Frequently Asked Questions (FAQ)
Unifi Business Shield Pro Campaign

Section A: Campaign

1. What is the Unifi Business Shield Pro Campaign all about?

The Unifi Business Shield Pro Campaign is a bundled offering that combines high-speed internet, digital solutions, and convergence discounts into a single value-driven package designed to support your business needs.

2. Who is eligible for this campaign offering?

All new SME customers are eligible to subscribe to this campaign offering.

3. I'm already subscribed to Unifi Business Broadband. Can I sign up for this campaign for my new business location?

Yes. You can sign up for this campaign if your new business location is registered under a new account and meets the campaign eligibility requirements.

4. How long is the campaign period?

The promotion runs from 22 August 2026 until 30 April 2027.

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

Yes, all Unifi Business plans come with a minimum 24-month contract period.

6. I'm a new subscriber. What supporting documents do I need?

As a new subscriber, you will need to provide the following supporting documents:

i. Unifi Application Form
ii. SSM Certificate or Business Registration Document
iii. Certificate from the relevant governing body (if an SSM Certificate is not available)
iv. Copy of the business owner's NRIC
v. Authorisation Letter (if the business owner is not present during registration)
vi. Copy of the first page of the company's bank statement

7. How do I subscribe to this plan?

You may subscribe through any of the following channels:

- Unifi Store / TMpoint outlets
- Unifi website
- TM Authorised Dealers (TAD) and TM Resellers
- TM Biz Rovers sales representatives
- Unifi Contact Centre (100)
- Your Account Executive

Section B: Campaign Offerings

1. What offerings are available under this campaign?

When you subscribe to any eligible Unifi Business Broadband plan under this campaign, you will enjoy the following benefits and offerings.

Broadband Speed	**100Mbps**	**300Mbps**	**500Mbps**	**1Gbps**	**2Gbps**
Call Plan	Pay As You Use (PAYU) at RM0.20 per minute **includes SVP50 or SVP70 call plan for packages with Unified Communications Solution (UC)*				

Devices	• Wi-Fi 6 Combo Box	• Wi-Fi 6 Combo Box • Wi-Fi 6 Mesh Wi-Fi	• Wi-Fi 7 Combo Box • Wi-Fi 7 Mesh Wi-Fi
Digital Solutions	• Unifi Netshield • Unifi Business Shield • Device Shield (powered by Kaspersky) • Unifi Cloud Storage (UCS) • Unified Communications Solution (UC)		
Shield Pro	**All-In-One Secure Pack** Unifi Netshield + Unifi Business Shield + Device Shield for RM55/month		
Minimum Subscription Period (MSP)	24 Months (*Your package price will remain the same after the MSP ends.*)		

2. What is the difference between the SVP Call Plan and Pay As You Use (PAYU)?

The **SVP Call Plan** is a standard office phone line for use at your registered business premises. It is subject to the applicable call plan terms and conditions. The SVP Call Plan is only available if you subscribe to Unified Communications Solutions (UC).

Pay As You Use (PAYU) is a usage-based calling service. You will be charged based on your actual usage at **RM0.20 per minute**, subject to the applicable terms and conditions.

Section C: Digital Solution

1. How do I get started with the digital solutions included in my package?

You will receive the access and setup details for each digital solution through your registered email address. For selected devices, delivery details will be shared once your device is on its way.

Digital Solution	Benefits	Entitlement	Access and Setup
Unifi Netshield	Protects your business network from online threats	Seamless internet protection	Your activation details will be sent to your registered email address from noreply@unifi.com.my
Unifi Business Shield	Smart surveillance solution for your business premises	2 AI Indoor Cameras with 7-day video cloud storage. You can view the specifications here. If your selected device is out of stock, TM may replace it with a similar model or brand of equivalent value.	Your device will be delivered within 14 to 21 working days after your Unifi service order has been installed at your premises. You will receive a text message from our appointed courier partner when your device is on its way. Each device comes with a QR code inside the box that links to a dedicated guide with step-by-step installation instructions for the AI Indoor Camera. TM installation support is available upon request at a one-time fee of RM120.

Device Shield (powered by Kaspersky)	Protects your business devices from cyber threats	Up to 5 desktops and 5 mobile devices	Your activation and login instructions will be sent to your registered email address from no-reply@kasperskymy.com. You can download Device Shield (powered by Kaspersky) on your device using the link provided in the email, or install it through the Device Shield Management Console.
Unifi Cloud Storage (UCS)	Secure cloud storage and file access	2 users with 1TB storage	Your login details will be sent through the onboarding email from no-reply@cloudstorage.unifi.com.my. You can sign in to the Unifi Cloud Storage portal to upload your business documents
Unified Communications Solution (UC)	Lets you stay connected with customers and stakeholders using both your office desk phone (DECT/SLT) and mobile device, all under the same TM Business landline number	3, 5 or 10 users, depending on your selection	Your access instructions will be sent through the onboarding email from noreply-unified-communications-solution@unifi.com.my You can use the service through the Unifi UC mobile app.

2. Will I get to keep the AI Indoor Camera (Business Shield device) after my bundle contract ends?

Yes, you can keep the device once you have subscribed to this bundle.

3. Can I exchange the AI Indoor Camera (Business Shield device) offered or convert it to cash?

Please note that the device offered cannot be exchanged for cash or replaced with another device.

4. Is there a delivery cost for the AI Indoor Camera (Business Shield device), and can I change the delivery address?

Delivery is free of charge and available nationwide.

However, the delivery address cannot be changed. Your device will be delivered to the same address provided for your Unifi service installation, unless the postcode is in an area not currently covered by our delivery partner.

5. What should I do if my area is not eligible for AI Indoor Camera (Business Shield device) delivery?

Some areas are currently not covered for device delivery due to limitations from our logistics partner.

If your address is in one of these areas, you can still proceed with your order by providing an alternative delivery address in a serviceable area, such as a family member's or friend's address.

The impacted postcodes are listed below:

State	Postcode
Johor	81610,
Melaka	75720, 75910
Negeri Sembilan	70720, 70730, 70740, 70750
Sabah	90740, 91040, 91050, 88760, 88780, 88790
Sarawak	93700, 93710, 93720, 93730, 93740, 93750, 93760, 93900, 93910, 94850, 96010, 97010, 98060, 98070, 98800, 93990, 94600
Kelantan	18200, 15740
Terengganu	20720, 21090, 20910, 20920, 20990

6. What if I receive a different AI Indoor Camera (Business Shield device) from the one I ordered?

The device is generally non-returnable and non-exchangeable.

However, if you receive a different device from the one you ordered, we may review this on a case-by-case basis, subject to verification and investigation.
If your request is successful, we can arrange collection from your premises, provided that:

- the device remains unopened and the original seal is intact; and
- the device is in good condition.

Devices with opened packaging are not eligible for return or exchange, as the manufacturer's warranty is considered activated once the seal is broken.

7. What if I need help or prefer installation by Unifi for my AI Indoor Camera (Business Shield device)?

If you need assistance installing your AI Indoor Camera (Business Shield device), you can request an appointment after your device hs been delivered by calling the Unifi Contact Centre at 100 or emailing help@unifi.com.my. Please note the following:

- A one-time installation fee of RM120 will apply.
- The fee will be reflected in your next Unifi monthly bill.
- Installation covers only the Business Shield device(s) purchased.
- Electrical work, additional wiring or site modifications are not included.
- Installation appointments can only be arranged after the device has been successfully delivered.

8. How long is the warranty for the AI Indoor Camera (Business Shield device)?

Your device is covered by warranty for as long as your subscription remains active and your payments are up to date.

9. Can I cancel or return the AI Indoor Camera (Business Shield device) within the contract period?

No. Cancellations or returns are not allowed during the contract period. If you choose to cancel while you are still under the device contract, a penalty fee will be charged based on the remaining monthly balance of the device's recommended retail price (RRP).

10. How does 7-day video cloud storage help protect my business?

7-day video cloud storage helps protect your business by ensuring your CCTV recordings are secure, accessible and available when you need them most, especially during incidents or disputes. With 7-day video cloud storage, you can:

- review past incidents even if your camera is damaged or stolen
- access recordings anytime, anywhere via the app
- reduce the risk of losing footage due to device failure or full memory cards
- download and share video evidence easily when needed

***Note:** Footage is stored for seven (7) days and will be automatically overwritten unless saved.*

Section D: General Information

1. How can I check my order number and delivery tracking number?

For tracking, enter your order number without "-" (e.g. 141205393843)

Your order number will be provided when you subscribe to the Unifi plan. You can also check it at any Unifi customer touchpoint.

To track your delivery, simply visit the Biz Care portal (https://bizcare.unifi.com.my/bcsc/login/user) or the MyUnifi app and use the order number provided.

2. Can I change to a different package within the contract period?

Yes, you can change your package within the solution bundle plan during your contract period. Once your plan change is successful, your contract will be renewed for 24 months.

However, you cannot switch to a Unifi Broadband-only or connectivity-only plan while your current plan is still within the contract period. You must complete your existing contract before changing to a Unifi Broadband-only plan. If you choose to change plans within the digital solutions contract period, early termination charges for the digital solutions will apply.

3. Is relocation allowed while I am still within the contract period?

Yes, you may relocate your service during the contract period, subject to infrastructure readiness and port availability at the new location.

4. Can I continue using my digital solutions after relocating my business?

Yes, you can continue using your digital solutions after relocation, as long as your broadband service remains active.

5. Is transfer of ownership allowed while I am still within the contract period?

Yes, transfer of ownership is allowed during the **24-month contract period** for **Unifi Business Fibre plans only**.

For **digital solutions** (Unifi Cloud Storage, Unifi Netshield, Business Shield and Device Shield), transfer of ownership is **not allowed**. These services must be **terminated first**, and the broadband plan must be changed to a **broadband-only package** before the ownership transfer can proceed.

The **Unified Communications Solution (UC)** is an exception. Transfer of ownership is **allowed**, and the UC subscription will automatically follow the updated ownership of the broadband account.

6. Will charges be prorated if I subscribe before or after the billing cycle?

Yes, charges will be prorated based on your subscription date.

7. How will digital solution charges appear on my bill?

Charges for digital solutions (Unifi Cloud Storage, Unifi Netshield, Business Shield, Device Shield and Unified Communications Solution) will be itemised in your Unifi Business monthly bill together with your broadband services.

8. How will I receive my bill?

You will receive a monthly e-bill. Please check your registered email address with Unifi to view the soft copy, or simply log in to the Unifi Selfcare portal, https://bizcare.unifi.com.my/bcsc/login/user or the MyUnifi app.

9. What happens to the digital solution if my broadband service is suspended?

Digital solution services (Unifi Cloud Storage, Unifi Netshield, Business Shield, Device Shield and Unified Communications Solution) may be affected if broadband connectivity is unavailable. Billing will continue unless otherwise stated in the terms and conditions.

10. What do I need to know if I want to terminate the package?

We hope you will stay with us, as terminating your subscription will affect your discount entitlement. Here's what you need to know:

- Any termination of a digital solution (Unifi Cloud Storage, Unifi Netshield, Business Shield or Device Shield) within the contract period will affect the discount entitlement on your broadband plan.
- Early termination charges, based on the campaign package fee for the remaining months (*calculated at the price before discount*), will apply for termination within the contract period.
- Upon terminating the digital solutions, your subscription plan will be changed to a non-solution plan, and your broadband contract will be renewed for 24 months.
- There is no penalty charge for termination after the contract period. However, you are required to settle any outstanding bills before termination.
- The termination penalty is based on the subscribed bundle as follows:

Product	Contract Term	Early Termination Fee (RM)
Broadband Plan	24 months	Broadband fee X remaining months
Unifi Business Shield & Unifi Netshield	24 months	Solution fee X remaining months
Other Digital Solutions (UCS, Device Shield, UC)	12 months	Solution fee X remaining months

11. Who can I contact if I have further enquiries?

You can reach out to us via the MyUnifi app or the Unifi official website.

12. What Terms and Conditions (T&Cs) and FAQs apply to this campaign?

The Terms and Conditions (T&Cs) and FAQs for the following products and services apply to this campaign:

- Unifi Business Shield Pro Campaign
- Unifi Business Broadband
- Mesh Wi-Fi
- Unifi Cloud Storage
- Device Shield (powered by Kaspersky)
- Unifi Netshield
- Unifi Business Shield
- Unified Communications Solution

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