

FREQUENTLY ASKED QUESTIONS (FAQ)

EASYFIX

NO.	QUESTION	ANSWER
1.	What is EasyFix?	EasyFix is a self-serve tool that empowers you as a customer to self-diagnose and troubleshoot Internet connection performances on your own. EasyFix can be accessed easily on MyUnifi app under “Support” or at easyfix.Unifi.com.my . If unresolved, EasyFix will assist in creating a trouble ticket automatically for you or connect you to our Live Chat agent.
2.	What if my self-troubleshooting is unsuccessful?	Not to worry, if your problem remains unresolved after your self-troubleshooting activity, a report will be generated immediately or you will have access to our Live Chat.
3.	How do I access EasyFix?	You may access EasyFix via MyUnifi app, Unifi Portal, or direct link at (https://easyfix.unifi.com.my) through your desktop, laptop or mobile phone.
4.	If my home internet is down, how do I access EasyFix?	If your home internet is down, you can access EasyFix using your mobile data through your mobile phone.
5.	Can I use EasyFix to troubleshoot issues for other Unifi Home users?	No, you can't use EasyFix to troubleshoot on behalf of someone else. But don't worry—you can still check if there's a service outage that might be affecting you or others in your area. Just go to our Service Outage page here: easyfix.unifi.com.my/service-outage

6.	I can't view the content click anything on the page. Why is this happening?	If you are using an older version of your browser, you may have issues viewing the content in EasyFix. EasyFix is best viewed through Microsoft Edge 101 or higher, Mozilla Firefox® 16.x or higher, Safari 5.1 or higher, Chrome 23 or higher, or equivalent browser software.
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PROACTIVE SERVICE ALERTS

NO.	QUESTION	ANSWER
1.	Can you tell me more about this Proactive Service Alerts to Unifi customers?	Proactive Service Alerts will remotely detect your Unifi connectivity or physical service failure on TM's network and notify you by WhatsApp to seek your confirmation for restoration.
2.	From which number will I receive notifications?	You will get notifications from our official Unifi Cares WhatsApp channel at 03-22401125 (look out for the blue tick so you know it's really us).
3.	When will I get Proactive Service Alerts? Is there anything I need to do after receiving this alert?	If a network fault is detected on TM side, we will send a proactive notification by WhatsApp and/or MyUnifi in-app push notification if; • Your account status is active; i.e not suspended • There are no open trouble tickets / reports • The downtime does not affect multiple customers in the same area.

		If you received a WhatsApp notification: 1. “Maya”, your Unifi digital friend will notify you that you have an issue with your Unifi connection. 2. You will need to select your language selection (CTA) 3. Provide the last 6 digits of your NRIC/Passport no./Business Registration No. 4. Confirm the account info displayed is correct. 5. If everything is correct, reply “Y” so that we can begin the restoration process. The report will be generated automatically and the report number will be shared. 6. If you do not agree to proceed for restoration, reply “N” and tell us why. Additional features for WhatsApp Channel: 1. If you did not share feedback during the 1st notification, you will still receive notifications that you can reply to at these intervals: i. 10 minutes ii. 4th hour iii. 8th hour 2. The first^t notification expires after 8 hours and if you wish to reply, you will be directed to our Live Chat at https://maya.unifi.com.my 3. If you agree to proceed with restoration but don’t agree with the proposed appointment date, you can choose another available date provided in WhatsApp.
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4.	Will all Unifi customers receive this Proactive Service Alerts?	Yes, all Unifi customers will be notified if we detected an issue with their service. However, you will NOT get a notification, if: • Your account has been suspended • You have reported your service failure • The downtime does not affect multiple customers in the area.
5.	What WhatsApp number will send me the notification?	The WhatsApp notification will be sent from +603 22401125 (Unifi Cares).
6.	My service is disrupted due to fibre cable cut. Can I report this info through Proactive Service Alerts?	Yes, you can. Additional info can be added after acknowledging the page via WhatsApp. You can also add info on the issues via our Live Chat mentioning your report number.
7.	Will I receive any notification during restoration?	You will receive via WhatsApp and/or MyUnifi app during this activity: 1. For you to confirm that you are having issues with your service (MyUnifi app notification). 2. For you to give feedback on the restoration activity (WhatsApp).
8.	Do I have to pay any charges after I have confirmed the fault?	No, there are no charges. However, please take note that if the issue is caused by the customer's own equipment or premise, the existing On-Site Support Charges will be imposed.
9.	I did not install MyUnifi app in my phone, can I still get the Proactive Service Alerts notifications?	Yes. You will continue to get notifications via WhatsApp. However, we would highly recommend you to download the MyUnifi app as you can easily track the progress in real-time. In fact, MyUnifi app provides additional features for managing your

		Unifi account such as viewing account details, bill usage, bill payment options, reward redemptions and many more. You can download the MyUnifi app from the App Store, Google Play, Huawei App Gallery or simply visit https://unifi.com.my/myunifi
10.	What should I do if my internet connection is resolved?	Once your issue is resolved, you will receive a WhatsApp asking for your feedback on the activity. We would appreciate if you can submit the feedback rating for our future improvements.

SERVICE TRACKER

NO.	QUESTION	ANSWER
1.	What is Unifi Service Tracker?	Service Tracker is a tool that allows you to view service and technical requests real-time progress, including TM Care Crew details via MyUnifi app. You can access the service tracker under “My Activity” in your “Accounts” menu.
2.	I did not install MyUnifi app in my phone, can I still get the notification?	Yes. You will continue to get notifications via SMS but it is recommended for you to use the MyUnifi app. You can download the MyUnifi app from the App Store, Google Play, Huawei AppGallery or simply by visit https://unifi.com.my/myunifi MyUnifi app provides additional features for managing your Unifi account such as displaying account details, bill usage, payment options, reward redemptions and many more.

3.	What should I do when I receive an SMS or MyUnifi app notification?	Once you receive the notification, you can view and track your activities including restoration progress via MyUnifi app and Unifi portal. To view the status of your report via MyUnifi app: 1. Tap on “Account” at the bottom of MyUnifi app home page 2. Tap on “My Activity” tab 3. Tap “Technical Report” to view status updates 4. The activity details will appear 5. Tap on “Track Status” to view the real-time progress. To view the status of your report via Unifi portal: 1. Go to https://unifi.com.my and click “Login/Register” 2. Register for login using your registered email with DigitalME. 3. Scroll down until the bottom, and click on “My Activity” 4. On “My Activity” page, you may view your report status by: a. Keying in your reference number or; b. Searching via date range or; c. Searching for reference number based on ticket type (Click "All Request, All Services") 5. Click “Track Ticket” to view status details.
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4.	How long will my report be visible in the app after I log the report?	Your ticket creation (report) will be visible in the app within 15 minutes after you log your report.
5.	What should I do if there is an error in MyUnifi app?	If this happens, you are advised to refresh the application. If the issue persists, you may need to reinstall the app.
6.	Where can I check the technician details?	To check on your TM Care Crew (technicians) details, please use the steps below: 1. From MyUnifi app homepage 2. Go to "Support" 3. Go to "My Activity" tab 4. "Unifi Home Technical Report" 5. The technician's name will be displayed.
7.	How can I contact the technician assigned to my ticket?	We're sorry, the Care Crew's (technician) contact number feature is currently unavailable. You can contact our Live Chat team at https://maya.unifi.com.my for any enquiries.
8.	How do I know if the technician is on the way or has already arrived at my house?	To locate the Care Crew (technician), you can refer to the steps in (Question 3). The status update will appear as "On The Way/On Site" under "My Report Status".
9.	What if my problem remain unresolved or recurring after the technician's visit?	We hope that this does not happen. If it does, you can reach us via MyUnifi app under the "Support" page. You can also reach us via any of your preferred channel listed at https://unifi.com.my/support/contact-us
10.	How long will the ticket (report) be visible in the "Activity" screen?	Your ticket (report) history will be visible for the next 90 days upon the ticket creation.
11.	Can I check the status of a non-owner account?	Unfortunately, you can only check and track the status of your account.

24-HOURS SERVICE RESTORATION

NO.	QUESTION	ANSWER
1.	What is this initiative all about?	The 24 hours Service Restoration Guarantee is our promise to restore your connectivity within 24 hours from the time an official complaint or trouble ticket is made. If we are unable to resolve within the stipulated time, a bill rebate of RM50 will be compensated to you. You will receive an SMS and MyUnifi in-app notification if eligible, with redemption steps.
2.	When can I start redeem my bill rebate?	If you are eligible, the rebate will be given if we fail to restore your service within 24-hours, starting from 30 November 2021.
3.	How can I be eligible to receive this bill rebate?	You will be eligible to receive the rebate if: 1. You are a Unifi Home and/or Unifi Biz subscriber with a speed of 100 Mbps and above. 2. The breakdown/downtime is not solely on other services related to Unifi by itself, such as telephone, Unifi Lite, Unifi Mobile, Unifi Air, Unifi TV, and Value Added Services (VAS). 3. A formal report is made via any of the following channels: i. Live Chat at maya.unifi.com.my ii. Private message at facebook.com/weareUnifi iii. Tweet @helpmeUnifi iv. Any TMpoint nationwide v. Email at help@tm.com.my 4. Your report is made during breakdown/downtime when you are unable to use the Unifi service.

		5. Your report is due to service disruption and total loss of internet connection. 6. The service restoration period took more than 24 hours from the time your formal report was recorded in TM's system. 7. Your Unifi breakdown/downtime is due to: a. Service maintenance work by TM. b. 3rd party, for example works performed by other telecommunication or utility companies that caused Unifi service disruptions. c. Damages to TM infrastructure caused by animals leading to the Unifi service disruption, not including Force Majeure.
4.	When will the 24-hour restoration date and time start?	The start date and time for the 24-hour restoration period are the date and time agreed upon by you and TM. Upon lodging an official report to us, you must provide a suitable date and time for our Care Crews to visit your premises for restoration. You will then receive an SMS notification. The SMS will contain Trouble Ticket number and appointment date and time as agreed during your interaction with us. The SMS will be sent to the mobile number given to us when the complaint is lodged. The 24 hour restoration date and time will be reset to a new appointment date and time if it is rescheduled to another date and time agreed upon by you and TM.
5.	What compensation will I receive?	If your connection is not restored within 24 hours and you are eligible for the rebate, you will receive a bill rebate of RM50.
6.	How do I know if I am eligible	Once you have been identified as an eligible recipient,

	to receive a bill rebate?	the RM50 bill rebate information will be sent to you via SMS and notification in your MyUnifi app, along with the redemption steps.
7.	A bill rebate notice of RM50 has been displayed on MyUnifi app. How do I make the redemption?	You can redeem your RM50 bill rebate in the MyUnifi app with the following steps: ▪ Tap on “Account” in the MyUnifi app. ▪ Tap on the “24 hours Restoration Guarantee” banner ▪ Tap “Claim” on the page where you see a notice of “Available Rebate Just For You!” A reference number will be displayed upon completion of the claim process.
8.	How long will the RM50 rebate be visible in the MyUnifi app? Is there a time limit for it?	The RM50 rebate will be displayed in your MyUnifi app for 30 days. The redemption expiry date will be displayed along with this RM50 rebate. If the rebate is not redeemed before the redemption period ends, it will expire and no longer displayed in the MyUnifi app.
9.	What should I do if the rebate has expired?	We’re sorry, rebates that have expired are considered void and will not be reissued.
10.	Can I make the redemption through other channels and not via MyUnifi app?	You can only redeem the bill rebate within the given period via MyUnifi app. Download the MyUnifi app from the App Store, Google Play and Huawei AppGallery or visit https://unifi.com.my/myunifi
11.	I have redeemed the rebate bill of RM50 as the Unifi service restoration took more than 24 hours. Can I a complaint to claim compensation for being	We’re sorry, there will be no additional compensation on top of the RM50 rebate for your inability to use the service.

	unable to use the service during the downtime?	
12.	Am I eligible to receive a bill rebate if I subscribe to a package with less than 100Mbps?	Apologies, but only Unifi broadband packages with speeds of 100Mbps and above are eligible for this bill rebate redemption.
13.	What if I subscribed to Unifi package with a speed less than 100 Mbps or other TM services, how do I complain and get compensated?	If you are subscribed to a package with speeds below 100Mbps, you can reach us at any of our official channels to make a report. The easiest way is to go to “Support” tab in the MyUnifi app and you will have an option to contact us through your preferred channel.
14.	There is no redemption information in the MyUnifi app. What is the best way for me to find out if it was successful or not?	In case the redemption information is not available in the MyUnifi app, please contact us via Live Chat at https://maya.unifi.com.my if you would like to re-confirm it.
15.	Is it possible to convert my bill rebate to cash?	It is not possible to exchange the rebate for cash, cheque, or a bank transfer.
16.	Can the rebate be transferred to other accounts?	No, the rebate cannot be transferred to other accounts.
17.	What if I don't have MyUnifi app?	We would encourage you to download the app. Download the MyUnifi app from the App Store, Google Play and Huawei AppGallery or visit https://unifi.com.my/myunifi Additionally, MyUnifi app also offers other services to manage your Unifi account such as account details, bill usage, payment options, reward redemptions and many more.

18.	Can I claim rebates on more than one account?	If you have more than one account, and each one qualifies for a bill rebate, you can claim the rebate on each affected account as redemptions will be differentiated by your account number.
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ELITE CREW

NO.	QUESTION	ANSWER
1.	What is Elite Crew?	Elite Crew is part of our TM Care Crew team—think of them as your Internet experts. They are here to help you get the best Unifi experience, from optimizing your speed and coverage to guiding you on value-added services like smart devices and IoT solutions.
2.	How can I be sure the person is from the Elite Crew?	On the day of your appointment, our Elite Crew will greet you and introduce themselves. They will also show you their official Unifi employee passcard so you can feel confident it's really us.
3.	What can Elite Crew offer?	Elite Crew offers professional assessment and consultation for Unifi customers, helping to improve Wi-Fi coverage and other in-premise solutions. Here's what we offer: 1. Network Coverage Assessment Our experts use enterprise-grade Wi-Fi analyzer tools to evaluate your home or business network coverage for the best possible performance. 2. Wi-Fi Optimization Recommendations We identify dead zones and recommend the best Wi-Fi point placements based on signal interference, structural obstacles, and your unique setup. We will also suggest additional devices if needed to achieve optimal coverage.

		3. Customized Solutions Recommendations You will receive a tailored report for your home or business requirements, including recommendations for in-premise devices provided by TM.
4.	Who can benefit from the Elite Crew service?	The Elite Crew service is designed just for Unifi customers like you. It helps solve wireless coverage challenges—especially if you have a larger property or want to maximize your internet performance. Here’s who will find it most useful: ▪ Unifi Home and Unifi Business Customers: The service is currently available exclusively for existing Unifi Home and Unifi Business customers. ▪ Smart Home Enthusiasts: Our Elite Crew can guide you with consultation and device configuration for smart homes and devices (note: internal wiring or cabling installation isn’t included).
5.	Is Unifi Elite Crew service chargeable?	Yes, starting from 2nd December 2019, there’s a one-time consultancy fee of RM120 (excluding SST) for Unifi Home customers. Just a heads up: this fee only covers the consultation itself. It does not include equipment purchase, installation, or any other additional charges that may apply.
6.	Will I receive any confirmation or documentation after the consultation?	Yes, once your consultation is completed, you will receive an acknowledgment of the service provided and any equipment you may have purchased. We will send this to you either as a hard copy or by email from TM—so you will always have a record for your reference.
7.	How do I request for the Elite Crew	There are several ways for requesting Unifi Elite Crew. • Login to Unifi.com.my and look for the “Support” tab at the top of your screen. Click on the tab and you will see an option to request for Unifi

	service?	Elite Crew. You can also request for Unifi Elite Crew via Live Chat at maya.Unifi.com.my, TM Contact Centre or any TMpoint.																												
8.	Will I receive any information or confirmation slip once my Consultation is completed?	Yes, once the consultation activity completed, you will receive an email from TM acknowledging the service provided and any equipment purchased, if any.																												
9.	When will the Elite Crew Consultation Charge be reflected? How bill look like?	The consultation fee will be reflected in your next Unifi bill. Here's how it will be shown: ACCOUNT DETAIL RECURRING CHARGES STATEMENT <table><thead><tr><th>Description</th><th>Gross (RM)</th><th>Discount (RM)</th><th>Amount (RM)</th></tr></thead><tbody><tr><td>Residential High Speed Internet : 12hhejyb@unifi</td><td>169.00</td><td>0.00</td><td>169.00</td></tr><tr><td>TOTAL</td><td>169.00</td><td>0.00</td><td>169.00</td></tr></tbody></table> ONE TIME CHARGES STATEMENT <table><thead><tr><th>Description</th><th>Gross (RM)</th><th>Discount (RM)</th><th>Amount (RM)</th></tr></thead><tbody><tr><td>Account Level Charges</td><td></td><td></td><td></td></tr><tr><td>unifi Elite Consultation Fee</td><td>120.00</td><td>0.00</td><td>120.00</td></tr><tr><td>TOTAL</td><td>120.00</td><td>0.00</td><td>120.00</td></tr></tbody></table>	Description	Gross (RM)	Discount (RM)	Amount (RM)	Residential High Speed Internet : 12hhejyb@unifi	169.00	0.00	169.00	TOTAL	169.00	0.00	169.00	Description	Gross (RM)	Discount (RM)	Amount (RM)	Account Level Charges				unifi Elite Consultation Fee	120.00	0.00	120.00	TOTAL	120.00	0.00	120.00
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10.	Is the Elite Crew available in every location?	Currently, our Elite Crew is available in major areas/towns around the country.																												
11.	Can EliteCrew come to my home on the weekend?	Currently, the Elite Crew operates during working hours on weekdays only.																												

12.	How will I know when the Elite Crew will assist me with my Wi-Fi consultation?	No worries—we will keep you updated. Just share your contact details with us, and we will create a service ticket for you. Once that's set, our Elite Crew will reach out to you directly to schedule your consultation at a time that works best for you.
13.	How do I pay for equipment purchased from the Elite Crew?	Any equipment you buy through the Elite Crew will simply be added to your next Unifi bill, so you can pay it together with your usual charges. If card payment is available, you can also pay right away using your credit or debit card through our dedicated Unifi account or card machine. Don't worry—our Elite Crew will guide you through the payment process during their visit.
14.	Is the equipment I purchase from the Elite Crew covered under warranty?	Yes, your equipment is covered. But here's what you need to know: For third-party equipment and devices, the warranty and after-sales support are provided directly by the manufacturer. If you ever need to make a warranty claim, you can reach out to the manufacturer or their appointed distributor. Their contact details will be listed in the warranty card or printed on the device packaging.
15.	Can I request a Wi-Fi assessment and configuration from the Elite Crew if I already have my own equipment?	Yes, you can. For a one-time charge, our Elite Crew will carry out a professional assessment and consultation to help you get the best in-premise connectivity between your devices—even if you are using your own equipment.

16.	How can I request an Elite Crew consultation?	You can request a visit from our Elite Crew through any of these channels: ▪ Live Chat Agents ▪ Call 100 (Press 1) ▪ Unifi Store ▪ Unifi Portal
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