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[Frequently Asked Questions \(FAQ\) for Home CPE replacement](#)

[Frequently Asked Questions \(FAQ\) for Business CPE replacement](#)

FREQUENTLY ASKED QUESTIONS (FAQ) FOR UNIFI HOME

unifi Wi-Fi 6 Router Replacement																	
No.	Question	Answer															
1	Why is unifi requesting for me to change my router?	Your connectivity experience is our utmost priority. By upgrading to the Wi-Fi 6 enabled router, your Wi-Fi coverage and connection in your premise will be enhanced. Therefore, we are offering you a Wi-Fi 6 router upgrade for free to improve your experience further with unifi.															
2	You mentioned that I will be contacted soon for the upgrade via email. Can I check when will this activity take place?	Stay tuned for a message from unifi Care WhatsApp channel (03-2240 1125) with the offer to proceed with the free router upgrade soon.															
3	Can I change my mobile number for the offer notification from unifi Care WhatsApp channel?	Yes. Please call us at 100 or live chat with us at livechat.tm.com.my to change your mobile number.															
4	Is there any timeframe to accept the offer?	The offer acceptance is open for 24 hours from the invitation via unifi Care WhatsApp. You will be contacted via WhatsApp and email that is registered with unifi to proceed with this offer.															
5	Are there any additional charges or will my contract with unifi be renewed upon accepting this offer?	<p>I. With the FREE router replacement, your unifi contract will be renewed to 12 months or 24 months depending on the following scenarios:</p> <table border="1"><thead><tr><th>Current Contract</th><th>Contract Status</th><th>Refresh Contract</th></tr></thead><tbody><tr><td>24 months</td><td>Within contract</td><td>24 months</td></tr><tr><td>24 months</td><td>Out of contract</td><td>12 months</td></tr><tr><td>12 months</td><td>Within contract</td><td>12 months</td></tr><tr><td>12 months</td><td>Out of contract</td><td>12 months</td></tr></tbody></table> <p>II. Alternatively, if you do not wish for your contract to be renewed, you may purchase the router with a one-off payment at RM188.68. The charge will be reflected in your next bill.</p>	Current Contract	Contract Status	Refresh Contract	24 months	Within contract	24 months	24 months	Out of contract	12 months	12 months	Within contract	12 months	12 months	Out of contract	12 months
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7	I do not want to change my router. Do I still need to respond to the message via unifi Care WhatsApp?	<p>Yes, please click on the link to confirm that you do not want to proceed with the Wi-Fi 6 router upgrade. Your respond will help us understand your needs so we can serve you better in the future.</p>										
8	When will I receive the tracking number for the router delivery?	<p>You will receive the courier tracking number within 7-10 working days from your acceptance.</p>										
9	How do I track the delivery and how long would it take?	<p>You will receive your new router delivery via courier. Your tracking number and tracking link will be sent to you via unifi Care WhatsApp within 7-10 working days from acceptance of the upgrade offer.</p> <p>You should receive the equipment within 7 days from the tracking number notification sent to you.</p>										
10	How do I install/setup the router?	<p>The setup for the router is as easy as 1,2,3! A self-installation guide will be provided alongside your new router package. You can also scan the QR code on the equipment box for a video guide. During setup, connection will take around 15-30 minutes to establish.</p> <p>For a seamless installation process, please install and connect the new router within 7 days from receiving it.</p> <p>If you are not able to connect the new router, please contact us at 1-800-88-5059 between 8.30am – 5.30pm (Monday-Friday) for assistance.</p>										
11	Why do I not receive the replacement offer for my other unifi accounts?	<p>We are progressively upgrading our 100Mbps, 300Mbps, 500Mbps and 800Mbps unifi customers' equipment. Do be on the lookout.</p>										
12	Can my current mesh that I subscribed with TM be used with this new router?	<p>You can still use and connect the current mesh you have as an additional mesh in your home.</p>										
13	How do I change my Wi-Fi network name (SSID) and password?	<p>You can refer to the guideline given in the equipment box or by scanning the QR code for video guide to learn on the steps to change your Wi-Fi network name (SSID) and password.</p>										
14	Who should I contact if I have any issues during installation?	<p>You can contact us at our dedicated hotline: 1-800-88-5059 between 8.30am – 5.30pm (Monday-Friday) for further assistance. Meantime, do revert to your old equipment while we attend to fix your issues.</p>										

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