



**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNIFI BUSINESS SERVICE RELOCATION**

NO.	QUESTION	ANSWER
1.	I want to relocate my Unifi Business service to a new address. What are the important things that I should know about?	<ul style="list-style-type: none"> ▪ Here are the important things to note before you proceed with your service relocation request: <ol style="list-style-type: none"> 1. The service account that you wish to relocate must be in ACTIVE status. 2. If you have current and outstanding amount in your bill, we encourage you to make the payment first so we can proceed with your relocation request. 3. Depending on your new location, there is a possibility that your telephone line number may change if we are not able to maintain the same number for you.
2.	Where can I make Unifi service relocation request?	<ul style="list-style-type: none"> ▪ You can submit your relocation request through any of the following channels: <ul style="list-style-type: none"> • MyUnifi App and Unifi Selfcare portal • Unifi Store/TMpoint outlets nationwide • Email at help@unifi.com.my • Social media facebook.com/UnifiBusiness and X (Twitter) at @Unifi • Live Chat at https://maya.unifi.com.my/ • Unifi Contact Centre (100)
3.	How long does the relocation process take?	<ul style="list-style-type: none"> ▪ If your new address is within Unifi service coverage, the relocation process will take approximately 7–14 business days, depending on installation slot availability.
4.	Are there any charges for relocation?	<ul style="list-style-type: none"> ▪ There are no charges for relocation. However, if your premises require non-standard installation or additional cabling, separate charges may be imposed by our contractors. For more information, please visit: https://unifi.com.my/installation
5.	Am I allowed to submit the relocation request on behalf of the owner?	<ul style="list-style-type: none"> ▪ For verification purposes, only the owner is allowed to apply for relocation.

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		<ul style="list-style-type: none"> ▪ However, you may apply on behalf of the owner if they are unable to do so due to the following conditions: <ol style="list-style-type: none"> 1. The owner is more than 60 years old. 2. The owner is registered under the People with Disabilities (OKU) category. 3. The owner is unable to visit a Unifi Store or TMpoint due to illness. 4. Other valid conditions that make it inconvenient for the owner to apply for relocation. <p><i>*You must provide an authorisation letter detailing the owner's specific condition if you are applying on their behalf.</i></p>
6.	<p>What if my new area is not within Unifi coverage?</p>	<ul style="list-style-type: none"> ▪ During your relocation request, our Care Crew will assist in registering your new address in our demand list if there is port unavailability or if the address is not within Unifi coverage. ▪ Once Unifi becomes available in your area, we will update you via phone call, email, WhatsApp or SMS notification. ▪ Alternatively, for an immediate solution, you may be offered the latest unlimited Unifi Air Biz packages if your new address is within Unifi Air Biz coverage. <p><i>*Subject to coverage availability and the best solution offering.</i></p>
7.	<p>Can I upgrade my package at the same time when I request relocation?</p>	<ul style="list-style-type: none"> ▪ The relocation process must be completed first before you can upgrade your plan. This allows us to confirm that the service is available and supported at your new address. You may request a plan upgrade once the relocation is completed. <p><i>Note: A package upgrade will come with a new service contract.</i></p>
8.	<p>Do I need to bring or prepare any documents to request relocation?</p>	<ul style="list-style-type: none"> ▪ Yes. Please provide a utility bill for your new address and your service account number for the relocation request.

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9.	Can I choose my preferred installation date for relocation?	<ul style="list-style-type: none"> ▪ Yes, you can. During the application process, you will be able to select your preferred installation date and time, subject to slot availability. We recommend choosing the earliest available slot so you can continue enjoying Unifi without delay.
10.	Can I reschedule my installation date for the relocation?	<ul style="list-style-type: none"> ▪ Yes, you can reschedule your installation date by logging in to the Unifi Selfcare portal and updating your appointment details. ▪ After submitting your relocation request, you will also receive an SMS with full details and instructions.
11.	Is there any penalty charge if I reschedule my service relocation installation at the last minute?	<ul style="list-style-type: none"> ▪ You may reschedule your installation appointment by 4.00pm at the latest, one day before your scheduled date. If you make changes after this cut-off time, a penalty charge may apply.
12.	Do I need to bring my existing equipment and prepare any additional equipment at the new place?	<ul style="list-style-type: none"> ▪ Yes, please bring all your existing equipment to your new premises and our technician will handle the installation. ▪ We also recommend ensuring that the necessary power plugs and sockets are ready at the new location.
13.	Can I request a new modem or router device?	<ul style="list-style-type: none"> ▪ Relocation does not include new devices. However, if your modem or router is faulty, you may report the issue and request a replacement.
14.	Can I relocate my fixed line telephone only?	<ul style="list-style-type: none"> ▪ Yes, you can. However, coverage at your new address must be checked first. ▪ If copper-based fixed line service is not available at your new location but Unifi fibre service is, you will need to subscribe to a Unifi plan that includes a fixed line connection.
15.	When should I apply for my relocation?	<ul style="list-style-type: none"> ▪ To ensure a smooth relocation, you may reach out to us once your new premises is ready. ▪ If your premises is under renovation, please ensure that all wiring has been completed before submitting your request.
16.	Will the technician come to my premises to carry out the installation?	<ul style="list-style-type: none"> ▪ Yes, our authorised installer will visit your premises to handle the installation of your service and equipment.

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17.	If I apply for relocation, will my contract be renewed?	<ul style="list-style-type: none"> ▪ No, your existing service contract will remain unchanged. Relocation does not renew or extend your contract.
18.	Can I carry out the installation myself for my relocation?	<ul style="list-style-type: none"> ▪ Installation must be carried out by a TM Authorised installer to ensure your service is set up properly and safely at your new address.
19.	What will happen to my current service when I relocate to a new address?	<ul style="list-style-type: none"> ▪ Your existing service at your old address will remain active until the relocation to your new address is successfully completed.
20.	I want to relocate to a business or residential address. What should I do?	<p>To relocate your Unifi service, here's what you need to know:</p> <p> From Home to Business:</p> <ul style="list-style-type: none"> ▪ You will need to terminate your existing residential plan and subscribe to a new Unifi Business package. <p> From Business to Home:</p> <ul style="list-style-type: none"> ▪ You may continue using your existing business plan, even at a residential address.
21.	Will there be any service downtime after I submit the relocation request?	<ul style="list-style-type: none"> ▪ No worries, there will be no service interruption. ▪ You can continue enjoying Unifi at your current address until the relocation is completed. Once the installation is successfully completed at your new address, your service will continue as usual.
UNIFI AIR BIZ 5G		
22.	Where can I subscribe to the Unifi Air Biz 5G plan if Unifi Business coverage is not available at my new address?	<ul style="list-style-type: none"> ▪ You may subscribe to Unifi Air Biz 5G through the following channels: <ol style="list-style-type: none"> a. Unifi portal https://biz.unifi.com.my/products/wireless-broadband-unifi-air b. Any Unifi Store or TMpoint outlet nationwide c. Unifi Contact Centre (100) <p><i>*Note: Subscriptions via the Unifi portal and Unifi Store or TMpoint may be subject to upfront payment.</i></p>
23.	What is the contract period for Unifi Air Biz 5G?	<ul style="list-style-type: none"> ▪ The contract period for Unifi Air Biz 5G is 24 months (2 years). An early termination penalty fee

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		<p>will apply if you terminate the service before the contract ends.</p> <ul style="list-style-type: none"> ▪ However, the early termination penalty fee will be waived if you switch your subscription to Unifi Business.
24.	<p>How will I know when my Unifi Air Biz 5G service is activated?</p>	<ul style="list-style-type: none"> ▪ Once you insert the Unifi Air Biz 5G SIM into your 5G wireless router or MiFi device, the service will be activated automatically. You will also receive an SMS notification confirming the activation.
25.	<p>How can I get the Unifi Air Biz 5G router or 5G MiFi?</p>	<ul style="list-style-type: none"> ▪ If you subscribe at a Unifi Store or TMpoint outlet, you will receive the device in-store upon successful registration. ▪ If you subscribe through other channels, your device will be delivered to your doorstep within the following timeframes: <ul style="list-style-type: none"> • Klang Valley and major cities: 1–3 business days • Outside Klang valley: 5–7 business days • East Malaysia: 7–14 business days ▪ When you subscribe to Unifi Air Biz 5G, you will receive one (1) Unifi Air Biz 5G SIM card and one (1) set of the portable Unifi Air Biz device. The device will be either: <ul style="list-style-type: none"> a) 5G Router – includes a power adapter, LAN cable, quick installation guide and warranty card <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> b) 5G MiFi – includes a USB cable, quick installation guide and warranty card
26.	<p>What should I do if my Unifi Air Biz 5G router (5G wireless device or 5G MiFi) is faulty?</p>	<ul style="list-style-type: none"> ▪ If your device is faulty or you require assistance, you may contact us through any of the following support channels: <ul style="list-style-type: none"> • Unifi website • Unifi Store/TMpoint outlets nationwide • Facebook: facebook.com/UnifiBusiness

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27.	What will happen if I terminate Unifi Air Biz 5G while still under contract, without subscribing to Unifi Business?	<ul style="list-style-type: none"> ▪ An early termination fee will apply if you terminate the service within the 24-month contract period without switching to Unifi Business.
28.	Do I need to return the Unifi Air Biz 5G router device when I terminate the service within the contract period?	<ul style="list-style-type: none"> ▪ Yes, you will need to return the device in its original packaging and in good working condition to any Unifi Store or TMpoint outlet.
29.	How can I check whether my address is within Unifi's 5G coverage area?	<ul style="list-style-type: none"> ▪ You can check your 5G coverage through the following options: <ul style="list-style-type: none"> • Enter your address here for an instant result • Visit the nearest Unifi Store/TMpoint outlet for assistance • Live Chat with us via maya.unifi.com.my