

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR BUSINESS SUPPORT SYSTEM UPGRADE  
FOR UNIFI CUSTOMERS**

NO.	QUESTION	ANSWER																																								
1.	<b>When will the system upgrade take place, and what should I expect during that period?</b>	<p>The system upgrade is scheduled from <b>22 May 2026 until 25 May 2026</b>.</p> <p>During this period, your Unifi accounts and services will remain active.</p> <p>However, MyUnifi app and Unifi Selfcare portal will be temporarily offline, which will affect the following functions in the app:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Unifi apps</th> <th style="text-align: center;">MyUnifi app</th> <th style="text-align: center;">Unifi UniVerse app</th> <th style="text-align: center;">Unifi website (unifi.com.my)</th> <th style="text-align: center;">Unifi Selfcare portal (selfcare.unifi.com.my)</th> <th style="text-align: center;">JomPAY</th> <th style="text-align: center;">Unifi TV 2.0 app</th> <th style="text-align: center;">Unifi Smart Home app</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><b>Discovery:</b> Unifi Product Info/ enquiries</td> <td style="text-align: center;">No</td> <td style="text-align: center;">No</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">No</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">NA</td> </tr> <tr> <td style="text-align: center;"><b>Join/Engage:</b> Order and purchase of all Unifi products and services  Appointment scheduling</td> <td style="text-align: center;">No</td> <td style="text-align: center;">No</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">Yes (Online form)  No (TM Care Crew will contact customers)</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">No</td> <td style="text-align: center;">No</td> </tr> <tr> <td style="text-align: center;"><b>Use:</b> Use of Unifi apps</td> <td style="text-align: center;">No</td> <td style="text-align: center;">No</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">No</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">Yes</td> </tr> <tr> <td style="text-align: center;"><b>Pay:</b> Pay Bills for Unifi products</td> <td style="text-align: center;">No</td> <td style="text-align: center;">No</td> <td style="text-align: center;">No</td> <td style="text-align: center;">No</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">No</td> <td style="text-align: center;">No</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>• During this time, <ul style="list-style-type: none"> <li>○ To ensure timely service appointment scheduling, please answer the call from TM Care Crew.</li> <li>○ Any payment transaction will be updated once we are back online.</li> </ul> </li> <li>• If your service is temporarily suspended, please contact us at <b>100</b> or <b>maya.unifi.com.my</b> and provide proof of payment for reconnection. Otherwise, the system will update automatically within 24 hours.</li> <li>• Our Support Channel Operating Hours: <ol style="list-style-type: none"> <li>i. 100 – 8:00am until 10:00pm</li> <li>ii. Maya Chatbot – 24 hours</li> </ol> </li> </ul>	Unifi apps	MyUnifi app	Unifi UniVerse app	Unifi website (unifi.com.my)	Unifi Selfcare portal (selfcare.unifi.com.my)	JomPAY	Unifi TV 2.0 app	Unifi Smart Home app	<b>Discovery:</b> Unifi Product Info/ enquiries	No	No	Yes	No	NA	Yes	NA	<b>Join/Engage:</b> Order and purchase of all Unifi products and services  Appointment scheduling	No	No	Yes	Yes (Online form)  No (TM Care Crew will contact customers)	NA	No	No	<b>Use:</b> Use of Unifi apps	No	No	Yes	No	Yes	Yes	Yes	<b>Pay:</b> Pay Bills for Unifi products	No	No	No	No	Yes	No	No
Unifi apps	MyUnifi app	Unifi UniVerse app	Unifi website (unifi.com.my)	Unifi Selfcare portal (selfcare.unifi.com.my)	JomPAY	Unifi TV 2.0 app	Unifi Smart Home app																																			
<b>Discovery:</b> Unifi Product Info/ enquiries	No	No	Yes	No	NA	Yes	NA																																			
<b>Join/Engage:</b> Order and purchase of all Unifi products and services  Appointment scheduling	No	No	Yes	Yes (Online form)  No (TM Care Crew will contact customers)	NA	No	No																																			
<b>Use:</b> Use of Unifi apps	No	No	Yes	No	Yes	Yes	Yes																																			
<b>Pay:</b> Pay Bills for Unifi products	No	No	No	No	Yes	No	No																																			
2.	<b>Will I receive a notification about the upgrade?</b>	<p>Yes, all impacted customers will be notified via the following channels:</p> <ul style="list-style-type: none"> <li>• You will receive notification, reminder and completion of this upgrade activity via SMS and MyUnifi &amp; UniVerse In-App notification informing you that the MyUnifi app and Unifi Selfcare portal will be offline from 22 to 25 May 2026.</li> <li>• Notification of the system upgrade will also be available via Unifi TV, unifi.com.my, Unifi social media channels (Facebook@Unifi and X@Unifi)</li> </ul>																																								

<p>3.</p>	<p><b>What should I do after receiving the notification?</b></p>	<p>To ensure service continuity and avoid issues during the downtime, customers are advised to complete the following tasks before 22 May 2026:</p> <ul style="list-style-type: none"> <li>• Pay all outstanding broadband, mobile, and business account bills to prevent service disruption.</li> <li>• Download any required past bill statements for your records.</li> <li>• Manage your relocation, subscription and modify order request.</li> <li>• Manage your subscriptions for Add-On services or products, such as Smart TV, Smart Home and Unifi TV packs.</li> <li>• Purchase necessary data passes or prepaid credits.</li> <li>• If traveling overseas, activate <b>Scheduled Roaming</b> or <b>International Roaming</b> via the MyUnifi App, Unifi Universe App or Unifi portal before your departure.</li> <li>• Manage any new streaming app subscriptions.</li> </ul>
<p>4.</p>	<p><b>Can I report a service fault during the downtime?</b></p>	<p>Before reporting a service fault, we recommend <del>for</del> you to perform these basic troubleshooting steps:</p> <ul style="list-style-type: none"> <li>• <b>Power Cycle:</b> Unplug the power adapter from your modem (RG) and router, wait 30 seconds, and plug them back in.</li> <li>• <b>Check Indicator Lights:</b> Ensure the <b>PON</b> light on your modem is stable and green. A red or flashing light indicates a service disruption.</li> <li>• <b>Check Cables:</b> Verify that all Ethernet and fiber cables are securely plugged into the correct ports and are undamaged.</li> <li>• <b>Wi-Fi Testing:</b> If the issue is only with Wi-Fi, try moving closer to the router or testing with an Ethernet cable to rule out interference.</li> <li>• <b>Unifi TV:</b> If your TV box is frozen, restart the set-top box and ensure the HDMI cables are secure.</li> </ul> <p>Otherwise, you can still report any service faults by calling us at 100 or chat with us via <a href="https://maya.unifi.com.my">maya.unifi.com.my</a>.</p>
<p>5.</p>	<p><b>What changes will I notice after the system upgrade?</b></p>	<p>Your monthly subscription fees, billing account details, and service contracts will remain exactly the same. However, you may notice the following:</p> <ul style="list-style-type: none"> <li>• Revised Plan Names: The name of your plan may be slightly updated, though the services and benefits remain unchanged.</li> <li>• All your Unifi accounts (<b>broadband, mobile, voice and Unifi TV accounts</b>) will be available in one single app, i.e. MyUnifi app for your convenience.</li> </ul>

6.	<b>How can I buy and order new services during the downtime?</b>	Yes, you may submit a new order request via online form available in Unifi portal. during this period. Please note that the processing will be in accordance with our current policy.
7.	<b>Can I request relocation during the migration downtime?</b>	Yes, you may submit relocation requests via online form available in Unifi portal. during this period. Please note that the processing will be in accordance with our current policy.
8.	<b>Can I activate my roaming passes during the downtime?</b>	<p>We encourage you to plan, purchase and schedule the activation of your roaming passes before 22 May 2026.</p> <p>Alternatively, you may contact us via the following channels:</p> <p>Our Support Channel Operating Hours:</p> <ul style="list-style-type: none"> <li>• Phone: 100 or +603-2106 3001 (If you are overseas): 8:00 am to 10:00 pm (Malaysian Time)</li> <li>• Maya Chatbot: 24 hours</li> </ul>
9.	<b>Will my login credentials for the MyUnifi App or Portal change?</b>	You will be able to continue using your existing username and password to log in. You may be prompted to verify your email or mobile number upon your first login after the upgrade for security purposes.
10.	<b>Can I request a refund during the downtime?</b>	Refund requests can be submitted when we're back online.
11.	<b>Can I submit a termination request during the downtime?</b>	Termination requests can be submitted when we're back online.
12.	<b>What if I cannot access the MyUnifi app after the upgrade?</b>	You are advised to uninstall and reinstall the MyUnifi app via the Google Play Store or App Store (search for "MyUnifi", and tap "Update").
13.	<b>Will I still be able to view my past billing history?</b>	<p>Yes, your previous billing history will be available in the new system.</p> <p>However, as a precaution, we recommend downloading your most recent statements before <b>22 May 2026</b> to ensure you have immediate access to them during the upgrade period.</p>