

Your questions answered

We have put together some commonly asked questions to give you more information about **Unifi NGAM Campaign**.

General

1. What is Unifi NGAM campaign all about?

- New and existing Unifi customers subscribing to the campaign offerings will enjoy the following benefits:
 - One month waiver for Movies Pack with Unifi Home bundle plans.
 - Greater value with discounts for Unifi Home with Unifi Mobile or Unifi TV bundle plans.
 - Access to 70+ premium channels, HBO Go, Netflix, Disney+ Hotstar and up to eight (8) other streaming apps.
 - Experience unlimited 4G + 5G Data for 12 months for selected Unifi Home with Unifi Mobile bundle plans.
 - FREE 5G smartphone for selected Unifi Home with Unifi Mobile bundle plans.

2. How long is the campaign period?

- This campaign runs from 2 October 2023 until further notice.

3. Who is eligible for this offer?

- This campaign is open to all customers based on the selected package offerings.

4. Can you tell me more about the campaign for new customers?

- New customers can subscribe to Unifi Home Bundle plans as per packages below:

1. All-In-One plan

Unifi Home	100Mbps	300Mbps	500Mbps	1Gbps
Unifi TV Pack	Movies Pack with Unifi TV Box 20+ Channels			
Bundled Streaming Apps	3 Streaming Apps: 1. HBO GO 2. Disney+ Hotstar 3. Unifi TV app			
Mesh Wi-Fi	Add on from RM15/month			FREE Mesh Wi-Fi 6
Unifi Mobile	UNISG POSTPAID 65 (Unlimited 4G + 5G) + (10GB Hotspot) – for the first 12 months (60GB 4G & 5G) + (10GB Hotspot) – for 13 th month onwards			
Discount	Unifi Home discount RM10 (Lifetime)			
	Unifi Mobile discount RM10 (Lifetime)			

Notes:

- Movies Pack comes with Early Bird Promo price for the first three (3) months. Customers get to enjoy the promo price for lifetime as long as their Movies Pack is active.

2. Unifi Home Broadband with Unifi TV plan

Broadband with Movies Pack

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Unifi TV Pack	Movies Pack with Unifi TV Box 20+ premium channels				
Bundled Streaming Apps	3 Streaming Apps: 1. HBO GO 2. Disney+ Hotstar 3. Unifi TV app				
Mesh Wi-Fi	Add on from RM15/month			FREE Mesh Wi-Fi 6	

Notes:

1. Movies Pack comes with Early Bird Promo price for the first three (3) months. Customers get to enjoy the promo price for lifetime as long as their Movies Pack is active.

3. Unifi Home Broadband with Unifi Mobile

a) Unifi Home Broadband with Unifi Mobile plan (FREE 5G Smartphone)

Unifi Home + Unifi Mobile	Unifi Home 100Mbps + UNISG Postpaid 89	Unifi Home 100Mbps + UNISG Postpaid 89	Unifi Home 300Mbps + UNISG Postpaid 89
Data	UNISG Postpaid 89 Unlimited 4G + 5G		
5G Smartphone	RM240	FREE	FREE
Contract	24 months	36 months	24 months

b) Unifi Home Broadband with Unifi Mobile plan

Unifi Home	100Mbps	300Mbps	500Mbps	1Gbps
Unifi Mobile	UNISG POSTPAID 65 Unlimited 4G + 5G (for the first 12 months) 60GB 4G + 5G and 10GB Hotspot (for 13 th month onwards)			
Discount	Unifi Home discount RM10			

c) Unifi Home Broadband, Netflix with Unifi Mobile plan

Speed	100Mbps	300Mbps	500Mbps	1Gbps
Netflix	Basic		Standard	
Unifi Mobile	UNI5G POSTPAID 65 Unlimited 4G + 5G (for the first 12 months) 60GB 4G + 5G and 10GB Hotspot (for 13 th month onwards)			
Discount	Unifi Home discount RM10			

Note: Customers can opt for higher UNISG Postpaid plans but won't be entitled for lifetime Mobile discount.

4. Unifi Home Broadband Only plan

a) Broadband Only Plan

Speed	100Mbps	300Mbps	500Mbps	800Mbps	1Gbps	2Gbps
Mesh Wi-Fi	Add on from RM15/month				Add on from RM25/month	

b) Broadband with Netflix

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Netflix	Basic		Standard		
Mesh Wi-Fi	Add on from RM15/month			Add on from RM25/month	
Discount	Unifi Home discount RM7	Unifi Home discount RM25			

Notes:

1. Netflix Plan upgrade options are available. Refer to question no. 14 for upgrade options and prices.
- Subscription to Unifi Home Broadband 100Mbps and above will also come with FREE 600 minutes of talk time to all mobile and fixed lines nationwide. Beyond the 600 minutes, you will get to enjoy FREE calls from fixed to fixed and RM0.10 from fixed to mobile.
 - Existing customers can request to change their current plans to Unifi Ngam campaign offerings to enjoy Unifi Home Bundle plans at discounted price.

5. How do I register for this campaign?

- You may walk in to the nearest:
 - [TMpoint and Unifi Store](#)
 - TM Resellers or TM Authorised Dealer
- Subscribe via our digital channels:
 - [Campaign website](#)
 - MyUnifi app or [Unifi portal](#)
- Call Unifi Contact Centre at 100 (press 4)

6. Is there any supporting document needed?

- You will need to submit a copy of your NRIC or passport. Please ensure your registration details for Unifi Home and Unifi Mobile are the same to enjoy this campaign offering.

7. Will I be tied to any contract if I subscribe to this campaign?

- Yes, all Unifi Home plans come with a 24-month contract.

Entertainment, Add-on and Change of Plan

8. How do I activate the bundled streaming apps e.g HBO Go, Netflix, Disney+ Hotstar and others?

- To activate your streaming app entitlement, you can simply log in to [Selfcare portal](#) or download and log in to MyUnifi app.
- Click on “View Account” to select your Unifi Home account. Click on “>” icon and “My Entertainment” to manage your access and activation of streaming apps.

9. Can I change my streaming app entitlement to other streaming app offerings?

- For Movies Pack, the streaming apps are already a part of the bundled offering. Hence, it is not possible for you to make the change.

10. Can I watch Unifi TV using ID xxx@iptv if I opt for Unifi Home Broadband with Unifi TV Box plan?

- Absolutely! You will also be able to watch Unifi TV content from Unifi TV app at no additional charges. Simply download the app and go through a one-time registration to start watching!

11. When will I receive my Unifi TV Box?

- You will receive your Unifi TV Box during installation (*if applicable to your subscription plan*).

NETFLIX

12. I already have an existing Netflix subscription. How do I link it to the Netflix entitlement with Ultimate Plus Pack or Ultimate Max Pack?

- If you already have an existing subscription with Netflix, your existing Netflix account will need to be linked to your Unifi TV Pack by submitting your Netflix account credentials. Netflix will continue to charge you separately for your existing subscription until your Netflix account is linked to your Unifi TV Pack. If your existing Netflix subscription is billed through Apple, you will need to manually cancel your Apple billing arrangement to avoid being double billed for your Netflix when you activate your Netflix plan.

13. I have an existing Netflix account. Do I get to retain my previous viewing history on the app once I activated the access via Unifi?

- Yes, you will be able to retain the viewing history if your registered email address with Unifi is the same as your existing Netflix account. This is because you still maintain your login credential.

14. I have just subscribed to Ultimate Plus Pack with Netflix Basic Plan included at no extra cost.

Can I upgrade/change my Netflix plan to Standard or Premium Plan?

- Yes, you can. You may upgrade/change your Netflix plan as per offerings below:
 - a) Netflix Standard – Additional RM17/month to upgrade from Basic.
 - b) Netflix Premium – Additional RM10/month to upgrade from Standard. Additional RM27/month to upgrade from Basic.

To self-upgrade your Netflix plans, you can do so via MyUnifi app or visit [Unifi portal](#) or alternatively, visit Netflix.com and enter the “Account” section.

15. I have just subscribed to Ultimate Plus Pack/Ultimate Max Pack with Netflix. How do I activate my Netflix account?

- After a successful subscription, you will receive an email and/or SMS from Netflix and Unifi. Follow these simple steps to activate:
 - a) Click on the activation link in the SMS and/or email or via MyUnifi app or [Unifi portal](#)
 - b) On Netflix, select “Sign Up” (*new to Netflix*) or “Sign In” (*already with Netflix*).
 - c) Create a Netflix account and password on the page and click “Continue”. If you already have a Netflix account, enter your existing Netflix credentials (email and password).
 - d) Click “Start Watching” .

Billing

16. When will I receive my one (1) month waiver for Movies Pack with Unifi Home bundle subscription?

- The Movies Pack waiver will be reflected in your first billing statement.

17. How will my bill look like when I subscribe to this campaign offering?

- If you subscribe to Broadband with Mobile Plan and the All-in-One Plan under this campaign, you will receive two (2) separate monthly bills:
 - i. Unifi bill consisting of the monthly fees of Unifi Home and Unifi TV Pack; and
 - ii. Unifi Mobile bill

Unifi Home

- You will see two (2) types of charges in your first bill:
 - ✓ Prorated charges based on Unifi activation date and Billing Period date.
 - ✓ Full month charges of the broadband package based on 30 days from the first (1st) Billing Date.
- You will also see the charges for your other add-ons such as Smart Device/Mesh Wi-Fi (*if applicable*).

Unifi Mobile Postpaid

- Unifi Mobile Postpaid refers to mobile postpaid plans with SIM only and with device.
- Your monthly bill date is subject to the nearest billing date cycle available upon successful registration. Please note that there are seven (7) billing cycles available which are every 1st, 7th, 10th, 13th, 16th, 19th and 22nd of the month and your first bill will be four (4) days after a successful registration.
- Unlimited 4G + 5G Data pass for Unifi Mobile Postpaid 65 will be granted to your account within 21 days after activation.
- FREE 5G smartphone options available with Unifi Home bundle are as follows:
 - ✓ Samsung Galaxy A14 5G
 - ✓ Samsung Galaxy M14 5G
 - ✓ Vivo Y27 5G
 - ✓ Honor 90 lite 5G
 - ✓ Realme 11x 5G

18. Do I have to make any upfront payment?

Unifi Home

- Yes, an advance payment is applicable i.e. RM100 for Malaysians and RM500 for Non-Malaysians.
- The advance payment will be refunded in your second (2nd) month's bill.

Unifi Mobile Postpaid

- For any new mobile line registration through Unifi Resellers, Unifi Authorised Dealers and any TMpoint or Unifi Store outlets nationwide, please note that a service upfront payment is applicable according to the price of the mobile postpaid plan that you subscribe to. The amount will be offset in your first (1st) bill.

- For Unifi Home with Uni5G Postpaid 89 bundled with Free device, below are the device options and the amount to be paid upon registration:

Device Model	Device Upfront Payment	Device Selling Price	Total Upfront Payment
Samsung Galaxy A14 5G	RM552	RM240	RM792
Samsung Galaxy M14 5G		RM120	RM672
Vivo Y27 5G		RM240	RM792
Honor 90 Lite 5G		RM240	RM792
Realme 11x 5G		RM150	RM702

- However, existing Unifi Mobile subscribers with good payment records will get to enjoy waiver for Device Upfront Payment of RM552 upon registration and will only have to pay the Device Selling Price.
- The refund of Device Selling Price will be credited to your second or third month bill provided that:-
 - ✓ The installation for new Unifi Home is completed within 30 days from order creation date
 - ✓ The account must be in active status within 30 days from the change of broadband offerings
- Please note that the Unifi Home bundled with Free 5G device is applicable for Malaysians only.
- For Non-Malaysians, you are required to pay an additional deposit of RM300 per line, which will be refunded upon the mobile line termination.
- For a LIMITED TIME ONLY, we are waiving the service upfront payment if you switch your current number to Unifi Mobile (MNP Porting in).
- Service Upfront Payment will also be waived if your payment record status is good, and with a tenure length of six (6) months and above.

19. Where can I view and pay my bill?

- You can view and pay all your home broadband, entertainment and mobile bills via [Unifi Portal](#) or MyUnifi app, which can be downloaded for FREE through the links below:
 - Apple: [App Store](#)
 - Android: [Google Play](#)
 - Huawei: [AppGallery](#)

Transfer Ownership, Relocation and Termination

20. I will be relocating to a new address. Will my plan be carried over?

- Yes, your existing plan will be carried over to your new address. However, if similar infrastructure or technology (FTTH to VDSL) is not available at the new location, you may be required to downgrade your plan within the same package family*.

**Note: For example, your current plan is 300Mbps (FTTH) and when you relocate to a high rise building (VDSL), your existing plan will be changed to 30Mbps.*

21. Can I transfer my Unifi account to another owner?

- Transferring account ownership is possible for any plans without Free Device and the contract period will be maintained. Please note that the streaming app entitlements are not transferable to the new owner or account.

22. What happens if I cancel my subscription while still in contract?

- If you cancel your subscription within the contract period of the package, you will be charged with the standard early termination fee, which is the full subscription fees of the remaining months in the contract period.

Support

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

- Please contact us online via our digital channels below:
 - Live Chat at maya.unifi.com.my or MyUnifi app
 - Facebook at facebook.com/weareunifi
 - Twitter at [@helpmeunifi](https://twitter.com/helpmeunifi)

You may also visit us at any of our [TMpoint or Unifi Store](#) outlets nationwide.