

## Your questions answered

We've put together some commonly asked questions to give you more information about unifi Air Biz plan.

### General

#### 1. What is the offer about?

- unifi Air is a wireless broadband service which offers high-speed wireless Internet access.
- This latest unifi Air Biz plan comes with a free wireless router where it can simply connect to your computer, smartphone, tablets and other compatible smart devices.
- unifi Air Biz 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. Furthermore, you can carry along the wireless router everywhere and be connected in other locations, as long as it is within unifi LTE coverage.

#### 2. What are the plans offered for unifi Air Biz?

Plan	unifi Air Biz with 4G Wireless Router	unifi Air Biz SIM Only
Monthly commitment	RM129 <sup>1</sup>	RM129 <sup>1</sup>
Monthly commitment promo discount	RM50 <sup>1</sup>	RM50 <sup>1</sup>
Monthly commitment with promo discount	RM79 <sup>1</sup>	RM79 <sup>1</sup>
Quota	Unlimited <sup>2</sup>	Unlimited <sup>2</sup>
Contract	24 months	N/A
4G Wireless Modem Price	FREE	N/A
Upfront Payment	RM100	RM100

<sup>1</sup> Price displayed excludes 6% service tax.

<sup>2</sup> **Unlimited term is subject to Unifi Fair Usage Policy.**

Unifi reserves the right to amend and vary the plan from time to time at its discretion or withdraw the plan at any time without assigning reasons for such withdrawal and migrate the Customer to another plan or promotional plan as Unifi deems fit.

#### 3. What is the speed of unifi Air Biz plan?

The speed of unifi Air plan minimum 1Mbps and can reach up to 20Mbps for both download and upload activities

#### 4. Who is eligible for this offer?

This plan is open to all businesses in Malaysia and it is subject to coverage availability.

\*includes location of router, no of devices connected, interference etc

#### 5. How can I check if my address is within your LTE coverage?

There are few ways for you to check:

- Enter your address [here](#) to check instantly
- Visit the nearest [TMpoint outlet](#) and we will check for you
- Drop us a note via [Whatsapp](#) my or MyUnifi app.

## 6. I'm interested! How can I subscribe to this unifi Air Biz plans?

You can sign up via the following touchpoints:

- [Unifi Website](#)
- [TMpoint outlet](#)
- SME consultant

## 7. What documents do I need to bring during registration?

Eligible applicants are required to bring valid documentations and other company details as below:

- A copy of the company's director/authorised signatory's NRIC (both sides)/ Passport (for Non-Malaysians)
- If you're an existing TM customer, please bring along your latest bill that is registered under your company name/Business Registration Number (BRN)
- Company Authorisation Letter for non-director authorised signatory
- Original or certified true copy of certified documents (whichever applicable):

Business Applicants	Documents
Private Company	i. Return for allotment of shares / Form 24, ii. Notification of change in the Register of Members / Form 49, iii. Users' Registration / Form 9
Sole Proprietor	Form D & A
Partnership	Form D & B
NGO/ Association/ Corporation/ Embassy/ Government	Documents issued by relevant authorities

## 8. Who are the authorised individuals from the company that can subscribe to unifi Air Biz plan?

- Only the company's authorised director can be the account holder of the unifi Air Biz plan.
- However, you are allowed to appoint a representative with an authorisation letter to represent the company to register and subscribe to this plan on behalf of your company.

## 9. Will I be tied to any contract?

Yes, if you sign up for unifi Air Biz plan with FREE premium 5G router comes with 24 months contract period.

## 10. How much do I need to pay upon registration?

You just need to pay RM100 for the service upfront payment and it will be reflected & credited in your 1st bill.

#### 11. How many unifi Air Biz plan can I purchase?

- With our unifi Air Biz plan, there is no limit to the number of lines that you can subscribe.
- The only difference is that depending on the number of lines requested, and your existing unifi lines, the sign up process may be slightly different.
- If you would like to request for more than or already have three (3) unifi Air Biz lines, then your request will be handled by our SME sales consultant.
- While customers who do not require more than 3 unifi Air Biz lines, you can simply walk into any TMpoint outlets nationwide to register and subscribe.

#### 12. What is the speed for upload & download with unifi Air Biz plan?

The speed of unifi Air plan minimum 1Mbps and can reach up to 20Mbps for both download and upload activities.

\*includes location of router, no of devices connected, interference.

#### 13. How do I know when my unifi Air Biz service is activated?

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

#### 14. Can I port out my unifi Air Biz plan to other service provider?

unifi Air Biz plan is an exclusive service only to Unifi and it is non-transferable to any other service provider or operator.

#### 15. Can I make calls and send SMS with this unifi Air Biz plan?

unifi Air Biz 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 [Unifi Mobile](#) service separately.

#### 16. Can I use this service whilst roaming overseas?

Our 4G [coverage](#) is exclusively available in Malaysia only.

### 4G wireless Router

#### 17. How can I get the 4G wireless router?

You can collect the router at any TMpoint outlets upon successful registration over the counter. Otherwise, your device will be delivered to your doorsteps if you register via our [website](#).

#### 18. What is the warranty period for 4G wireless router?

The warranty period is 12 months from the date of the purchase. The original receipt / proof of purchase is required when making claims.

#### 19. What should I do if the 4G wireless router is faulty?

For further technical assistance on faulty Unifi Air router, please visit any nearest manufacturer [Service Centers](#).

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

You can connect up to 10 devices at one time.

#### **21. What should I do if I do not understand how to use the unifi Air Biz service or having problem with the 4G wireless router?**

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.

You can also Live Chat to us via Myunifi app or [unifi portal](#).

#### **22. Can the device work if I change to other SIM?**

Unfortunately no, the device is configured to work with unifi Air service only.

### **Contract Regulation**

#### **23. Will I be charged any penalty if I decide to terminate unifi Air Biz within the contract period?**

You will be still be subjected to Early Termination penalty if within the 24 months contract period.

#### **24. I'm not getting good experience from unifi Air Biz plan. Can I terminate it without any penalty?**

You are able to terminate the unifi Air plan without any penalty in the below scenarios:

- Proven the 4G network experience based on registered customer address is congested.
- Proven wrong information from our customer service or reseller or agent.
- Proven there is an element of fraud from our customer service or reseller or agent.

#### **25. Do I need to return the unifi Air router when I terminate the service without any penalty?**

Yes, you will need to return the router and its packaging in good working condition to any of our [TMpoint outlets](#).

### **Deposit & Credit Limit Policy**

#### **26. What is the credit limit per line for unifi Air Biz?**

The credit limit per line is RM300.

#### **27. Will I be notified if my balance exceeded the credit limit?**

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

#### **28. I am a non-Malaysian, how would 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 into your preferred bank account within three (3) months / 90 days upon termination. Kindly provide us with your banking details via our [Live Chat](#) or at any [TMpoint outlet](#) nationwide upon successful termination.

**29. What if my balance exceeded the credit limit?**

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.

**30. How much do I need to pay to restore my services, 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.

**31. Will I be subjected to a credit check when I subscribe to unifi Air Biz plan?**

Yes. You will be subjected to the standard telco credit check (CTOS) when you subscribe to unifi Air plan.

**Billing & Payment**

**32. How will I receive my monthly bill?**

You will receive your monthly bill through your registered e-mail and or you can check in Self-Care portal or MyUnifi app.

**33. 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 monthly bill 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 would be every 19th of the month).

**34. Can I request for a hardcopy bill?**

We support environmental friendly initiatives so you will only be receiving an e-bill. You may print the hardcopy bill via self-care portal.

**35. Will I be subject to a credit check when I subscribe to this unifi Air?**

Yes. You will be subjected to the standard telco credit check (CTOS) when you subscribe to unifi Air plan.

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

You can pay for unifi Air Biz service via the channels below:

Online	
1. <a href="http://www.unifi.com.my">www.unifi.com.my</a>	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. <a href="http://www.unifi.com.my">www.unifi.com.my</a>	Debit or Credit Card (Visa and MasterCard)  Note: We're sorry that 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.
2. myunifi app	
E-Wallet	
1. Boost App	eWallet credit (visit <a href="http://www.myboost.com.my">www.myboost.com.my</a> )
2. Touch 'n Go App	eWallet credit (visit <a href="http://www.tngdigital.com.my/">www.tngdigital.com.my/</a> )
3. Shopee	eWallet credit (visit <a href="https://shopee.com.my">https://shopee.com.my</a> )
4. BigPay	eWallet credit (visit <a href="https://www.bigpayme.com/">https://www.bigpayme.com/</a> )
Counter	
TM Authorised Dealers (TAD)	<a href="#">Debit/Credit Card or Cheque (view location)</a>
1. POS Malaysia	<a href="#">Cash (view location)</a>
2. Ejen Bank Berdaftar BSN (EBB)	<a href="#">Cash (view location)</a>
3. Epay	<a href="#">Cash (view location)</a>
4. ONEPAY (M1)	<a href="#">Cash (view location)</a>
5. 7-Eleven	<a href="#">Cash (view location)</a>
6. 99 Speedmart	<a href="#">Cash (view location)</a>
7. KK Mart	<a href="#">Cash (view location- KL)</a> <a href="#">Cash (view location- Selangor)</a> <a href="#">Cash (view location- Other States)</a>
8. myNEWS	<a href="#">Cash (view location)</a>
Kiosk and ATM	
1. TMpoint	<a href="#">Cash, Debit/Credit Card or Cheque (view location)</a>
2. PayQuik	<a href="#">Cash (view location)</a>
3. JomPAY via ATM	Debit Card (visit <a href="http://www.JomPAY.com.my">www.JomPAY.com.my</a> )

**37. What is the biller name that I should choose when I make bill payment via eWallet Partner and TMpoint kiosk?**

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

If you wish to make bill payment 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 mobile new 10-digit account number
- viii. Enter the bill amount to be paid.

**38. Will I be getting my refund if there is an extra payment in my account?**

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

**39. What is the re- activation fee if the line is suspended due to late payment?**

In the event of line suspension, RM20 will be charged to re-activate the line.

**40. Where can I learn more about this offer?**

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

- <https://Unifi.com.my/>
- [TMpoint outlets](#) nationwide
- [Live Chat](#)
- [Facebook](#)
- [Twitter](#)