Frequently Asked Questions (FAQ)
Unifi Business Shield

1. What is the Unifi Business Shield all about?

Unifi Business Shield is a smart security solution for your business that includes the device, professional installation, technical support, and warranty as part of your subscription.

2. Who can subscribe to the Unifi Business Shield?

Both new and existing customers of Unifi Business can subscribe to Unifi Business Shield. To get started, you'll need an active Unifi Business Broadband service.

3. I already have internet service with another provider. Can I subscribe to Unifi Business Shield?

No. Unifi Business Shield is only available for businesses with an active Unifi Business Broadband subscription. If you are using another internet provider, simply sign up for Unifi Business Broadband first, then add Unifi Business Shield to your plan

4. What are the plans that available?

Business Shield Package	**Business Shield Basic**	**Business Shield Standard**	**Business Shield Plus**	**Business Shield Premium**
Devices	2x AI Indoor Camera	2x AI Indoor Camera 1x Solar Outdoor Camera 1x Smart Hub 1x ~~Smart~~ Door/Window Sensor 1x Smart Motion Sensor	2x AI Indoor Camera 2x Solar Outdoor Camera 1x Smart Hub 2x Smart Door/Window Sensor 1x Smart Motion Sensor	3x AI Indoor Camera 2x Solar Outdoor Camera 1x Smart Hub 2x Smart Door/Window Sensor 1x Smart Motion Sensor
Inclusive of	7 Day Cloud Storage			
Minimum Subscription Period	24 months			
rInstallation	Self-installation by customer RM120 one time charge for installation by installer (upon request)			

Add-on Devices

Devices	**Contract**	**Price**
AI Indoor Camera	24 months	RM12/month
Solar Outdoor Camera	24 months	RM18/month
Smart Hub	N/A	RM139 (One-time charge)
Smart Door/Window Sensor	N/A	RM139 (One-time charge)
Smart Motion Sensor	N/A	RM169 (One-time charge)

5. What is the contract duration?

All plans come with a 24-month contract.

6. I'm a new customer. Are there any supporting documents required?

Yes, a copy of your NRIC or passport is required for new broadband subscriptions.

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

i. SSM Certificate or Business Registration Document
ii. Certificate from the relevant governing body (if an SSM Certificate is not available)
iii. Copy of the business owner's NRIC

iv. Authorisation Letter (if the business owner is not present during registration)
v. 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:

i. Unifi Store / TMpoint outlets
ii. Unifi website and MyUnifi app
iii. TM Authorised Dealers (TAD) & TM Resellers
iv. TM Biz Rovers sales representatives
v. Unifi Contact Centre (100)
vi. Account Executives

8. How will my device be delivered?

Your smart device will be delivered within 14 calendar days (Peninsular Malaysia) or 21 calendar days (Sabah & Sarawak) after your Unifi service order has been installed by TM's appointed delivery partner

For Business Shield package that have multiples device, it will be arrived XXXX (in single delivery or multiple delivery)

9. How do I install the device myself?

Self-installation is the recommended method for all devices under this package.
Each device box contains a QR code that links to a dedicated online page with full step-by-step installation instructions tailored to the device.

To get started:
Locate the QR code inside the device box.
Scan the QR code using your mobile phone.
Follow the instructions on the online page, which cover:

i. Device setup and activation
ii. App pairing

10. Is there any video guideline for the setup?

Most devices are designed for quick and simple self-installation. No specialised technical knowledge is required.You may also refer to these video for the setup.

i. AI Indoor Camera
ii. Solar Outdoor Camera
iii. Smart Hub
iv. Door/Window Sensor
v. Smart Motion Sensor

11. What if I need help or prefer installation by Unifi?

If you are unable to complete the self-installation, you may request installation assistance by calling Unifi Contact Centre at 100 or emailing help@unifi.com.my after the device is delivered.

Please note:

i. A **one-time RM120 service fee** applies.
ii. This fee will appear in **your next Unifi bill**.
iii. Installation covers **only the purchased device(s)**.
iv. **Electrical work, additional wiring or site modifications are not included**.
v. This process ensures installation appointments are accurately scheduled based on confirmed delivery and device readiness.

12. How can I set up and control my Unifi Business Shield Device or security camera?

The Smart Zone app is used for business premise to access and manage your CCTV camera.

For details on how to access and use the app, please refer to the section Smart Zone app.

13. How long is my Unifi Business Shield device under warranty?

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

14. What does the warranty cover?

The warranty includes:

i. Manufacturer defects
ii. Normal wear and tear
iii. Hardware malfunctions under normal usage conditions

15. What is not covered by the warranty?

The warranty does not cover:

i. Physical damage, misuse, negligence, modifications or unauthorised repairs.
ii. Damage caused by accidents, fire, water, lightning, power surges or other external factors.
iii. Issues related to software, apps or third-party services.

The warranty will also become void immediately if:
You terminate your Business Shield package.
The device is relocated outside of your registered broadband service address (for broadband-linked packages).

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

Your order number will be provided when you subscribe to the Unifi plan.
Track your delivery anytime via MyUnifi app under **'My Orders'** or on Unifi Business Portal under **'Order'.** Enter your order number without the "-" (e.g. UNIFI141205393843).
You can also check it via any Unifi customer touchpoint.

17. Where can I report a faulty or damaged of any of devices in Unifi Business Shield package?

You may contact 100 or walk in to the nearest Unifi Store or TMpoint for assistance.

18. Can I cancel or return any of the device in my Business Shield Package during the contract period?

Cancellations or returns are not allowed during the contract period.
If you cancel while still under contract, a penalty fee will apply based on the remaining monthly balance of the device's Recommended Retail Price (RRP).

19. Can I change my subscription while I'm still under contract?

These are the changes that you could made with your subscription :

a. **Upgrade within Business Shield plan**
   You can upgrade to a higher-tier plan at any time during your contract. You will receive only the additional device(s) that come with your new package. Devices from your earlier package will not be replaced or duplicated.

b. **Downgrade within the Campaign Package**
c. Downgrades are not allowed during the contract period.

20. Will I be charged a prorated amount if I subscribe before or after my monthly billing date?

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

21. How can I terminate my subscription?

i. We do not recommend terminating your subscription during the contract period. However, if you wish to proceed, you may visit the nearest Unifi Store to request service termination.

ii. If termination happens within the 24-month contract period, a standard Early Termination Penalty (ETP) will apply, calculated as follows:

(Device Recommended Retail Price (RRP) ÷ 24 months) x Remaining Month(s)	-	*Monthly Recurring Charges (MRC)

**Applicable for add-on device subscription*

22. If I terminate my subscription, do I need to return my Business Shield devices?

No, you can continue using the devices. However, if the Business Shield package is terminated, the 7-day video cloud storage feature for the AI Indoor Camera and Solar Outdoor Camera will no longer be available.

23. How will I receive my bill?

You will receive a monthly e-bill. Please check your registered email address with Unifi to view the softcopy, or simply log in to the Unifi Selfcare portal, or Unifi UniVerse app.

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

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

25. What Terms and Conditions (T&Cs) and FAQ apply to this campaign?

i. Unifi Business Shield & T&Cs
ii. Unifi Business Broadband T&Cs
iii. Smart Zone App
iv. Mesh Wi-Fi T&Cs & FAQ

<End of FAQ>