>
<b>Home Shield Plan</b>	Advance Plan
<b>Home Shield Device</b>	Smart Home AI Indoor Camera (7 days video Cloud Storage) x1 Smart Home Solar Outdoor Camera (7 days video Cloud Storage) x1 Smart Home Smart Hub x1 Smart Home Motion Sensor x1 Smart Home Door/Window Sensor x1 Total devices: 5
<b>Promo</b>	Discounted Price for 24 Months
<b>Contract</b>	24 Months

## 3. Unifi Home Broadband with Netflix

<b>Speed</b>	<b>100Mbps</b>	<b>300Mbps</b>	<b>500Mbps</b>	<b>1Gbps</b>	<b>2Gbps</b>
<b>Netflix</b>	Netflix Basic (Watch on 1 device at the same time)		Netflix Standard (Watch on 2 devices at the same time)		
<b>Promo</b>	Discounted Price for 24 Months			Discounted Price for 24 Months	
<b>Contract</b>	24 Months				

### 3.1 Unifi Home Broadband with HBO Max

<b>Speed</b>	<b>300Mbps</b>
<b>HBO Max Plan</b>	HBO Max Standard
<b>Promo</b>	Discounted Price for 24 Months
<b>Contract</b>	24 Months

You may add on other streaming apps (OTTs) such as Viu, iQIYI, Vidio, Prime Video. For more details, please refer to [Streaming Apps information](#).

#### 4. **Unifi Home Broadband with Value TV Pack (UniVerse Campaign)**

<b>Speed</b>	<b>300Mbps</b>
<b>Unifi TV Pack</b>	<b>Value TV Pack:</b> Max Plus Pack or Disney+ Pack
<b>Bundled Streaming Apps</b>	<b>OTTs:</b> Unifi TV 2.0, HBO Max (Standard plan) or Disney+ Hotstar (Basic plan), BBC Player, beIN SPORTS, SPOTV NOW, SIAR and CMGO
<b>Contract</b>	24 Months

- Under this bundle, you may switch your Value TV Pack, subject to a one (1)-month cooling period (depending on your billing cycle).
- You can subscribe to more than one (1) Value Pack. The price of the additional Value Pack will be adjusted by deducting the cost of the Star Pack (which includes 36 basic channels), to avoid double charging for overlapping/same channels across both packs. For better value, we recommend upgrading to one of the following Unifi TV Packs:
  - a) Netflix Pack
  - b) Disney+ Pack
  - c) Max Plus Pack
  - d) Super Star Pack
- For more information, please refer to the Unifi TV Pack [FAQ](#) and [Terms & Conditions](#).

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

- You will see two (2) types of charges in your first bill:
  - a. Prorated charges
    - Based on your Unifi activation date and billing period date.
    - *Activation date* = the date your Unifi installation and order are completed.
    - *Billing period date* = the date your bill is generated.
  - b. Full month charges
    - Broadband package charges for 30 days, starting from your first (1st) billing date.
- You will also see charges for any add-ons (e.g. Smart Device or Mesh Wi-Fi) if applicable.

#### 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](#)
  - Unifi UniVerse app – tap the menu icon (☰) at the top left, select ‘Shop’ and tap ‘All-in-one Bundle’.
  - Call the Unifi Contact Centre at 100 (press 3).

#### 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 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 credentials.

**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.

## **HBO MAX**

**12. 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.

**13. 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 Max Ultimate plan?**

- Yes! You can upgrade or change your HBO Max plan as follows:
  - a. HBO Max Ultimate – Additional RM10/month to upgrade from Standard (Unifi subscribers save RM18/month).

To self-upgrade your HBO Max plan, you can do so via MyUnifi app or [Unifi Selfcare portal](#).

**14. I want to know more about HBO Max and other streaming apps (OTTs). Where can I check?**

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

## Smart Home: Home Shield

### 15. How do I install my Smart Home devices?

- Once you receive your device, you can install it yourself by following the step-by-step guides available on our Smart Home website: <https://unifi.com.my/smarthome>.
- Click on “How to setup” and select your Smart Home device to watch the installation video.

### 16. How long is my Smart Home device covered by warranty?

- Your devices are covered under warranty for as long as your subscription remains active and your payments are up to date.

### 17. How do I log in to the Smart Home app?

- The Unifi Smart Home app offers a simplified login process using your existing Google or Apple account.
  - i. Download the app from the Google Play Store, Apple App Store or Huawei AppGallery.
  - ii. Open the Unifi Smart Home app on your mobile device.
  - iii. On the login screen, accept the user agreement and select "Sign in with Google" or "Sign in with Apple."
  - iv. You will be securely redirected to Google or Apple's login page to authorise the app.
  - v. Follow the on-screen prompts to complete the login. You may need to enter your password and approve a Two-Factor Authentication (2FA) request on a trusted device.
  - vi. Once authorised, you will be redirected back to the Unifi Smart Home app and logged in successfully.
- For details, you may refer to [Home Shield FAQ](#).

## Support

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

- For support, please contact us via the MyUnifi app or Unifi.com.my website.
- 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: Home Shield](#)