**Unifi**

# Your questions answered

We've put together some commonly asked questions to give you more information about Unifi Air 5G
.

## General

### 1.   What is Unifi Air 5G?

Unifi now offers Unifi Air 5G, its latest wireless broadband solution which provides high-speed internet connectivity for users. This ultrafast and unlimited 5G home wireless internet service comes with an easy to install 5G wireless router which supports connectivity to multiple devices concurrently, perfect for sharing inspiring moments with family and friends.

### 2.   What are the plan details for Unifi Air 5G?

| Plan Details | Unifi Air 5G with 5G Wireless Router |
|---|---|
| Monthly commitment | RM149 [1] |
| Quota | Unlimited [2] |
| Contract duration | 24 months |
| 5G Wireless Modem Price | FREE |
| Upfront Payment | RM149 |

[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 or withdraw the plan at any time without at its discretion, and will migrate the customer to another existing or promotional plan as Unifi deems fit.

### 3.   Who does this plan best suit?

- Any person who stays within the 5G coverage areas. To check your coverage, click here.
- Malaysian or Non-Malaysian residents, regardless of whether you are an existing TM customer or not.
- Aged 18 years old and above.

### 4.   How can I check if my address is within your 5G coverage areas?

There are a few ways you can check if you are within the coverage areas:
a.   Enter your address here to check instantly
b.   Visit the nearest Unifi Store and we will assist you
c.   Live Chat via maya.unifi.com.my or MyUnifi app

### 5.   Will I be tied to a contract?

Yes, subscription for the Unifi Air 5G plan comes with a 24-month contract period.

6. **I'm interested! How can I subscribe to Unifi Air 5G?**

   You can sign up via the following touchpoints:
   - Unifi Website
   - Unifi Store

7. **How much do I need to pay upon registering?**

   You will need to pay RM149 as an upfront payment, which will be reflected and credited in your first (1st) bill.

8. **How many Unifi Air 5G plans can I purchase?**

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

9. **How would I know when my Unifi Air 5G service is activated?**

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

10. **Can I port out my Unifi Air 5G plan to other service providers?**

    Unifi Air 5G is an exclusive service that is only available to Unifi, and is non-transferable to any other service provider or operator.

11. **Can I make calls or send SMS with Unifi Air 5G?**

    Unifi Air 5G only supports data service and does not support calls and SMS at the moment. Should you need voice services, you may subscribe to our Unifi Mobile plans separately.

12. **Can I use this service whilst roaming overseas?**

    Our 5G coverage is only available in Malaysia.

## Unifi Air 5G Router

13. **How can I get the Unifi Air 5G router?**

    You can collect the router at any Unifi Store upon successful registration over the counter.
    For online registrations via our website, your device will be delivered to your doorstep.

14. **What is the warranty period for the Unifi Air 5G router?**
    The warranty period is 24 months from the date of purchase. The original receipt / proof of purchase is required when making any claims.

**15. What should I do if the Unifi Air 5G router is faulty?**

For technical assistance , please visit our nearest manufacturer [Service Centers](#).

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

You can connect up to thirty (30) devices at one time.

**17. What should I do if I'm not sure how to use the Unifi Air 5G service or having problems 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 Unifi Store outlets for further assistance. You can also Live Chat with us via the [Unifi portal](#) or MyUnifi app.

**18. Can the device work if I change to other SIMs?**

The device is configured to only work with Unifi Air 5G SIMs.

## Contract Regulation

**19. Will I be charged a penalty if I decide to terminate the Unifi Air 5G service within the contract period?**

If you terminate your plan during your contract period, you will be charged early termination fees based on the remaining months of the contract.

*Example:*
*Sample calculation for* Unifi *Air 5G router (RRP = RM1300) with 5 months remaining contract:*

*(RM1300 ÷ 24 months) x Remaining Month(s)*
*Penalty Fee: RM54.20 x 5 months = **RM271***

**20. I'm not satisfied with the Unifi Air 5G service. Can I terminate my contract without incurring a penalty?**

You can terminate the Unifi Air 5G plan without  incurring a penalty in the following scenarios:

- Proven evidence that the 5G network experience following the registered address is congested.
- Proven evidence showing that wrong information was given by our customer service consultants, resellers or agents.
- Proven evidence that there is an element of fraud by our customer service consultants, resellers or agents.

**21. Do I need to return the Unifi Air 5G router when I terminate the service without any penalty?**

You will need to return the router and its packaging in good working condition to any of our [Unifi Store outlets](#).

## Deposit & Credit Limit Policy

### 22. What is the credit limit per line for Unifi Air 5G?

The credit limit per line is RM450.

### 23. Will I be notified if my balance exceeds the credit limit?

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

### 24. I am a Non-Malaysian resident, how will 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 to 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 [Unifi Store](#) nationwide upon successful termination.

### 25. What if my balance exceeds the credit limit?

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

### 26. 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.

### 27. Will I be subjected to a credit check when I subscribe to the Unifi Air 5G plan?

You will be subjected to the standard telco credit check (CTOS) when you subscribe to the Unifi Air 5G plan.

## Billing & Payment

### 28. How will I receive my monthly bill?

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

### 29. 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 a monthly billing 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 will be refreshed on every 19th of the month.

### 30. Can I request for a hard copy of my bill?

In our bid to become more environmentally friendly, you will only receive an e-bill. You may personally print a hard copy of your bill via the Unifi [Self-Care portal.](#)

### 31. Where can I pay my bills?

You can pay your Unifi Air 5G bill via the following payment channels:

| 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 |
| | Biller Code: 8888 (unifi Home and unifi Mobile) |
| **Autopay** | |
| 1. https://www.unifi.com.my/ <br> 2. MyUnifi app | Debit or Credit Card (Visa and MasterCard) <br><br> *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.* |
| **E-Wallet** | |
| 1. Boost App | eWallet credit <br> (visit www.myboost.com.my) |
| 2. Touch 'n Go App | eWallet credit <br> (visit www.tngdigital.com.my/) |
| 3. Shopee | eWallet credit <br> (visit https://shopee.com.my) |
| 4. BigPay | eWallet credit <br> (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)<br>Cash (view location- Selangor)<br>Cash (view location-Other States) |
| 8. myNEWS | Cash (view location) |
| **Kiosk and ATM** | |
| 1. Unifi Store | Cash, Debit/Credit Card or Cheque (view location) |
| 2. PayQuik | Cash (view location) |
| 3. JomPAY via ATM | Debit Card<br>(visit www.JomPAY.com.my ) |

### 32. What biller name should I choose when paying via an eWallet Partner or Unifi Store kiosk?

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

If you wish to make 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.

### 33. Will I receive a refund if there is an extra payment in my account?

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

### 34. What is the reactivation fee amount if the line is suspended due to late payment?

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

### 35. Where can I learn more about this plan?

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

- https://unifi.com.my/
- Unifi Store outlets nationwide
- Live Chat
- Facebook
- Twitter