FREQUENTLY ASKED QUESTIONS (FAQ)
ON
5G WIRELESS BACKUP ADD-ON

5G WIRELESS BACKUP		
NO.	**QUESTION**	**ANSWER**
1	**What is 5G Wireless Backup?**	▪ 5G Wireless Backup is a redundancy solution designed to ensure uninterrupted internet connectivity in the event of a primary fibre connection failure (e.g. for Unifi Home or Unifi Business). ▪ It is offered as a value-added service for all Unifi customers. ▪ You will receive a 5G dongle with a 5G SIM, which is only compatible with Unifi Combo Box equipment.

2	**Who is eligible for this add-on?**	▪ This offer is available to existing Unifi Home customers, subject to the following conditions:
		  i. The Unifi installation address must be within a 5G coverage area. [*Check your coverage here*]
		  ii. The Unifi Home router must be a Combo Box. [*Check if your Combo Box is compatible here*]

3	**How much is the monthly charge for the 5G Wireless Backup add-on?**	▪ The monthly subscription charge for the 5G Wireless Backup add-on is as follows:
		
		<table><tr><th>Unifi Home Plan</th><th>Monthly Charge</th></tr><tr><td>100Mbps</td><td rowspan="6">RM30 / month with a 24-month contract</td></tr><tr><td>300Mbps</td></tr><tr><td>500Mbps</td></tr><tr><td>800Mbps</td></tr><tr><td>1Gbps</td></tr><tr><td>2Gbps</td></tr></table>
		▪ The monthly charge will be reflected in your monthly Unifi Home bill.
		
		▪ After a successful add-on, your first bill will include a one-month advance charge. For example, your first bill will show:
		  i. **RM30** for the current month
		  ii. **RM30** as an advance payment for the following month

		This is a one-time adjustment. From your next bill onwards, you'll only be charged the regular monthly fee (RM30/month).
4	**Do I need to pay a deposit or advance payment?**	▪ There is no deposit or advance payment required.
5	**Can I use my 5G Wireless Backup dongle with other devices or outside my house?**	▪ The 5G Wireless Backup device is only exclusively compatible with the Unifi Combo Box router at your registered Unifi Home installation address. i. If your existing router is not compatible, don't worry — you can request a router replacement to a Unifi Home Combo Box first, and then proceed to add on 5G Wireless Backup once the replacement is successful. Just reach out via the [Unifi Contact Centre](#) or [Live Chat.](#) ▪ You are not allowed to plug the 5G dongle into any router or device not provided by Unifi, or use it outside the registered Unifi Home location. ▪ If the dongle is detected being used with a non-Unifi router or at a different address, the service may be suspended or terminated.

6	**I'm interested! How can I sign up for the 5G Wireless Backup plan?**	▪ You can sign up through any of the following channels:
		
		  ✓ Unifi Store / TMpoint outlets nationwide [*Check locations [here](#)*]
		  ✓ TM Authorised Dealers
		  ✓ TM Authorised Resellers
		  ✓ [Unifi Contact Centre](#)

	5G DONGLE & 5G SIM DELIVERY / INSTALLATION / USAGE	

7	**How soon will I receive my 5G Wireless Backup device after placing an order?**	▪ The 5G dongle and 5G SIM will be delivered to your Unifi Home installation address within:
		
		    i. Peninsular Malaysia: 3–7 working days
		    ii. East Malaysia (Sabah & Sarawak): 7–15 working days
		
		▪ You can easily track your delivery status via the Unifi UniVerse app or Unifi Selfcare portal by going to: "My Activity" > "My Orders".

8	**Is professional installation required for the 5G Wireless Backup?**	▪ No, professional installation is not required. The 5G Wireless Backup is a DIY (plug-and-play) device — simply follow the quick start guide here to set it up at home.

9	How do I know if my 5G Wireless Backup dongle is working?	▪ You can easily check if your 5G Wireless Backup dongle is working by referring to the LED indicators on the 5G dongle: **Orange** = Connected and currently in use **Green** = Connected and in standby mode **Red** = No 5G data connection
10	Does the 5G Wireless Backup have a data limit?	▪ The 5G Wireless Backup comes with unlimited monthly quota. However, under the Fair Usage Policy, if you exceed 150GB in a billing cycle, your speed will be reduced to 512kbps until the next cycle.
5G DONGLE DEVICE & WARRANTY		
11	How long is the warranty period for the 5G Wireless Backup dongle?	▪ The 5G Wireless Backup comes with a 12-month (1-year) warranty from Unifi. ▪ The warranty covers both the 5G dongle and 5G SIM card, which together make up the 5G Wireless Backup device set.
12	If my 5G dongle is faulty, will I be charged for a new one?	▪ If the dongle becomes faulty during the contract period, it will be replaced free of charge, and your contract will continue as usual. ▪ If the dongle becomes faulty after your contract ends, a replacement fee of RM500 will apply, and the warranty will be renewed upon replacement.
13	Do I get to keep the 5G dongle after my contract ends?	▪ Yes, you may keep the 5G Wireless Backup dongle after completing your 24-month contract.
14	Do I need to return the 5G dongle if I terminate my Unifi account during the contract period?	▪ For add-ons, you may keep the device and are not required to return it. ▪ However, if you terminate within the 5G Wireless Backup contract period, you will be charged for the remaining months of your contract.
RELOCATION, TRANSFER OWNERSHIP & TERMINATION		
15	I am relocating to a new address. Will the 5G Wireless Backup add-on be carried over?	▪ Yes, your add-on will be carried over to the new address, subject to Unifi 5G coverage availability at the new location. [*Check your coverage here*] ▪ If 5G coverage is unavailable at the new address, you may terminate the 5G Wireless Backup add-on. In this case, the early termination fee will be waived.

16	**Can I transfer ownership of the 5G Wireless Backup to another person?**	▪ No, transferring ownership of the 5G Wireless Backup is not allowed.
17	**What happens to my 5G Wireless Backup if my Unifi Home service is suspended?**	▪ Your 5G Wireless Backup service will also be suspended in line with your Unifi Home service status.
18	**How do I terminate my 5G Wireless Backup service?**	▪ Visit any Unifi Store / TMpoint outlet or reach out to the Unifi Contact Centre ▪ Early termination charges for 5G Wireless Backup will be calculated as: ▪ ***Remaining contract months × 5G Wireless Backup monthly subscription fee*** **Example:** If the remaining contract is 12 months, the early termination fee will be 12 months x RM30 = RM360.
	SUPPORT	

19	**Who can I contact for help with configuration or technical issues?**	▪ For self-setup, refer to the quick start guide *here*.
		▪ For faulty dongle or SIM issues, you can:
		  i. Reach out to the Unifi Contact Centre
		  ii. Visit any Unifi Store / TMpoint outlet nationwide