

Your questions answered

We've put together some commonly asked questions to give you more information about unifi Air plan.

General

1. What is the offer about?

- unifi Air is a wireless broadband service which offers high-speed wireless Internet access.
- This latest unifi Air plan comes with a free wireless router where it can simply connect to your computer, smartphone, tablets and other compatible smart devices.
- unifi Air is easy and quick to install as you just need to connect the wireless router to a power plug and it is ready to be used. Furthermore, you can carry along the wireless router everywhere and be connected in other locations, as long as it is within unifi LTE coverage.

2. What are the plans offered for unifi Air?

| Plan | unifi Air with 4G Wireless Router | unifi Air SIM Only |
|--|-----------------------------------|------------------------|
| Monthly commitment | RM129 ¹ | RM129 ¹ |
| Monthly commitment promo discount | RM50 ¹ | RM50 ¹ |
| Monthly commitment with promo discount | RM79 ¹ | RM79 ¹ |
| Quota | Unlimited ² | Unlimited ² |
| Contract | 24 months | N/A |
| 4G Wireless Modem Price | FREE | N/A |
| Upfront Payment | RM100 | RM100 |

¹ Price displayed excludes 6% service tax.

² **Unlimited term is subject to Unifi Fair Usage Policy.**

unifi reserves the right to amend and vary the plan from time to time at its discretion or withdraw the plan at any time without assigning reasons for such withdrawal and migrate the Customer to another plan or promotional plan as unifi deems fit.

3. Who is eligible for this offer?

- Any person who stays within the 4G coverage areas. To check on the coverage, click [here](#).
- Malaysian or Non-Malaysian, regardless whether you are an existing TM customer or Non-TM customer (18 years old and above).

4. How can I check if my address is within your LTE coverage?

There are few ways for you to check:

- a. Enter your address [here](#) to check instantly
- b. Visit the nearest [TMpoint outlet](#) and we will check for you
- c. Drop us a note via [Whatsapp](#) my or MyUnifi app.

5. Will I be tied to any contract?

Yes, subscription for unifi Air plan with FREE 4G wireless router comes with 24 months contract period.

6. I'm interested! How can I subscribe to this unifi Air plans?

You can sign up via the following touchpoints:

- [Unifi Website](#)
- [TMpoint outlet](#)

7. How much do I need to pay upon registration?

You just need to pay RM100 for the service upfront payment and it will be reflected and credited in your first (1st) bill.

8. How many unifi Air plan can I purchase?

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

9. What is the speed for upload and download with unifi Air plan?

The speed of unifi Air plan minimum 1Mbps and can reach up to 20Mbps for both download and upload activities.

**includes location of router, no. of devices connected, interference.*

10. How do I know when my unifi Air service is activated?

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

11. Can I port out my unifi Air plan to other service provider?

unifi Air plan is an exclusive service only to Unifi and it is non-transferable to any other service provider or operator.

12. Can I make calls and send SMS with this unifi Air plan?

unifi Air plan only supports data service and does not support calls and SMS at the moment. Should you need the voice service, you may subscribe to our [Unifi Mobile](#) service separately.

13. Can I use this service whilst roaming overseas?

Our 4G [coverage](#) is exclusively available in Malaysia only.

unifi Air Router

14. How can I get the unifi Air router?

You can collect the router at any TMpoint outlets upon successful registration over the counter. Otherwise, your device will be delivered to your doorstep if you register via our [website](#).

15. What is the warranty period for unifi Air router?

The warranty period is 12 months from the date of the purchase. The original receipt / proof of purchase is required when making claims.

16. What should I do if the unifi Air router is faulty?

For further technical assistance on faulty Unifi Air router, please visit any nearest manufacturer [Service Centers](#).

17. How many devices can I connect to the wireless broadband?

You can connect up to ten (10) devices at one time.

18. What should I do if I do not understand how to use the unifi Air service or having problem with the device?

You can refer to the tutorial steps and FAQ available here to help you with your enquiries or you can visit our TMpoint outlets for further explanation.
You can also Live Chat with us via [Unifi portal or MyUnifi app](#).

19. Can the device work if I change to other SIM?

Unfortunately no, the device is configured to work with unifi Air service only.

Contract Regulation

20. Will I be charged any penalty if I decide to terminate unifi Air within the contract period?

21. You will be still be subjected to Early Termination penalty if within the 24 months contract period.

22. I'm not getting good experience from unifi Air plan. Can I terminate it without any penalty?

You are able to terminate the unifi Air plan without any penalty in the scenarios below:

- Proven the 4G network experience based on registered address is congested.
- Proven wrong information given by our customer service, reseller or agent.
- Proven there is an element of fraud by our customer service, reseller or agent.

23. Do I need to return the unifi Air router when I terminate the service without any penalty?

Yes, you will need to return the router and its packaging in good working condition to any of our [TMpoint outlets](#).

Deposit & Credit Limit Policy

24. What is the credit limit per line for unifi Air?

The credit limit per line is RM300.

25. Will I be notified if my balance exceeded the credit limit?

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

26. I am a Non-Malaysian, how would 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 into 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 [TMpoint outlet](#) nationwide upon successful termination.

27. What if my balance exceeded the credit limit?

Temporarily, you will not be able to use the service upon exceeding your credit limit until you make some or full settlement of your outstanding bill.

28. How much do I need to pay to restore my service, if it is barred due to credit limit?

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

29. Will I be subjected to a credit check when I subscribe to unifi Air plan?

Yes. You will be subjected to the standard telco credit check (CTOS) when you subscribe to unifi Air plan.

Billing & Payment

30. How will I receive my monthly bill?

You will receive your monthly bill through your registered email and you can also check it via MyUnifi app or Unifi [Self-Care portal](#).

31. When is my bill date and bill cycle?

Your bill date is subjected to the nearest billing date upon your successful registration and will be on monthly bill 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 would be every 19th of the month.

32. Can I request for a hardcopy bill?

We support environmental friendly initiatives so you will only be receiving an e-bill. You may print the hardcopy bill via Unifi [Self-Care portal](#).

33. Where can I pay my bills?

You can pay for unifi Air service via the payment channels below:

| Online | |
|--|---|
| 1. https://www.unifi.com.my/ | Current/Saving Account, Debit/Credit Card |
| 2. MyUnifi app | Current/Saving Account, Debit/Credit Card |
| 3. JomPAY via internet banking | Ref – 1: Account number Billor Code: 8888 (unifi Home and unifi Mobile) |
| Autopay | |
| 1. https://www.unifi.com.my/ | Debit or Credit Card (Visa and MasterCard) <i>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 MyUnifi app or Unifi Self-Care portal.</i> |
| 2. MyUnifi app | |
| 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. 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) |

34. What is the biller name that I should choose when I make bill payment via eWallet Partner and TMpoint kiosk?

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

If you wish to make bill 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.

35. Will I be getting my refund if there is an extra payment in my account?

Yes. We will refund the extra payment in your account, for any amount more than RM10.

36. What is the reactivation fee if the line is suspended due to late payment?

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

37. Where can I learn more about this offer?

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

- <https://unifi.com.my/>
- [TMpoint outlets](#) nationwide
- [Live Chat](#)
- [Facebook](#)
- [Twitter](#)