



**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
unifi Air Promo**

UNIFI AIR PLAN FOR NEW SUBSCRIBERS																										
GETTING TO KNOW																										
1.	<b>What is this unifi Air plan?</b>	<ul style="list-style-type: none"> <li>▪ unifi Air is a wireless broadband service which offers high-speed wireless Internet access.</li> <li>▪ This latest unifi Air plan comes with a free wireless router where it can connect up to 64 devices concurrently and unlimited quota – perfect for sharing moments with family and friends.</li> <li>▪ 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. You can carry along the wireless router everywhere and be connected in other locations, as long as it is within unifi LTE <a href="#">coverage</a>.</li> </ul>																								
2.	<b>Is there any promo for unifi Air plan?</b>	<ul style="list-style-type: none"> <li>▪ Yes, we have a special promotion for a limited time as below:-</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #cccccc;"> <th style="width: 33%;">PLAN</th> <th style="width: 33%;">SIM + DEVICE</th> <th style="width: 33%;">SIM ONLY</th> </tr> </thead> <tbody> <tr> <td>MONTHLY FEE</td> <td>RM129</td> <td>RM129</td> </tr> <tr> <td>Promo Discount</td> <td>RM50</td> <td>RM50</td> </tr> <tr> <td>Monthly fee with Promo Discount</td> <td><b>RM79</b></td> <td>RM79</td> </tr> <tr> <td>Quota</td> <td><b>unlimited</b></td> <td>unlimited</td> </tr> <tr> <td>Contract</td> <td>24-month</td> <td>N/A</td> </tr> <tr> <td>Device Price</td> <td><b>FREE</b></td> <td>N/A</td> </tr> <tr> <td>Upfront Payment</td> <td>RM100</td> <td>RM100</td> </tr> </tbody> </table> <p><i>* Price displayed excludes 6% service tax.</i></p>	PLAN	SIM + DEVICE	SIM ONLY	MONTHLY FEE	RM129	RM129	Promo Discount	RM50	RM50	Monthly fee with Promo Discount	<b>RM79</b>	RM79	Quota	<b>unlimited</b>	unlimited	Contract	24-month	N/A	Device Price	<b>FREE</b>	N/A	Upfront Payment	RM100	RM100
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3.	<b>What is the speed of unifi Air plan?</b>	<ul style="list-style-type: none"> <li>▪ The speed of unifi Air plan is subjected to various external factors* but it can support a minimum of 1Mbps and can reach up to 20Mbps for both download and upload activities.</li> </ul> <p><small>*includes location of router, no of devices connected, interference etc</small></p>																								
4.	<b>Who is eligible to subscribe to the unifi Air plan?</b>	<ul style="list-style-type: none"> <li>▪ This plan is offered to:-                             <ol style="list-style-type: none"> <li>1. those who stayed within unifi LTE coverage areas. To check on the coverage, click <a href="#">here</a>.</li> </ol> </li> </ul>																								



		<ol style="list-style-type: none"> <li>2. Malaysian or Non-Malaysian, regardless whether you are a TM customer or non-TM customer (18 years old and above).</li> <li>3. All Malaysian businesses are eligible to subscribe to this unifi Air plan. The company owner or the person-in-charge can subscribe to this plan as a personal account.</li> </ol>
5.	<b>How can I check if my address is within your LTE coverage?</b>	<ul style="list-style-type: none"> <li>▪ There are few ways for you to check: <ol style="list-style-type: none"> <li>1. Enter your address <a href="#">here</a> to check instantly</li> <li>2. Visit the nearest TMpoint outlet and we will check for you</li> <li>3. Drop us a note via live chat at unifi.com.my or mobilecare@unifi app.</li> </ol> </li> </ul>
6.	<b>Where can I subscribe to this unifi Air plan?</b>	<ul style="list-style-type: none"> <li>▪ You may subscribe to the unifi Air plans at all of our touchpoint below: <ul style="list-style-type: none"> <li>○ Website at <a href="https://unifi.com.my/personal/home/wireless-broadband">https://unifi.com.my/personal/home/wireless-broadband</a> .</li> <li>○ TMpoint outlet</li> </ul> </li> </ul>
7.	<b>How much do I need to pay upon registration?</b>	<ul style="list-style-type: none"> <li>▪ You just need to pay RM100 for the service upfront payment and it will be displayed in your 1st bill.</li> </ul>
8.	<b>How long is the promo period?</b>	<ul style="list-style-type: none"> <li>▪ This promo will run from 16 September 2019 until further notice.</li> </ul>
9.	<b>I terminated my Streamyx account and subscribed to your unifi wireless broadband before this. Will I be entitled for the promo?</b>	<ul style="list-style-type: none"> <li>▪ Yes, we will be migrating your existing unifi wireless broadband plan to the latest unifi Air plan at RM79 per month with unlimited data quota.</li> </ul>
10.	<b>I'm your existing Streamyx customer, can I change my plan to this unifi Air promo?</b>	<ul style="list-style-type: none"> <li>▪ Yes, definitely. You may visit the nearest TMpoint outlet to check if you are within our LTE coverage.</li> <li>▪ Alternatively, you may check your address <a href="#">here</a>.</li> <li>▪ If you are within our LTE coverage, you may change your plan to unifi Air to enjoy faster speed and zero upfront payment.</li> </ul>
11.	<b>How many unifi Air plan can I purchase under one account?</b>	<ul style="list-style-type: none"> <li>▪ You can subscribe up to three (3) lines per IC.</li> </ul>



12.	<b>How do I know when my unifi Air service is activated?</b>	<ul style="list-style-type: none"> <li>▪ Just boot up the device and the service will be auto activated.</li> <li>▪ You will receive an SMS as well to inform you that the service has been activated.</li> </ul>
13.	<b>Will the monthly subscription fee remain the same when the contract period ends?</b>	<ul style="list-style-type: none"> <li>▪ Yes, the package price will remain the same even after the 24-month contract period ends.</li> </ul>
14.	<b>Can I port out my unifi Air promo plan to other service provider?</b>	<ul style="list-style-type: none"> <li>▪ unifi Air is an exclusive service only to unifi and it is non-transferable to other service provider or operator.</li> </ul>
15.	<b>Can I make calls and send SMS with this unifi Air plan?</b>	<ul style="list-style-type: none"> <li>▪ The SIM card for unifi Air plan only support data service and does not support calls and SMS at the moment. Should you need the voice service, you may subscribe to our telephony service separately.</li> </ul>
16.	<b>Can I use this service whilst roaming overseas?</b>	<ul style="list-style-type: none"> <li>▪ Our LTE coverage is exclusively available in Malaysia only.</li> </ul>
<b>THE DEVICE</b>		
17.	<b>How can I get the unifi Air device?</b>	<ul style="list-style-type: none"> <li>▪ You can collect the unifi Air device at any TMpoint outlets upon success registration.</li> <li>▪ Your device will be delivered to your doorsteps if you register via our website: <a href="https://unifi.com.my/personal/home/wireless-broadband">https://unifi.com.my/personal/home/wireless-broadband</a> .</li> </ul>
18.	<b>What is the warranty period for Unifi Air device?</b>	<ul style="list-style-type: none"> <li>▪ The warranty period is 12 months from the date of the purchase. The original receipt / proof of purchase is required when making claims.</li> </ul>
19.	<b>What should I do if the unifi Air device is faulty?</b>	<ul style="list-style-type: none"> <li>▪ For further technical assistance on faulty Unifi Air router, please visit any nearest Service Centers as listed here:</li> <li>▪ Huawei Modem: <a href="https://consumer.huawei.com/my/support/service-center/">https://consumer.huawei.com/my/support/service-center/</a></li> <li>▪ ZTE Modem: <a href="https://ztedevices.com.my/index.php/service-center/">https://ztedevices.com.my/index.php/service-center/</a></li> </ul>
20.	<b>How many devices can I connect to the wireless broadband?</b>	<ul style="list-style-type: none"> <li>▪ You can connect up to 10 devices at one time.</li> </ul>



21.	<b>What should I do if I do not understand how to use the unifi Air service or having problem with this product or device?</b>	<ul style="list-style-type: none"> <li>▪ You can refer to the tutorial steps and FAQ available here to help you with your inquiries or you can visit our TMpoint outlets for further explanation.</li> <li>▪ You can also reach out to us via mobilecare@unifi app, Live Chat or via website at Self Care.</li> </ul>
22.	<b>Can the device work if I change to other SIM?</b>	<ul style="list-style-type: none"> <li>▪ Unfortunately no, the device is configured to work with unifi Air service only.</li> </ul>
<b>CONTRACT REGULATION</b>		
23.	<b>Will I be charged any penalty if I decide to terminate unifi Air within the contract period?</b>	<ul style="list-style-type: none"> <li>▪ If you decide to terminate the subscription before the end of the contract period, a penalty fee will be charged on the remaining months of contract period and it will be reflected in your final bill.</li> </ul>
24.	<b>I'm not getting good surfing experience from the unifi Air plan. Can I terminate it without any penalty?</b>	<ul style="list-style-type: none"> <li>▪ You are able to terminate the unifi Air plan without any penalty in the below scenarios:                             <ol style="list-style-type: none"> <li>I. Proven the LTE network experience based on registered customer address is congested.</li> <li>II. Proven wrong information from our customer service or reseller or agent.</li> <li>III. Proven there is an element of fraud from our customer service or reseller or agent.</li> </ol> </li> </ul>
25.	<b>Do I need to return the unifi Air device when I terminate the service without any penalty?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you will need to return the device and its packaging in good working condition to any of our TMpoint outlets.</li> </ul>
<b>DEPOSIT &amp; CREDIT LIMIT POLICY</b>		
26.	<b>What is the credit limit per line for unifi Air?</b>	<ul style="list-style-type: none"> <li>▪ The credit limit per line is RM300.</li> </ul>
27.	<b>Will I be notified if my balance exceeded the credit limit?</b>	<ul style="list-style-type: none"> <li>▪ We will notify you when your account reaches 70%, 90% and 100% credit limit utilization via your registered email.</li> </ul>



28.	<b>I am a non-Malaysian, how would I receive my deposit upon termination?</b>	<ul style="list-style-type: none"> <li>▪ 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. Kindly provide us with your banking details via our support channels or at any TMpoint outlet nationwide upon successful termination.</li> </ul>
29.	<b>What if my balance exceeded the credit limit?</b>	<ul style="list-style-type: none"> <li>▪ 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.</li> </ul>
30.	<b>How much do I need to pay to restore my services, if it is barred due to credit limit?</b>	<ul style="list-style-type: none"> <li>▪ You need to pay a minimum of 75% of your unbilled and / or billed amount to restore your connection.</li> </ul>
31.	<b>Will I be subjected to a credit check when I subscribe to this unifi Air plan?</b>	<ul style="list-style-type: none"> <li>▪ Yes. You will be subjected to the standard telco credit check (CTOS) when you subscribe to this unifi Air plan.</li> </ul>

**BILLING & PAYMENT**

32.	<b>How will I receive my monthly bill?</b>	<ul style="list-style-type: none"> <li>▪ You will have a new billing account once you subscribed to the unifi Air plan. You will receive your monthly bill through your registered e-mail and in Self-Care portal.</li> </ul>
33.	<b>When is my bill date and bill cycle?</b>	<ul style="list-style-type: none"> <li>▪ Your bill date is always on the 1st of every month and the cycle is the full period of the month (e.g. 1st March – Bill generated for 1/3/18 – 31/3/18).</li> </ul>
34.	<b>Can I request for a hardcopy bill?</b>	<ul style="list-style-type: none"> <li>▪ We support environmental friendly initiatives so you will only be receiving an e-bill. You may print the hardcopy bill via self-care portal.</li> </ul>
35.	<b>Where can I pay my bills?</b>	<ul style="list-style-type: none"> <li>▪ <u>JomPAY</u> is available via:             <ul style="list-style-type: none"> <li>• Internet &amp; mobile banking with participating banks. Please note that the Biller Code is 3608 and the Reference Code is your webe 9-digit account number. For details, please visit <a href="http://www.iompay.com.my">www.iompay.com.my</a>.</li> </ul> </li> <li>▪ <u>Autopay</u> <ul style="list-style-type: none"> <li>• Sign-up Auto Pay using Visa, MasterCard or AMEX Credit Card.</li> </ul> </li> </ul>



		<ul style="list-style-type: none"> <li>▪ <u>Self-Care</u> <ul style="list-style-type: none"> <li>• MasterCard, Visa (Credit &amp; Debit Card), AMEX</li> </ul> </li> <li>▪ <u>Walk-in &amp; Over the Counter Payment</u> <ul style="list-style-type: none"> <li>• CIMB: <a href="https://www.cimbclicks.com.my">https://www.cimbclicks.com.my</a> (<i>Bank in to your webe CIMB Account Number: 98953 followed by your 9 digit unifi Air account number</i>)</li> <li>• POS Malaysia <a href="http://www.pos.com.my/">http://www.pos.com.my/</a></li> <li>• TMpoint</li> </ul> </li> </ul>
36.	<b>Which payee should I choose when I make payment via online, ATM &amp; cash deposit machine?</b>	<ul style="list-style-type: none"> <li>▪ Please select ‘webe digital sdn bhd’ when you’re making your payment via online, ATM and cash deposit machine.</li> </ul>
37.	<b>How do I terminate my unifi Air subscription?</b>	<ul style="list-style-type: none"> <li>▪ You can cancel the subscription via our Live Chat, email or at any TMpoint nationwide.</li> </ul>
38.	<b>Will I be getting my refund if there is an extra payment in my account?</b>	<ul style="list-style-type: none"> <li>▪ Yes. We will refund the extra payment in your account, for any amount more than RM10.</li> </ul>
39.	<b>What is the re- activation fee if the line is suspended due to late payment?</b>	<ul style="list-style-type: none"> <li>▪ In the event of line suspension, RM20 will be charged to re-activate the line.</li> </ul>
40.	<b>Who should I contact if I need any assistance or service inquiry?</b>	<ul style="list-style-type: none"> <li>▪ Easy, you can contact us via Live Chat at <a href="https://unifi.com.my/chat/index.html">https://unifi.com.my/chat/index.html</a> or mobilecare@unifi app.</li> <li>▪ Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.</li> </ul>