

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
BIZ 5G WIRELESS BACKUP**

BIZ 5G WIRELESS BACKUP		
NO.	QUESTION	ANSWER
1	What is Biz 5G Wireless Backup?	<ul style="list-style-type: none"> ▪ Biz 5G Wireless Backup is a redundancy solution designed to ensure uninterrupted internet connectivity in the event of a primary fibre connection failure (e.g. for Unifi Business or SMART Internet). ▪ It is offered as a value-added service for all Unifi customers. ▪ The Biz 5G Wireless Backup comes with unlimited monthly quota. However, under the Fair Usage Policy, if you exceed 150GB in a billing cycle, your speed will be reduced to 512kbps until the next cycle. ▪ You will receive a 5G dongle with a 5G SIM, which is only compatible with Unifi Combo Box or SMART Internet router.
2	Who is eligible to subscribe to the Biz 5G Wireless Backup plan?	<ul style="list-style-type: none"> ▪ This offer is available to new and existing Unifi Business customers, subject to the following conditions: <ul style="list-style-type: none"> i. The Unifi installation address must be within a 5G coverage area. [<i>Check your coverage here</i>] ii. The Unifi Business router must be a Combo Box or SMART Internet router. [<i>Check if your router is compatible here</i>]
3	Will I be tied to a contract?	<ul style="list-style-type: none"> ▪ Yes, subscriptions to the Biz 5G Wireless Backup plan are subject to a 24-month contract.
4	How much is the monthly charge for the Biz 5G Wireless Backup?	<ul style="list-style-type: none"> ▪ There are no monthly charges if you subscribe to any of the following Unifi Business plans: <ul style="list-style-type: none"> a. SMART Internet 100Mbps b. SMART Internet 300Mbps c. SMART Internet 500Mbps d. SMART Internet 800Mbps e. SMART Internet 1Gbps f. Unifi Business Broadband 1Gbps g. Unifi Business Broadband 2Gbps

		<ul style="list-style-type: none"> ▪ For other plans, an add-on charge of RM30 per month applies. The monthly charge will be reflected in your monthly Unifi Business bill. ▪ After a successful add-on, your first bill will include a one-month advance charge. For example, your first bill will show: <ul style="list-style-type: none"> i. RM30 for the current month ii. RM30 as an advance payment for the following month <p>This is a one-time adjustment. From your next bill onwards, you'll only be charged the regular monthly fee (RM30/month).</p>
5	Do I need to pay a deposit when placing order?	<ul style="list-style-type: none"> ▪ There is no deposit required when placing order.
6	Can I use my Biz 5G Wireless Backup dongle with other devices or outside my premises?	<ul style="list-style-type: none"> ▪ The Biz 5G Wireless Backup device is only exclusively compatible with the Unifi Combo Box router or SMART Internet router at your registered Unifi Business installation address. <ul style="list-style-type: none"> i. If your existing router is not compatible, don't worry – you can request a router replacement first, and then proceed to add on Biz 5G Wireless Backup once the replacement is successful. Just reach out via the Unifi Contact Centre or Live Chat. ▪ You are not allowed to plug the 5G dongle into any router or device not provided by Unifi or use it outside the registered Unifi Business location. ▪ If the dongle is detected being used with a non-Unifi router or at a different address, the service may be suspended or terminated.
7	I'm interested! How can I sign up for the Biz 5G Wireless Backup plan?	<ul style="list-style-type: none"> ▪ You can sign up through any of the following channels: <ul style="list-style-type: none"> ✓ Online portal at https://biz.unifi.com.my/business ✓ Unifi Store / TMpoint outlets nationwide [<i>Check locations here</i>] ✓ TM Authorised Dealers ✓ TM Authorised Resellers ✓ TM Staff/Account Manager

5G DONGLE s 5G SIM DELIVERY / INSTALLATION / USAGE		
8	How soon will I receive my Biz 5G Wireless Backup device after placing an order?	<ul style="list-style-type: none"> ▪ Upon completion of your Unifi Business Broadband or SMART Internet installation, the 5G dongle and 5G SIM will be delivered to your Unifi Business installation address within: <ol style="list-style-type: none"> i. Peninsular Malaysia: 3-7 working days. ii. East Malaysia (Sabah C Sarawak): 7-15 working days. iii. You can easily track your delivery status via the Unifi UniVerse app or Unifi Business Care portal by going to: “My Activity” > “My Orders”.
G	Is professional installation required for the Biz 5G Wireless Backup?	<ul style="list-style-type: none"> ▪ No, professional installation is not required. The Biz 5G Wireless Backup is a DIY (plug-and-play) device – simply follow the quick start guide here to set it up at your premises.
10	How do I know if my Biz 5G Wireless Backup dongle is working?	<ul style="list-style-type: none"> ▪ You can easily check if your Biz 5G Wireless Backup dongle is working by referring to the LED indicators on the 5G dongle: <ul style="list-style-type: none"> Orange = Connected and currently in use Green = Connected and in standby mode Red = No 5G data connection
5G DONGLE DEVICE s WARRANTY		
11	How long is the warranty period for the Biz 5G Wireless Backup device?	<ul style="list-style-type: none"> ▪ The 5G Wireless Backup device comes with a 12-month (1-year) warranty from Unifi ▪ The warranty covers both the 5G dongle and the 5G SIM card, which together make up the 5G Wireless Backup device set.
12	If my 5G dongle is faulty, will I be charged for a new one?	<ul style="list-style-type: none"> ▪ If the dongle becomes faulty during the warranty period (first 12 months of contract), it will be replaced free of charge, and your contract will continue as usual. ▪ If your dongle becomes faulty after 12 months contract period, you may obtain a FREE replacement through a contract refresh. This process provides you with a new dongle unit and ensures your device is covered by a fully renewed warranty.
13	Do I get to keep the 5G dongle after my contract ends?	<ul style="list-style-type: none"> ▪ Yes, you may keep the Biz 5G Wireless Backup dongle after completing your 24-month contract.

14	Do I need to return the 5G dongle if I terminate my Unifi account during the contract period?	<ul style="list-style-type: none"> ▪ You may keep the device and do not need to return it. ▪ For add-ons, you may keep the device as well. However, if you terminate within the contract period, an early termination fee will apply.
RELOCATION, TRANSFER OWNERSHIP s TERMINATION		
15	I am relocating to a new address. Will the Biz 5G Wireless Backup plan be carried over?	<ul style="list-style-type: none"> ▪ Yes, your plan will be carried over to the new address, subject to Unifi 5G coverage availability at the new location. [<i>Check your coverage here</i>] ▪ If your Biz 5G Wireless Backup is an add-on, you may choose to terminate it if 5G coverage is unavailable at your new address. In this case, the early termination fee will be waived.
16	Can I transfer ownership of the Biz 5G Wireless Backup to another person?	<ul style="list-style-type: none"> ▪ No, transferring ownership of the Biz 5G Wireless Backup is not allowed.
17	What happens to my Biz 5G Wireless Backup if my Unifi Business service is suspended?	<ul style="list-style-type: none"> ▪ Your Biz 5G Wireless Backup service will also be suspended in line with your Unifi Business service status.
18	How do I terminate my Biz 5G Wireless Backup service?	<ul style="list-style-type: none"> ▪ Visit any Unifi Store / TMpoint outlet or reach out to the Unifi Contact Centre ▪ Early termination charges for Biz 5G Wireless Backup will be calculated as: <ul style="list-style-type: none"> ▪ <i>Remaining contract months × Biz 5G Wireless Backup monthly subscription fee</i> ▪ Example: If the remaining contract is 12 months, the early termination fee will be 12 months x RM30 = RM360.
SUPPORT		
1G	Who can I contact for help with configuration or technical issues?	<ul style="list-style-type: none"> ▪ For self-setup, you may refer to the quick start guide here. ▪ For faulty 5G dongle or SIM issues, you can: <ol style="list-style-type: none"> i. Reach out to the Unifi Contact Centre ii. Visit any Unifi Store / TMpoint outlet nationwide