

Your questions answered

We have put together some commonly asked questions to give you more information about **Unifi Home & Business Speed Upgrade 2023**.

Unifi Speed Upgrade

1. What is the eligibility for the speed upgrade?

- Unifi customers will be upgraded to higher speed, subject to network and technology infrastructure readiness at your area.
- Our Unifi Ultra 2Gbps subscribers who are already enjoying our highest speed plan will be receiving a token of our appreciation.

2. Where can I check if I'm eligible for the speed upgrade?

- We'll be sending you updates either through email, SMS, push notification via MyUnifi apps or other official channels.
- You may also check your speed upgrade status in www.unifi.com.my/speedupgrade2023.

3. I'm on special promotion packages, e.g.: Smart Partnership, JASA, PWD plan. Am I eligible for the speed upgrade?

- You may check your speed upgrade status in www.unifi.com.my/speedupgrade2023.

4. Is there any equipment change at my premise, for me to enjoy the speed upgrade?

- There may be some customers that will be required to change their equipment. We'll reach out to those who do need an upgrade of equipment to enjoy the new speed upgrade.
- For the upgraded equipment, you will be given an option of contract refreshed to 24-months or a one-off payment for the device price.

- 5. I've just upgraded my service to a higher speed before the announcement, will I get the speed upgrade? Is there any cooling off period from my last upgrade in order for me to enjoy it?**

 - Yes, you will still get to enjoy the speed upgrade and is subject to network and technology infrastructure at your area. There is no cooling off period from the last upgrade.

- 6. I've just completed Unifi registration before the announcement and currently waiting for Unifi Installation in my home/office, will I get the speed upgrade?**

 - Yes, you will still get to enjoy the speed upgrade and is subject to network and technology infrastructure at your area.

- 7. If I want to change the account ownership to a new owner, will the new owner be entitled for the speed upgrade?**

 - Yes, the new account owner will still be entitled for the speed upgrade and is subject to network and technology infrastructure readiness at your area.

- 8. If I will be relocating to a new address, will I be entitled for the speed upgrade and will the plan be carried over?**

 - Yes, you are entitled for the speed upgrade and the plan will be carried over subject to network and technology infrastructure readiness at your new area.

- 9. Can I add any entertainment package or other add-ons during the speed upgrade?**

 - Yes, the charges for the add-on services you subscribed during the speed upgrade will be included in your next monthly bill.

- 10. Will my contract be renewed after the speed upgrade activity?**

 - No, your contract will not be renewed unless there is a change of equipment.

11. I don't need the upgrade now. Can I request for it later?

- Unfortunately, no, upgrade activities will take place starting October 2023 to July 2024 so we could ensure all our customers are able to enjoy the new high speed as planned.

Unifi Speed Upgrade – After Speed Upgrade

12. I received communication informing me that my speed has been upgraded. However, I notice there is no changes in my profile in Unifi portal or MyUnifi apps. Why?

- We are performing our speed upgrade activity and profiling update by stages. Hence you may notice there is no changes in your profile yet while your speed has already been upgraded. The changes will be reflected soon.

13. I received an email from TM / Unifi saying my speed has been upgraded. But when I do a speed test through wired / Wi-Fi, I don't seem to get the new speed. Why?

- Congratulations on getting on-board with new speed upgrade!
- For you to fully enjoy the new speed, you will need to be on a wired connection. Here are some tips to find out how you can enjoy your new speed.
 1. Try turning off your Wi-Fi router, wait for 10 minutes and turn it on again. This will allow the new configuration to take place before you can enjoy your new speed.
 2. Connect the Ethernet cable (must be of version Cat5e and above) or commonly known as LAN cable from the Wi-Fi router to your computer. Remember to disconnect all other devices on wired or wireless connection.
 3. Have a check on your PC/laptop's Ethernet card as well. You will get to enjoy the optimum speed when your PC/laptop is using a Gigabit Ethernet card.
 4. Once done, log in to the speed test website at <https://speedtest.tm.com.my/> or via Ookla, global broadband speed test <https://www.speedtest.net/> with your PC/laptop to perform a speed test. During the test, make sure you close all applications that may be using your internet connection to ensure you get the

most accurate result. Your speed result attained should be in-line with your newly upgraded speed.

5. With a wired connection, you can typically get 90% of the subscribed speed.
 6. For further optimisation of your WiFi experience, please contact us. Our Unifi Elite team is available at your service to provide consultation and assistance for the best setup.
- For more information, you may visit our website <https://unifi.com.my/unifi-experience>.

14. I have just been upgraded to higher speed. However, I would like to upgrade my package to an even higher speed. Is it possible?

- Yes, any upgrade request can be done online via Unifi portal, live chat or social media, or you can also walk in to any TMpoint / Unifi Store nationwide

Support

15. If I have any enquiries or need further assistance, who should I reach out to?

- Please contact us via our digital channels below:
 - Live Chat at maya.unifi.com.my or MyUnifi app
 - Facebook at facebook.com/weareunifi
 - X (Twitter) at @Unifi
- You may also visit us at any of our [TMpoint or Unifi Store](#) nationwide.