

## Frequently Asked Questions (FAQ) Unifi Air Biz 5G

### **Section A: General**

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

Unifi Air Biz 5G, is Unifi's latest wireless broadband solution that delivers high-speed internet connectivity over 5G. This ultrafast, unlimited 5G service for business comes with an easy-to-install 5G wireless router, allowing multiple devices to stay connected simultaneously, making it ideal for workplaces.

#### 2. What are the package options for Unifi Air Biz 5G?

The Unifi Air Biz 5G plan offers the following package options:

Package	Monthly Fee	Upfront Payment	Device	Contract Duration	Data Quota	Credit Limit
<b>Unifi Air Biz 5G 149 with Device</b>	RM149	RM149	Free 5G Router	24 Months	Unlimited <sup>1</sup>	RM450
<b>Unifi Air Biz 5G 99 with Device</b>	RM99	RM99	Free 5G Router / 5G MiFi	24 Months	Unlimited <sup>2</sup>	RM300
<b>Unifi Air Biz 5G 99 (SIM Only)</b>	RM99	RM99	N/A	N/A	Unlimited <sup>2</sup>	RM300

<sup>1</sup> **Unifi Air Biz 5G 149 offers unlimited monthly data quota. However, to ensure a better experience for all users, excessive or abusive data usage is subject to the Fair Usage Policy (FUP).**

<sup>2</sup> **Unifi Air Biz 5G 99 also offers unlimited monthly data quota. However, under the Fair Usage Policy (FUP), if your usage exceeds 1TB within the same billing cycle, your speed will be reduced to 512 kbps for the remainder of the cycle.**

Click [here](#) for more details on this offer.

#### 3. Who can subscribe?

This service is available to all registered businesses in Malaysia, provided the service address is within **Unifi's 5G coverage**. [Check your coverage [here](#)].

#### 4. How do I check coverage?

There are a few ways you can check if your address is within Unifi's 5G coverage:

- Enter your address [here](#) to check instantly
- Visit the nearest [Unifi Store/TMpoint](#) for assistance
- Live Chat with us via [maya.unifi.com.my](https://maya.unifi.com.my)

#### 5. I'm interested! How can I subscribe to Unifi Air Biz 5G?

You can subscribe through the following channels:

- Digital channel: [Unifi website](#)
- Physical channels: [Unifi Store/TMpoint outlets](#), your assigned Account Manager, Unifi Business consultants, TM Resellers or TM Authorised Dealers (TAD).

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

If you are a new customer, kindly bring the following validated documents:

- A copy of the company director's or authorised signatory's NRIC (both sides) or passport (for non-Malaysians)
- A company authorisation letter for authorised representatives
- The original or a certified true copy of the applicable business registration documents listed below:

Business Applicants	Documents
Private Company	1. Return of allotment of shares / Form 24, 2. Notification of change in the Register of Members / Form 49, 3. Users' Registration / Form 9
Sole Proprietor	Form D & A
Partnership	Form D & B
NGO / Association / Corporation / Embassy / Government	Documents issued by relevant authorities

- If you are an existing TM customer, kindly bring your latest TM bill registered under your company's name or Business Registration Number (BRN).

## 7. Who are the authorised individuals from a company that can subscribe to Unifi Air Biz 5G?

The registered account holder must be the company director. A representative may subscribe on behalf of the company with a valid authorisation letter.

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

Plans that include a device come with a 24-month contract. SIM-only plans do not require a contract.

## 9. How many Unifi Air Biz 5G plans can I subscribe to?

There is no limit to the number of Unifi Air Biz 5G lines a company can subscribe to.

## 10. When is my service activated?

Your service will be activated automatically once the Unifi Air Biz 5G SIM is inserted into the device. An SMS notification will be sent upon activation.

## 11. Can I port out my Unifi Air Biz 5G plan to another service provider?

No. Unifi Air Biz 5G is an exclusive service and cannot be ported to other operators.

## 12. Can I make calls or send SMS with Unifi Air Biz 5G?

No. Unifi Air Biz 5G is a **data-only service**. If you require voice services, you may subscribe to a [Unifi Business Mobile](#) plan.

## 13. Can I use this service while roaming overseas?

No. This service is only available within Malaysia.

## **Section B: Unifi Air Biz 5G Router & 5G MiFi**

### **14. What devices are included?**

You will receive one (1) set of the portable Unifi Air Biz device when you subscribe to Unifi Air Biz 5G. The device will be either:

- A 5G Router, or
- A 5G MiFi

Each device comes with a power adapter, cable, installation guide, and warranty card

### **15. How will I get the device?**

If you register at a Unifi Store or TMpoint, you will receive the device at the store upon successful registration.

For orders placed through other channels, your device will be delivered to your doorstep within the following timelines:

- **Klang Valley and major cities:** 1–3 business days
- **Outside Klang Valley:** 5–7 business days
- **East Malaysia:** 7–14 business days

### **16. How many devices can I connect to the Unifi Air 5G router or 5G MiFi?**

- 5G Router: Recommended for up to 10 devices simultaneously
- 5G MiFi: Recommended for up to 5 devices simultaneously:

### **17. What is the warranty period for the Unifi Air 5G router?**

The warranty period is 24 months from the date of purchase. Kindly keep your original receipt or proof of purchase for any warranty claims.

### **18. What should I do if my device is faulty?**

- For technical issues, kindly visit the nearest authorised [Service Centers](#) provided by the device manufacturer.
- For non-technical assistance, you may contact Unifi support channels via:
  1. [Unifi website](#)
  2. [Unifi Store/TMpoint outlets](#) nationwide
  3. [Live Chat](#)

### **19. Can the device work if I change the SIM card?**

No. The device is configured to work only with Unifi Air 5G SIM cards.

### **20. I have used up my 5G plan quota. Can I purchase additional data?**

Yes. You may purchase a 30GB 5G data add-on for RM30, valid for 30 days, via the [Unifi Business Care portal](#).

## **Section C: Deposit & Credit Limit Policy**

### **21. What is the credit limit per line for Unifi Air Biz 5G?**

The credit limit for each line depends on the subscribed plan:

- **RM450** for the Unifi Air Biz 5G 149 plan
- **RM300** for the Unifi Air Biz 5G 99 plan

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

Yes. Email notifications will be sent when your usage reaches 80%, 90%, and 100% of the credit limit.

### **23. What happens if I exceed the credit limit?**

If your account exceeds the credit limit, your service will be temporarily suspended. To restore your service, you will need to make a partial payment (minimum of 75% of your unbilled and/or billed amount) or full payment of the outstanding amount.

### **24. What is the reactivation fee if my service is suspended due to late payment?**

If your service is suspended due to late payment, an RM10 reactivation fee will be charged to restore your connection.

### **25. Will I receive a refund if I have excess credit in my account?**

Yes, a refund will be issued for any excess credit above RM10 in your account.

### **26. Will I be subject to a credit check when subscribing to the Unifi Air 5G Biz plan?**

Yes, you will be subject to a standard telco credit check (via CTOS) when subscribing to the Unifi Air Biz 5G plan.

### **27. I am a non-Malaysian resident. How will I receive my deposit after termination?**

If you are a non-Malaysian subscriber, you are required to pay an RM500 deposit per line. After you terminate your service, the deposit will be refunded to your bank account within 90 days. To receive your refund, kindly provide your bank details via [Live Chat](#) or at any [Unifi Store/TMpoint](#) after your termination is completed.

## **Section D: Billing & Payment**

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

Your monthly bill will be sent to your registered email address. You may also view your bill via the Unifi UniVerse app or the [Unifi Business Care portal](#).

### **29. When is my billing cycle?**

Unifi has seven (7) billing cycles, which fall on the 1st, 7th, 10th, 13th, 16th, 19th and 22nd of each month. Your first bill will be generated four (4) days after your successful registration. Your billing date will be assigned based on the nearest available billing cycle.

- For example: If you register on 13 January 2025, your first bill will be issued on 17 January, and your monthly billing cycle will then fall on the 19th of every month.

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

In line with our sustainability efforts, only e-bills will be issued. However, you may print a copy of your bill anytime via the [Unifi Business Care portal](#).

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

You may pay your Unifi Air Biz 5G bill via the Unifi UniVerse app or the Unifi Business Care portal. For additional payment options, kindly visit <https://i.unifi.my/paymentchannel>

### 32. What biller name should I select when paying via bank portal?

Kindly select the biller name “Unifi” with the biller code “8888” when making a payment. If you are paying via JomPAY, follow these steps (*Note: Actual steps may vary depending on your bank*):

1. Log in to your internet banking portal
2. Select "Pay & Transfer"
3. Select "Make a one-off payment"
4. Select your preferred account under "Pay from"
5. Click on "JomPAY"
6. Enter the Biller Code: 8888
7. Enter your 10-digit Unifi account number
8. Enter the bill amount to be paid

## **Section E: Upgrade Worry-Free to Fibre**

### 33. What is “Upgrade Worry-Free to Fibre”?

This programme waives Early Termination Penalties when you upgrade from Unifi Air Biz 5G to an eligible Unifi Business Fibre plan.

### 34. How can I qualify for the “Upgrade Worry-Free to Fibre”?

To be eligible for this programme:

- The installation address for the new Unifi Business Fibre installation must be at the same as the current Unifi Air Biz 5G address.
- The new plan must be registered under the **same account holder**.

Kindly note that eligibility is subject to a case by case review. Final approval will be determined by TM.

## **Section F: Unifi Air Biz 5G with Cloud Storage**

### **35. What is Unifi Cloud Storage?**

- Unifi Cloud Storage offers secure online storage like Google Drive and OneDrive, with the following features:
  1. **Secured Data** – Peace of mind. Your files are protected with multi-layer security, ensuring safe storage in the cloud.
  2. **Store Locally** – Keep your important and valuable data near you. All your data is hosted in Malaysia at TM's global Tier-3 certified data centres.
  3. **Scalable & Flexible** – Support multi-user access management, easy user & storage size customisation, and trouble-free storage access anytime, anywhere.
  4. **Cost-Effective** – Designed to provide value with reliable and accessible storage.
- Suitable for micro, small and medium enterprises (MSMEs), Unifi Cloud Storage offers a single plan built with exciting features to support your business needs.

### **36. What Unifi Cloud Storage plans are available for Unifi Air Biz customers?**

The cloud storage service is available to both new and existing Unifi Air Biz customers as follows:

<b>Plan</b>	<b>Basic Plan</b>	<b>Basic Plus Plan</b>	<b>Standard Plan</b>	<b>Advanced Plan</b>	<b>Enterprise Plan</b>
Number of Users	2 Users	2 Users	3 Users	5 Users	10 Users
Storage Size	500GB	1TB	1.5TB	3TB	5TB
<b>Package Prize</b>					
Price/Month	RM11	RM17	RM32	RM52	RM95
Contract Period	12 Months				

### **37. Is Cloud Storage included for free with this plan?**

Yes. New customers who sign up for **Unifi Air Biz 5G 149** are entitled to a **Standard Cloud Storage plan (1.5TB)** at no additional cost for the first 24 months. After this period, the standard rate of RM32 will

### **38. How do I activate my Cloud Storage?**

You will receive an activation email from no-reply@cloudstorage.unifi.com.my. [Click Here](#) to view the activation process.

1. For plan management, go to the [Cloud Storage Admin Portal](#)
2. For file upload and sharing documents, go to [Cloud Storage Customer Login](#)

### **39. How do I change my subscription plan or subscribe to user and storage add-ons?**

Any changes to your subscription, such as upgrades, downgrades, user add-ons, storage add-ons, or termination, can be done via the [Unifi Cloud Storage portal](#).

#### 40. How do I change my Unifi Cloud Storage subscription plan?

Here are some points to note before changing your plan:

1. If your current plan is Unifi Cloud Storage Enterprise, you cannot upgrade your plan as it is the highest plan.
2. If your current plan is Unifi Cloud Storage Basic, you cannot downgrade your plan as it is the lowest plan

To change your plan, follow the steps below:

1. Go to “Plan Management”
2. Click “Change plan” > Select your preferred plan under “Upgrade”
3. Click “Submit”.

We will receive your upgrade request and revert to you upon successful activation.

#### 41. How do I check if I have successfully changed my subscription plan?

After you have successfully changing your subscription plan, you can verify the updated subscription as follows:

1. Go to “Plan Management” > “Change”

Your current plan will be displayed as the most recent plan you have selected.

#### 42. How do I terminate my Unifi Air Biz Plan with Cloud Storage?

Termination can be requested at any Unifi Store or TMpoint or via the [Unifi Contact Centre](#). Early termination charges apply based on the remaining contract months for both the Unifi Air Biz plan and the Cloud Storage add-on. The charges are calculated as follows:

- i. Unifi Air Biz plan: **[RM899\* ÷ 24 months] x [Remaining month(s)] = [total penalty]**
- ii. Cloud Storage add-on: **[Remaining month(s)] x [package price] = [total penalty]**

**Note:**

For assistance and answers to common questions regarding Cloud Storage, kindly visit <https://biz.unifi.com.my/tnc-and-faq/faq/cloud-storage>