☺ unifi

Your questions answered

We've put together some commonly asked questions to give you more information about Unifi Air 5G

General

1. What is Unifi Air 5G?

Unifi now offers Unifi Air 5G, its latest wireless broadband solution which provides high-speed internet connectivity for users. This ultrafast and unlimited 5G home wireless internet service comes with an easy to install 5G wireless router which supports connectivity to multiple devices concurrently, perfect for sharing inspiring moments with family and friends.

2. What you should know about the new Unifi Air 5G plan?

Unifi Air 5G with 5G Wireless Router	
Quota	Unlimited [1]
Contract	24 months
5G Wireless Modem Price	FREE

[1] **Unlimited quota is subject to Unifi's Fair Usage Policy.**

For more details on this offer, please click here.

3. Who does this plan best suit?

- Any person who living within Unifi's 5G coverage areas. To check your coverage, click here.
- Malaysian or Non-Malaysian residents, regardless of whether you are an existing TM customer or not.
- Aged 18 years old and above.

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

There are a few ways you can check if you are within Unifi's 5G coverage areas:
   a. Enter your address here to check instantly
   b. Visit the nearest Unifi Store/TMpoint and we will assist you
   c. Live Chat via maya.unifi.com.my or MyUnifi app

5. Will I be tied to a contract?

Yes, subscription for the new Unifi Air 5G plan comes with a 24-month contract period.

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

You can sign up via the following touchpoints:
- Unifi Website
- Unifi Store/TMpoint

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

You are entitled to sign up for a maximum of three (3) lines per NRIC/Passport.

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

You just need to boot up the device and the service will be automatically activated. You will also receive an SMS to inform you that the service has been activated.

9. Can I port out my Unifi Air 5G plan to other service providers?

Unifi Air 5G is an exclusive service that is only available to Unifi, and is non-transferable to any other service provider or operator.

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

Unifi Air 5G only supports data service and does not support calls and SMS at the moment. Should you need voice services, you may subscribe to our Unifi Mobile plans separately.

11. Can I use this service whilst roaming overseas?

Our 5G coverage is only available in Malaysia.

Unifi Air 5G Router

12. How can I get the Unifi Air 5G router?

You can collect the router at any Unifi Store/TMpoint upon successful registration over the counter.
For online registrations via our website, your device will be delivered to your doorstep.

13. What is the warranty period for the Unifi Air 5G router?

The warranty period is 24 months from the date of purchase. The original receipt / proof of purchase is required when making any claims.

14. What should I do if the Unifi Air 5G router is faulty?

For technical assistance, please visit our manufacturers nearest Service Center

15. How many devices can I connect to with Unifi Air 5G?

You can connect up to thirty (30) devices at one time.

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

You can refer to the device tutorial steps here, or you can visit our TMpoint/Unifi Store outlets for further explanation. Alternatively, you may also Live Chat with us via the Unifi portal or MyUnifi app.

17. Can the device work if I change to another SIM?

The device is configured to only work with Unifi Air 5G SIMs.

Deposit & Credit Limit Policy

18. What is the credit limit per line for Unifi Air 5G?

The credit limit per line is RM450.

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

We will notify you when your account reaches 70%, 90% and 100% credit limit utilisation via your registered email.

20. I am a Non-Malaysian resident, how will I receive my deposit upon termination?

For Non-Malaysians, you are required to pay a deposit of RM300 per line activation. Your refund will be transferred to your preferred bank account within three (3) months / 90 days upon termination. Please provide us with your banking details via our Live Chat or at any Unifi Store/TMpoint nationwide upon successful termination.

21. What if my balance exceeds the credit limit?

You will temporarily not be able to use the service upon exceeding your credit limit until you make some or the full settlement of 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 need to pay a minimum of 75% of your unbilled and / or billed amount to restore your connection.

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

You will be subject to the standard telco credit check (CTOS) when you subscribe to the Unifi Air 5G plan.

Billing & Payment

24. How will I receive my monthly bill?

You will receive your monthly bill through your registered email and you can also check via the MyUnifi app or the Unifi Self-Care portal.

25. When is my bill date and billing cycle?

Your bill date is subject to the nearest billing date upon your successful registration and will follow a monthly billing cycle. Please take note that we have seven (7) billing cycles which are every 1st, 7th, 10th, 13th, 16th, 19th and 22nd of the month, and your first bill will be four (4) days after your successful registration. For example, if you have successfully registered on 13th January 2023, then your first bill would be on 17th January 2023. Your bill cycle will be refreshed on every19th of the month.

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

In our bid to become more environmentally friendly, you will only receive an e-bill. You may personally print a hard copy of your bill via the Unifi Selfcare portal.

27. Where can I pay my bills?

You can pay your Unifi Air 5G bill via the following payment channels:

Online	
1. https://www.unifi.com.my/	Current/Saving Account, Debit/Credit Card
2. Unifi Mobile App	Current/Saving Account, Debit/Credit Card
3. JomPAY via internet banking	Ref – 1: Account number
	Biller Code: 8888 (unifi Home and unifi Mobile)
Autopay	
1. https://www.unifi.com.my/	Debit or Credit Card (Visa and MasterCard)
2. Unifi Mobile App	*Note: We're sorry that the new autopay subscription is not available until further notice. Existing Unifi Air autopay subscribers may modify or deactivate their subscription via Unifi Mobile app or Unifi Selfcare portal.*
E-Wallet	
1. Boost App	eWallet credit (visit www.myboost.com.my)
2. Touch 'n Go App	eWallet credit (visit www.tngdigital.com.my/)
3. Shopee	eWallet credit (visit https://shopee.com.my)

4. BigPay	eWallet credit (visit https://www.bigpayme.com/)
Counter	
TM Authorised Dealers (TAD)	Debit/Credit Card or Cheque (view location)
1. POS Malaysia	Cash (view location)
2. Ejen Bank BSN (EB)	Cash (view location)
3. Epay	Cash (view location)
4. ONEPAY (M1)	Cash (view location)
5. 7-Eleven	Cash (view location)
6. 99 Speedmart	Cash (view location)
7. KK Mart	Cash (view location- KL) Cash (view location- Selangor) Cash (view location-Other States)
8. myNEWS	Cash (view location)
Kiosk and ATM	
1. Unifi Store/TMpoint	Cash, Debit/Credit Card or Cheque (view location)
2. PayQuik	Cash (view location)
3. JomPAY via ATM	Debit Card (visit www.JomPAY.com.my)

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

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

If you wish to make payments via JomPAY from your preferred internet banking, please follow the steps below (*Disclaimer: The steps described below may differ for each bank*):

i. Login to your internet banking portal
ii. Click on "Pay & Transfer"
iii. Click on "Make a one-off payment"
iv. Click on "Pay from" and choose your options
v. Click and select "JomPAY"
vi. Enter the Biller Code: 8888
vii. Key in your new 10-digit mobile account number
viii. Enter the bill amount to be paid.

29. Will I receive a refund if there is extra credit in my account?

We will refund the extra credit in your account, for any amount above RM10.

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

In the event of service suspension, RM20 will be charged to reactivate the service.

31. Where can I learn more about this plan?

To find out more, please contact us through any of our channels:

- https://unifi.com.my/
- Unifi Store /TMpoint outlets nationwide
- Live Chat
- Facebook
- Twitter

Upgrade Worry Free to Fibre

32. What is "Upgrade Worry Free to Fibre"?

'Upgrade Worry Free to Fibre' refers to a waiver of our Early Termination Penalty (ETP) charges when you upgrade your current Unifi Air 5G package to Unifi Home Broadband package.

33. How can I qualify for the "Upgrade Worry Free to Fibre"?

- To qualify for the "Upgrade Worry Free to Fibre" policy, you must ensure that the installation address for your new Unifi Home Broadband package is the same as your Unifi Air package.

- The new Unifi Home Broadband package also needs to be registered under the same owner ID as the Unifi Air package. If it is registered under different owner ID, it must be installed at the same address.

The specific criteria for eligibility may vary, so it's recommended to review our termination policies via our customer support through Live Chat or at the nearest Unifi Store/TMpoint nationwide, upon termination.