

**FREQUENTLY ASKED QUESTIONS (FAQ) FOR
UPGRADING YOUR EXISTING PLAN TO THE NEW PLATFORMS
(UNIFI UNIVERSE APPLICATION AND UNIFI SELF-CARE PORTAL)**

QUESTION		ANSWER
1.	What is this new change of plan offering all about?	<p>On 17th March 2025, we've launched our new Unifi UniVerse app and enhanced our Unifi Self-Care Portal, specifically designed for new customers to subscribe to and manage both fixed and mobile services in one app.</p> <p>We have now enabled all our existing Unifi Home customers to change their existing plan to the latest all-in-one bundle offering, available exclusively through the Unifi UniVerse app.</p>
2.	When can I start changing my plan?	You can start to change your plan from 23rd May 2025 onwards.
3.	What can I expect with this change of plan?	The UniVerse app allows existing and new customers to subscribe to an all-in-one bundle that includes Unifi Home, TV, Mobile, and Lifestyle services within a single plan for greater convenience.
4.	Who is eligible to change plans from their existing Unifi Home plan?	<p>This offering is open to existing Unifi Home customers who want to upgrade their plan to the latest offering. The eligibility criteria are as follows:</p> <p>Eligible:</p> <ul style="list-style-type: none"> • Existing Unifi subscribers (MyUnifi app users) • Your account is in active status with no outstanding bills. • You are on a Unifi bundle plan without any add-ons (e.g. Mesh Wi-Fi or Unifi Plus Box). <p>Not Eligible if your current subscription includes:</p> <ul style="list-style-type: none"> • Standalone digital solutions • Voice Over Fibre • Add-on devices within a contract • Smart partnership (within or beyond contract) <p>Note for Business Customers: <i>This offer does not apply to Hospitality Entertainment Solution (HOTES), Wireless Home Phone (WHP), and Managed Services (including Multi-Line SIP & IP Centrex).</i></p>

5.	How do I upgrade my plan?	<p>You can upgrade your plan by visiting the nearest Unifi Store or a TM Authorized Dealer. Alternatively, you can upgrade online via the MyUnifi app or the Unifi Self-Care portal. To upgrade online, just follow these steps:</p> <table border="1" data-bbox="547 315 1469 734"> <thead> <tr> <th data-bbox="547 315 1010 371">Upgrade via MyUnifi app</th> <th data-bbox="1010 315 1469 371">Upgrade via Unifi Self Care Portal</th> </tr> </thead> <tbody> <tr> <td data-bbox="547 371 1010 734"> <ul style="list-style-type: none"> • Step 1 – Log in using your email address on the MyUnifi app. • Step 2 – Click on 'Account' and choose the account you wish to upgrade. • Step 3 – Click the 'Upgrade Plan' button. • Step 4 – Click the 'Choose Plan' button. • Step 5 – Fill out the request form. </td> <td data-bbox="1010 371 1469 734"> <ul style="list-style-type: none"> • Step 1 – Log in to the Unifi Self-Care with your email address. • Step 2 – Choose 'Account'. • Step 3 – Click the 'Change Plan' button. • Step 4 – Select your desired new plan. • Step 5 – Fill out the request form. </td> </tr> </tbody> </table> <p>After you've successfully filled out the form, you will be contacted within 3 days to process your order.</p>	Upgrade via MyUnifi app	Upgrade via Unifi Self Care Portal	<ul style="list-style-type: none"> • Step 1 – Log in using your email address on the MyUnifi app. • Step 2 – Click on 'Account' and choose the account you wish to upgrade. • Step 3 – Click the 'Upgrade Plan' button. • Step 4 – Click the 'Choose Plan' button. • Step 5 – Fill out the request form. 	<ul style="list-style-type: none"> • Step 1 – Log in to the Unifi Self-Care with your email address. • Step 2 – Choose 'Account'. • Step 3 – Click the 'Change Plan' button. • Step 4 – Select your desired new plan. • Step 5 – Fill out the request form.
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6.	How can I know if my order is successfully created?	You will receive an SMS and email notification once your order is successfully created. The provided order number can be used to track your order status.				
7.	Where can I download the Unifi UniVerse app?	You can download the Unifi UniVerse app from the App Store, Google Play, or Huawei AppGallery by searching for "Unifi UniVerse app". Once installed, simply log in with your existing email address to easily access and manage your account.				
8.	How can I track my order in the Unifi UniVerse app?	<p>You can track your order by following these steps below:</p> <ul style="list-style-type: none"> • Step 1: Tap the menu icon in the top left corner, then select "My Order" under the "My Activity" section. • Step 2: Select your order from the list. • Step 3: Tap "Progress" to view the full details. 				
9.	After moving to Unifi UniVerse, can I still use the MyUnifi app?	Any account that has been upgraded can only be managed through the Unifi UniVerse app. However, if you have other active accounts that haven't been upgraded yet, you might still need to use the MyUnifi app to manage them.				
10.	Is my Unifi Digital ID (email address) will be the same for both apps?	Yes, you can use the same email address to log in to both apps.				
11.	After the upgrading activity, will my account details remain the same?	<p>Once you have successfully upgraded to our new plan, you will get a new account number. You can check your new account number in the Unifi UniVerse app under "My Service".</p> <p>Any payment related to this upgraded account must be paid to this new account number. Other account details such as your Unifi service ID (xx@unifi) will remain.</p>				

12.	Will I be able to see my billing history in the Unifi UniVerse app?	For your billing history prior to the upgrade date, you will still need to refer to the MyUnifi app. Any remaining balance from your previous account (previous account number) will be transferred to your new account and reflected in your next bill.
13.	Do I need to re-register for Autopay after changing to the new plan?	<p>Yes, you are required to re-register for AutoPay in the Unifi UniVerse app as the account number will change after the upgrade. You can refer to the following steps:</p> <ul style="list-style-type: none"> • Step 1: Click “My Bill” • Step 2: Click “Sign Up Autopay” • Step 3: Tick the Terms and Conditions button and click “Continue” to proceed with AutoPay sign-up. • Step 4: Once the sign-up is successful, you will receive an SMS notification.
14.	When I upgrade my plan, will my billing cycle remain the same?	After you upgrade your plan, your bill will follow the date you made the change.
15.	Who can I contact if I need help with the new Unifi UniVerse app?	<p>For further assistance, please contact us via:</p> <ul style="list-style-type: none"> • Unifi UniVerse app under “Support” • Chat with Maya at maya.unifi.com.my