

Your Questions Answered

We have put together some commonly asked questions to give you more information about the Unifi Air 5G plan.

General

1. What is Unifi Air 5G?

Unifi Air 5G is Unifi's latest wireless broadband solution that delivers high-speed internet connectivity over 5G. This ultrafast and unlimited 5G home wireless service comes with an easy-to-install 5G wireless router, allowing multiple devices to stay connected simultaneously—perfect for sharing meaningful moments with family and friends.

2. What are the package options for the new Unifi Air 5G plans?

The new Unifi Air 5G plans offer the following package options:

Package	Monthly Fee	Upfront Payment	Device	Contract Duration	Data Quota	Credit Limit
Unifi Air 5G 149 with Device	RM149	RM149	Free 5G Wireless Device	24 Months	Unlimited ¹	RM450
Unifi Air 5G 99 with Device	RM99	RM99	Free 5G Router / 5G MiFi	24 Months	Unlimited ²	RM300
Unifi Air 5G 99 SIM Only	RM99	RM99	N/A	No Contract (24 months after device add-on)	Unlimited ²	RM300

¹ **Unifi Air 5G 149 offers unlimited monthly data quota.** However, to ensure a better experience for all users, excessive or abusive data usage is subject to the Fair Usage Policy (FUP). If triggered, your speed will be reduced to 512kbps.

² **Unifi Air 5G 99 also offers unlimited monthly data quota.** However, under the Fair Usage Policy (FUP), if your usage exceeds 1TB within a billing cycle, your speed will be reduced to 512kbps until the current cycle ends.

Click [here](#) for more details on this offer.

3. Who is this plan best suited for?

This plan is ideal for:

- Individuals living within Unifi's 5G coverage areas. [Check your coverage [here](#)]
- Malaysian and non-Malaysian residents
- Anyone aged 18 and above

4. How can I check if my address is within Unifi's 5G coverage areas?

You can check your 5G coverage using one of the following methods:

- Enter your address [here](#) to check instantly
- Visit the nearest [Unifi Store/TMpoint](#) for assistance

5. Will I be tied to a contract?

Yes. Subscriptions to Unifi Air 5G plans with a 5G wireless device or MiFi are subject to a 24-month contract.

6. I'm interested! How can I subscribe to Unifi Air 5G?

You can subscribe through these channels:

- Visit the Unifi website [here](#) and self-subscribe to your preferred Unifi Air 5G plan
- Walk in to the nearest [Unifi Store or TMpoint](#)

7. How many Unifi Air 5G plans can I subscribe to?

You may subscribe to a maximum of three (3) lines per NRIC or passport.

8. How will I know when my Unifi Air 5G service is activated?

Once you insert the Unifi Air 5G SIM into the 5G wireless router or MiFi device, the service will be activated automatically. You will also receive an SMS notification confirming the activation.

9. Can I port out my Unifi Air 5G plan to another service provider?

No. Unifi Air 5G is an exclusive service and cannot be ported to other operators or service providers.

10. Can I make calls or send SMS with Unifi Air 5G?

Unifi Air 5G only supports data services. Voice calls and SMS are not supported at the moment. If you require voice services, you may subscribe to a separate [Unifi Mobile](#) plan.

11. Can I use this service while roaming overseas?

No. The Unifi Air 5G service ([coverage](#)) is only available within Malaysia and does not currently support international roaming.

12. I have used up my 5G plan quota. Can I purchase additional data?

Yes. You may purchase a 30GB (5G) add-on for RM30, valid for 30 days. This can be done via the Unifi portal or Unifi UniVerse app.

Unifi Air 5G Router & 5G MiFi

13. How can I get the Unifi Air 5G router or 5G MiFi?

If you register at a Unifi Store or TMpoint, you will receive the device in-store upon successful registration.

For orders placed through other channels, your device will be delivered to your doorstep within the following timelines:

- **Klang Valley and major cities:** 1–3 business days
- **Outside Klang Valley:** 5–7 business days
- **East Malaysia:** 7–14 business days

You will receive one (1) Unifi Air 5G SIM card and one (1) set of the portable Unifi Air device when you subscribe to Unifi Air 5G. The device will be either:

- a) 5G Router – includes a power adapter, LAN cable, quick installation guide and warranty card

OR

- b) 5G MiFi – includes a USB cable, quick installation guide and warranty card

14. What is the warranty period for the Unifi Air 5G router and MiFi?

The warranty period is 24 months from the date of purchase. Please keep your original receipt or proof of purchase for any warranty claims.

15. What should I do if the Unifi Air 5G router (5G wireless device or 5G MiFi) is faulty?

If your device is faulty, please visit the nearest authorized [Service Centers](#) provided by the manufacturer for technical assistance.

16. How many devices can I connect to the Unifi Air 5G router or 5G MiFi ?

You can connect multiple devices at once, depending on the type of device you are using:

5G Wireless Device	5G MiFi
Recommended up to 10 devices simultaneously	Recommended up to 5 devices simultaneously

17. What should I do if I'm not sure how to use the Unifi Air 5G service or experiencing issues with the device?

You can:

- Refer to the device tutorial guide
[5G Wireless Device](#)
[5G MiFi](#)
- Visit any TMpoint or Unifi Store for in-person assistance
- Contact us via [Live Chat](#) through the Unifi portal or Unifi UniVerse app

18. Can the device work if I change the SIM card?

No. The device is configured to work only with Unifi Air 5G SIM cards.

Deposit & Credit Limit Policy

19. Will I be notified if my balance exceeds the credit limit?

Yes. You will be notified via your registered email when your account usage reaches 70%, 90% and 100% of your credit limit.

20. I am a non-Malaysian resident. How will I receive my deposit after termination?

As a non-Malaysian subscriber, you are required to pay a RM300 deposit for each line activated. Upon service termination, your deposit will be refunded to your preferred bank account within three (3) months or 90 days. To ensure a smooth refund process, please provide your banking details via [Live Chat](#) or at any [Unifi Store/TMpoint](#) nationwide upon a successful termination request.

21. What happens if my balance exceeds the credit limit?

If your account exceeds the credit limit, your service will be temporarily suspended. To restore the service, you will need to make a partial or full payment on your outstanding bill.

22. How much do I need to pay to restore my service if it is barred due to exceeding the credit limit?

You will need to pay a minimum of 75% of your unbilled and/or billed amount to restore your service.

23. Will I be subject to a credit check when subscribing to the Unifi Air 5G plan?

Yes, you will be subject to a standard telco credit check (via CTOS) when subscribing to the Unifi Air 5G plan.

Billing & Payment

24. How will I receive my monthly bill?

Your monthly bill will be sent to your registered email address. You may also view your bill via the Unifi UniVerse app or Unifi [Selfcare portal](#).

25. When is my bill date and billing cycle?

- Your bill date will be assigned based on the nearest available billing date after your successful registration and will follow a monthly billing cycle.
- Unifi has seven (7) billing cycles, which fall on the 1st, 7th, 10th, 13th, 16th, 19th and 22nd of each month. Your first bill will be generated four (4) days after your registration date. For example: If you register on 13 January 2025, your first bill will be issued on 17 January, and your monthly bill cycle will then follow the 19th of every month.

26. Can I request a hard copy of my bill?

In line with our sustainability efforts, only e-bills will be issued. However, you may print a copy of your bill anytime through the Unifi [Selfcare portal](#).

27. Where can I pay my bills?

You may pay your Unifi Air 5G bill through the Unifi UniVerse app or Unifi Selfcare portal. For additional payment options, please visit <https://i.unifi.my/paymentchannel>

28. What biller name should I select when paying via an eWallet or Unifi Store/TMpoint kiosk?

Please select the biller name "unifi" with the biller code "8888" when making a payment.

If you are paying via JomPAY, follow these steps (*Note: Actual steps may vary depending on your bank*):

1. Log in to your internet banking portal
2. Select "Pay & Transfer"
3. Choose "Make a one-off payment"
4. Select your preferred account under "Pay from"
5. Click on "JomPAY"
6. Enter Biller Code: 8888
7. Enter your 10-digit Unifi account number
8. Enter the bill amount to be paid

29. Will I receive a refund if I have excess credit in my account?

Yes, a refund will be issued for any excess credit above RM10 in your account.

30. What is the reactivation fee if my service is suspended due to late payment?

If your service is suspended due to late payment, a RM10 reactivation fee will be charged to restore your connection.

31. Where can I learn more about this plan?

To find out more about the Unifi Air 5G plan, you may reach us through any of the following channels:

- Visit Unifi portal at <https://unifi.com.my/>
- Walk in to any [Unifi Store / TMpoint outlet](#) nationwide
- Chat with us via [Live Chat](#)
- Reach out via our official [Facebook](#) or [X \(Twitter\)](#) pages

Upgrade Worry-Free to Fibre

32. What is “Upgrade Worry-Free to Fibre”?

“Upgrade Worry-Free to Fibre” is our special policy that waives the Early Termination Penalty (ETP) for your existing Unifi Air 5G package when you upgrade to a Unifi Home Broadband package.

33. How can I qualify for the “Upgrade Worry-Free to Fibre”?

To be eligible for this policy:

- The installation address for the new Unifi Home Broadband package must be the same as the address of your current Unifi Air 5G subscription.
- The new plan must be registered under the same account holder. If a different name is used, the installation address must still match the Unifi Air address.

Note:

Eligibility criteria may vary. For detailed assistance and to review the termination policy, you are advised to contact us via [Live Chat](#) or visit the nearest [Unifi Store/TMpoint](#) outlet.