

## Frequently Asked Questions (FAQ) Unifi Business Shield Campaign

### Section A: Campaign

#### 1. What is the Unifi Business Shield campaign all about?

- This campaign combines high-speed internet with security solutions to help keep your business connected and protected.

#### 2. Who is eligible to subscribe to the Business Shield campaign?

- This campaign is open to both new and existing customers.
- New customers** (first-time subscribers) may sign up for any campaign package, including optional add-on devices.
- Existing Unifi Business customers** can upgrade from their current plan to any campaign package with the same or higher internet speed, including optional add-on devices.

#### 3. When is the campaign period?

- The campaign runs from 12 February 2026 until 31 July 2026.

#### 4. What is the contract duration?

- All campaign plans come with a 24-month contract.

#### 5. I'm a new subscriber. Are there any supporting documents required?

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

#### 6. How do I subscribe to this plan?

- You may subscribe through any of the following channels:
  - Unifi Store / TMpoint outlets
  - Unifi website and MyUnifi app
  - TM Authorised Dealers (TAD) & TM Resellers
  - TM Biz Rovers sales representatives
  - Unifi Contact Centre (100)
  - Account Executives

### Section B: Campaign Offerings

#### 1. What are the available offerings?

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

Speed	300Mbps	500Mbps	1Gbps	2Gbps
<b>Connectivity</b>	Download: 300Mbps Upload: 50Mbps	Download: 500Mbps Upload: 100Mbps	Download: 1Gbps Upload: 500Mbps	Download: 2Gbps Upload: 1Gbps
<b>Equipment</b>	Combo Box (RG-BTU) + MESH WiFi 6		Combo Box (RG-BTU) + MESH WiFi 7	
<b>Free Voice Plan</b>	SVP50	SVP70		
<b>Business Shield Package</b>	<b>Business Shield Basic</b>	<b>Business Shield Standard</b>	<b>Business Shield Plus</b>	<b>Business Shield Premium</b>
<b>Devices</b>	2x AI Indoor Camera	1. 2x AI Indoor Camera 2. 1x Solar Outdoor Camera 3. 1x Smart Hub	1. 2x AI Indoor Camera 2. 2x Solar Outdoor Camera 3. 1x Smart Hub	1. 3x AI Indoor Camera 2. 2x Solar Outdoor Camera 3. 1x Smart Hub

		4. 1x Smart Door/Window Sensor 5. 1x Smart Motion Sensor	4. 2x Smart Door/Window Sensor 5. 1x Smart Motion Sensor	4. 2x Smart Door/Window Sensor 5. 1x Smart Motion Sensor
<b>Business Shield Package Entitlement</b>	Complimentary	Complimentary	Complimentary	Complimentary
<b>Minimum Subscription Period</b>	24 months			
<b>Installation</b>	Self-installation by customer RM120 one time charge for installation by installer			
<u>Add-on Devices</u>				
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)	

### Section C: Device

#### 1. How will my device be delivered?

- Devices will be delivered within 14 to 21 working days by TM's appointed delivery partner, subject to successful order creation and stock availability.

#### 2. How do I install the devices 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:
  - Device setup and activation
  - App pairing

#### 3. 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](mailto:help@unifi.com.my) after the device is delivered.

Please note:

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

#### 4. How long is my 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.

#### 5. What does the warranty cover?

- The warranty includes:
  - i. Manufacturer defects
  - ii. Normal wear and tear
  - iii. Hardware malfunctions under normal usage conditions

## 6. 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:
  - i. You terminate your Business Shield package.
  - ii. The device is relocated outside of your registered broadband service address (for broadband-linked packages).

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

- Your order number will be provided when you subscribe to the Unifi plan.
- You can also check it via any Unifi customer touchpoint.
- To track delivery, visit the Biz Care portal (<https://bizcare.unifi.com.my/bcsc/login/user>) and enter your order number without the "-" (e.g. UNIFI141205393843).

## 8. Where can I report a faulty or damaged CCTV?

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

## 9. Can I cancel or return the CCTV 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).

## **Section D: Smart Home App**

### 1. How do I log in to the Smart Home app?

- The Unifi Smart Home app offers simplified login steps using an existing Google or Apple account. To log in:
  - i. Download the app from Google Play Store, Apple App Store or Huawei AppGallery.
  - ii. Open the Unifi Smart Home app on a mobile device.
  - iii. On the login screen, accept the user agreement and select "Sign in with Google" or "Sign in with Apple."
  - iv. You will be securely redirected to Google or Apple's login page for authorisation.
  - v. Follow the on-screen prompts to complete the login. You may need to enter your password and approve a Two-Factor Authentication (2FA) request on a trusted device.
- Once authorised, you will be redirected back to the Unifi Smart Home app and logged in successfully.

### 2. How many devices can be linked to the same account for login?

- Only one (1) device may be logged in using a single account at any given time. If the same login ID is used on another device, the first device will be logged out automatically.

### 3. I'm unable to log in because the Two-Factor Authentication (2FA) request is not received. What should I do?

- This may happen when using Google or Apple login, usually due to your device settings or a temporary network issue. Please try the following steps:

- i. Check your internet connection: A stable Wi-Fi or mobile data connection is required to receive the 2FA prompt.
- ii. Try an alternative sign-in method: If the prompt does not appear, look for an option like "Try another way" on the login screen. You may be offered options such as:
  - a. Receiving a verification code via SMS to your registered phone number
  - b. Using backup codes saved when you first set up 2FA
  - c. Using a code from an authenticator app (e.g. Google Authenticator)
- iii. Check that you are signed in on your device: 2FA prompts are only sent to trusted devices already signed in to the Google account or Apple ID.
- iv. Check your notification settings: Go to your phone's notification settings and ensure that system notifications for Google Play Services (Android) or Apple ID (iOS) are enabled. Also check that your phone is not in "Do Not Disturb" mode.
- v. Update your device's software: Make sure your phone's operating system (OS) and relevant apps (e.g. Google Play Services, etc.) are up to date, as outdated software may affect prompt delivery.

#### **4. What should I do if my phone is lost or stolen and I can't receive the Two-Factor Authentication (2FA) prompt?**

- If you have lost access to your primary device, you will need to use one of the backup methods set up during your 2FA activation. These may include:
  - i. A trusted phone number to receive a verification code via SMS
  - ii. Backup codes saved during 2FA setup
- For recovery:
  - i. Google users – Visit the Google account recovery page
  - ii. Apple users – Visit the Apple ID account recovery page

#### **5. How many members can I add?**

- You can add up to 20 members to a single office setup: 1 business owner and 19 Administrators/Common Members. Each member must be assigned a role.

#### **6. How do I share my Smart Business devices with another user?**

- The invited user must download and sign up for the Unifi Smart Home app.
- The business owner will need to obtain the Account ID from the other user. They can find this by going to the "Me" tab > tap the "Settings" icon (top right) > select "Account and Security" > press and hold to copy their Account ID.
- The business owner can add another user by entering their name and Account ID.
- The invited user will receive a notification. To accept the invitation, they must go to the "Me" tab and look under "Home Management" for pending requests.

#### **7. Why am I unable to add a member to my premises and receiving the error: 'Unable to add the account. Verify the account info and try again'?**

- The person you are trying to add must download and sign up for the Unifi Smart Home app to become a valid user.
- Ensure they have followed the steps correctly to find and share their Account ID with you.

#### **8. What are the minimum requirements to install the Unifi Smart Home app?**

- The app requires a mobile device running:
  - i. iOS 11 or later
  - ii. Android 6 or later
- If the app is not appearing in the Apple App Store or Google Play Store, the device may no longer be supported under Apple or Google's latest policies.

#### **9. What should I do if the app keeps crashing?**

- App crashes may happen due to outdated data or device-related issues. Try the following steps:

- i. Clear the app cache
- ii. Force close the app, then reopen it
- iii. If the issue continues, uninstall and reinstall the app
- iv. Ensure you have a stable internet connection

#### 10. What should I do if the app is running slowly?

- You will need to clear the app cache, force close the app, then reopen it.
- If the issue continues, try to uninstall and reinstall the app.
- Ensure your mobile device has a stable internet connection.

#### 11. 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 footage loss due to device failure or full memory cards
- Easily download and share video evidence when needed

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

### Section E: General Information

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

- **Upgrade within the Campaign Package**  
You can upgrade to a higher-tier campaign package 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.
- **Downgrade within the Campaign Package**  
Downgrades are not allowed during the contract period.
- **Change to a Non-Campaign Package**  
You may switch to a non-campaign package plan, but a device penalty will apply. The amount is calculated as:  
**(Device RRP ÷ 24) × Remaining Contract Month(s).**

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

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

#### 3. How can I terminate my subscription?

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

$$\boxed{\begin{array}{l} \text{Package Price} \\ \text{(calculated before} \\ \text{discounts) x} \\ \text{Remaining months} \end{array}} + \boxed{\begin{array}{l} \text{(Device Recommended} \\ \text{Retail Price (RRP) ÷ 24} \\ \text{months) x Remaining} \\ \text{Month(s)} \end{array}} - \boxed{\begin{array}{l} \text{*Monthly Recurring Charges} \\ \text{(MRC)} \end{array}}$$

If you maintain the Campaign Package but remove/terminate of add-on Device from bundled subscription:

(Device Recommended Retail Price (RRP) ÷ 24 months) x Remaining Month(s)

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\*Monthly Recurring Charges (MRC)

*\*Applicable for add-on device subscription*

**4. 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.

**5. How much is the advance payment I need to pay for this package?**

- An advance payment of RM100 is required. Please make payment within 14 days of your subscription.

**6. 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.

**7. 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.

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

- Unifi Business Shield Campaign T&Cs
- Unifi Business Broadband T&Cs
- Mesh Wi-Fi T&Cs
- Mesh Wi-Fi FAQ

<End of FAQ>