FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNIFI SMART INTERNET

NO.	QUESTION	ANSWER
		GETTING TO KNOW
1	**What are Unifi SMART Internet plans?**	• Unifi SMART Internet comes with a managed service via an app where you can monitor connected devices within your premises and filter content by blacklisting unwanted websites to access your company network.

Package Speed	Download Speed	Upload Speed
30Mbps	Up to 30Mbps	Up to 10Mbps
100Mbps	Up to 100Mbps	Up to 50Mbps
300Mbps	Up to 300Mbps	Up to 50Mbps
500Mbps	Up to 500Mbps	Up to 100Mbps
800Mbps	Up to 800Mbps	Up to 200Mbps

NO.	QUESTION	ANSWER

2	**How can Unifi SMART Internet benefits my businesses?**	• Unifi SMART Internet enhances your experience by providing fast internet service, manage and monitor your internet access via Aginet app.
		• You can do the following activities via the app:
		  o Monitor connected devices and network
		  o Content Filtering (blacklisting unwanted websites)
		  o Manage device access
		  o Block device access

3	**What are the add-ons of Unifi SMART Internet?**	• Unifi SMART Internet offers a range of add-ons similar like Unifi Biz as follows:
		  o Simple Voice Plus (SVP)
		  o Voice IDD
		  o Additional Voice Line
		  o Fixed IP
		  o Unifi TV for Business
		  o A suite of Business Solutions (eCommerce Hub, Kaspersky Small Office Security (KSOS), Cloud Storage, Digital Marketing Solutions)
		  o Visit https://biz.unifi.com.my/business/ for more solutions.

4	**Is there a contract period for the Unifi SMART Internet plans?**	• Yes, a 24-month contract is applicable for these plans.
5	**Among the benefits of Unifi SMART Internet is "Restoration time of up to 24 working hours".**	• Should there be any service downtime, we aim to restore your services within 24 working hours. • The 24 working hours are based on our operation hours – from 8:30 am to 5:30 pm (from Sunday to Thursday for Kedah, Kelantan, Johor, and Terengganu; from Monday to Friday for other states) excluding public holidays.

	What does this mean?	
	SERVICE AVAILABILITY	
6	**Where is Unifi SMART Internet available?**	• You can check for Unifi coverage in your area here https://Unifi.com.my/check-coverage
7	**Can I subscribe to Unifi SMART Internet plans in VDSL areas?**	• We're sorry. The Unifi SMART Internet plans are currently only available in FTTH areas.
	REGISTRATION	
8	**How do I subscribe to the Unifi SMART Internet plans?**	• You can subscribe to our Unifi SMART Internet plans via: i. Unifi portal https://unifi.com.my/ ii. Any nearest TMpoint/Unifi Store outlets nationwide https://unifi.com.my/support/find-tm-point iii. Unifi Authorised Resellers *Note: Non-Malaysians can only subscribe via TMpoint/Unifi Store outlets.*

9	**What devices are provided with the Unifi SMART Internet plans?**	• We provide the following devices with every Unifi SMART Internet subscription:
		  o 1 x BTU
		  o 1 x Dect phone
		  o 1 x Unifi SMART Internet Router
		  o 1 x Unifi SMART Internet Mesh (*if applicable*)
		  o AGINET App (downloadable from App Store / Google Play Store)

	INSTALLATION	
10	**When will my Unifi SMART Internet service be activated?**	• Your Unifi SMART Internet service will be activated within seven (7) days from the date of your registration.
11	**How long does it normally take for Unifi SMART Internet to be installed and tested?**	• Installation and testing are expected to take approximately 4 to 8 hours depending on the premises type due to the delicate nature and complexity involved in fiber installations. • The installation processes include site survey, ducting, piping, electrical work and equipment configurations.
12	**Am I allowed to appoint my own contractor to perform internal wiring?**	• Yes, you may call your own contractors to do the internal wiring. • Please note that Unifi will not be liable for any damages resulting from any work done by third parties.

13	**What are the charges for installation fees and equipment?**	• The installation charge for Unifi SMART Internet is RM200 (*currently waived for standard installation for the first 50 metres only*). • If your premises requires non-standard installation or additional cabling, extra charges will be imposed by our contractors.
	VOICE OFFERING, DOWNLOAD & UPLOAD SPEED	
14	**What are the voice call charges under the Unifi SMART Internet plans?**	• Under Unifi SMART Internet plans, calls from Fixed to Fixed and Fixed to Mobile will be charged 20 sen/min (including local calls). • Check out our latest campaign on the complimentary voice minutes here.
15	**Why is the upload speed different from the download speed?**	• Unifi is committed to providing our customers with high bandwidth and improved connectivity. Common activities by our business customers require higher download speed for a seamless internet experience, for instance: Video streaming, social networking, file downloading, etc. On the other hand, common genuine upload usage which includes VoIP, FTP, CCTV video streaming and other high-latency applications require less than 5Mbps upload speed. • With the feature of Unifi SMART Internet's Content Filtering, you can further optimise the speed of your internet by blocking unwanted websites and non-authorised devices, so that you will get the most from your bandwidth to focus on what matters most for your business.
16	**I am currently on a 30Mbps plan but I require higher upload speed. What should I do?**	• Unifi SMART Internet offers wide range of plans up to 800Mbps. We recommend you upgrade to a higher plan to enjoy the maximum upload speed that we have to offer.
	UPGRADE / DOWNGRADE	
17	**Can I upgrade my existing Unifi biz plan to Unifi SMART Internet plan?**	• Yes, absolutely! You can upgrade your existing Unifi Biz plans to Unifi SMART Internet plans without any hassle.
18	**I want to upgrade my existing Unifi Biz package to Unifi SMART Internet. Will I be required to pay for any penalty fee?**	• Don't worry. Upgrading your existing Unifi Biz package is a breeze! You will not have to pay any upgrade or penalty fee when you change your package to a higher plan. • As for commitment, the new plan will come with a new 24-month service contract.

19	**Can I use my existing equipment (CPE) when I upgrade to Unifi SMART Internet plan?**	• We will provide you new CPE that will be compatible with the Unifi SMART Internet app that you can download from the Google Play Store or Apple App Store.
20	**Where can I apply to change my existing Unifi Biz plan?**	• Any request to change your current Unifi Biz plans can be done at all TMpoint/Unifi Store outlets nationwide, TM Authorised Dealer (TAD), authorised resellers, SME consultants and Unifi Contact Centre.

21	**Can I downgrade to a lower speed?**	• Yes, you can apply for a downgrade:
		   o from Unifi SMART Internet current speed to another lower speed or
		   o from Unifi SMART Internet to Unifi Biz packages.

22	**My current Unifi SMART Internet subscription is still within contract period and I wish to downgrade to the new Unifi Biz plan. What will happen?**	• Downgrading from Free Mesh Bundle plan to other plan with Free Mesh Bundle
		   o You will be signing to a new 24-month contract
		   o Your plan will be downgraded to a plan with almost similar feature. Example: Unifi SMART Internet 300Mbps with Free Mesh to Unifi Biz 300Mbps with Free Mesh.
		• Downgrading from Free Mesh Bundle plan to other plan without Free Mesh bundle
		   o You will be signing to a new 24-month contract
		   o There will be a penalty fee for your existing bundled Free Mesh, calculated based on the remaining months left in the contract
		   o Your plan will be downgraded to a plan without a Free Mesh. Example: Unifi SMART Internet 300Mbps to Unifi Biz 30Mbps.

23	**If I downgrade my Unifi SMART Internet to Unifi Biz, will my equipment (CPE) be replaced?**	• CPE replacement is not required as your existing CPE will still be able to operate with Unifi Biz plan after the downgrade. • Should you require any CPE replacement or wish to seek further consultation, please contact us so we could assist you.
	MESH WI-FI	
24	**Is there a Mesh Wi-Fi option that comes with Unifi SMART Internet?**	• Yes, Mesh Wi-Fi is available to be subscribed as an add-on or bundled depending on the current campaign promotions.
25	**How many Mesh Wi-Fi can I add on?**	• You may add on up to two (2) Mesh Wi-Fi per service.

26	**What is the price of Mesh Wi-Fi add-on?**	• You will have the following options to add on Mesh Wi-Fi:
		   o Monthly Installment: RM25/month for 24 months
		   o One-off Payment: RM450 as one-time charge

27	**I already have a Wi-Fi 6 Mesh at my premises. Can Unifi SMART Internet Mesh work with Wi-Fi 6 Mesh?**	• We're sorry, the Unifi SMART Internet Mesh can only work with the SMART Residential Gateway (RG). The same goes with Wi-Fi 6 that is compatible to work with the same brand and model.
	RELOCATION	
28	**Can I relocate my Unifi SMART Internet plan to a new address?**	• Yes, you can relocate your service as long as the new address is within Unifi coverage and there is port available. *Note: You can only relocate Unifi SMART Internet service to areas with fibre infrastructure (FTTH).*
29	**Are there any charges that I need to pay if I want to relocate my Unifi SMART Internet service?**	• Relocation request can be made at any TMpoint/Unifi Store outlet and is subject to service availability at the new area. The relocation fee of RM300 shall be waived. • For internal relocation within the premises, there will be a relocation fee of RM300 for Entry Wall movement and RM200 without Entry Wall movement.
	TRANSFER OF OWNERSHIP	
30	**Are there any charges if I request for change of ownership for Unifi SMART Internet?**	• Yes, a change of ownership is subject to a one-off fee of RM10 per change request.
31	**Where can I request for change of ownership?**	• You can request for change of ownership at any TMpoint/Unifi Store outlets nationwide. Both existing and new owners must be present with their respective NRICs and related documents.
	UPFRONT PAYMENT	
32	**Do I need to pay any upfront payment during the application?**	• • A RM200 upfront payment is applicable for Non-Malaysians only. • The upfront payment will need to be made within 10 days from the date of your service activation. You will then be notified on your successful payment through SMS and the payment will be reflected in your next bill.
	PAYMENT & BILLING	

33	**When will I get my first bill after I have subscribed to the Unifi SMART Internet package?**	• The first bill can be expected around one (1) month after your service has been activated. The first bill will include a prorated package fee (current usage) and one (1) month advance payment.
34	**Do I pay separate bills for the services bundled in the Unifi SMART Internet?**	• All services offered under Unifi SMART Internet including Unifi TV for Business and Business Solution will be charged in a single bill. • A separate bill only applies to Unifi Mobile subscription.

35	**Where can I pay my Unifi SMART Internet bill?**	• You can pay your bill through the following payment channels:
		   o MyUnifi app
		   o Unifi Selfcare portal at http://selfcare.unifi.com.my/
		   o Any nearest TMpoint/Unifi Store or TM Authorised Dealer (TAD) outlets
		   o POS Malaysia and branches of selected preferred online banking channels
		• For hassle-free payment transactions, it is highly recommended that you subscribe to TM Autopay service.
		• For the full list of our authorised bill payment channels, click here.

36	**How do I retrieve my Unifi SMART Internet bill statement?**	• e-Bill (softcopy) will be sent to your preferred email address, and it's FREE! • You can also view your monthly Unifi bills via MyUnifi app or Unifi Selfcare portal at https://selfcare.unifi.com.my
37	**How do I change my email billing address?**	• The easiest way for you to update your email billing address is through MyUnifi app or Unifi Selfcare portal at https://selfcare.unifi.com.my • Alternatively, you can chat with us via Live Chat at https://maya.unifi.com.my/ or send an email request to help@unifi.com.my.
ASSURANCE		

38	**What should I do if I have any issues with my Unifi SMART Internet?**	• For Unifi SMART Internet service enquiry or further assistance, you may contact us via our official channels:
		   o
		   o Live Chat at https://maya.unifi.com.my/ or via the MyUnifi app
		   o Facebook at facebook.com/weareunifi
		   o X (previously known as Twitter) at @Unifi
		   o

39	**What should I do if my Unifi SMART Internet equipment is faulty?**	• If the fault is due to a manufacturing defect and the equipment is still under warranty, the equipment will be replaced for FREE. • If that is not the case, you have the options of replacing the equipment either by purchasing a new set of equipment without the service contract period being extended or getting the equipment replaced for FREE when you opt for renewal of service contract.

		• If any of your Unifi SMART Internet equipment is faulty, you may contact us via our official channels.
	TERMINATION	
40	**What happens if I terminate my subscription while still in contract?**	• If you terminate your subscription within your 24-month contract, you will be subjected to an early termination penalty equivalent to the total fees of your remaining contractual months. *Example: If your monthly fee is RM199 and the remaining month is 13 months, your early termination penalty is RM199 x 13.*
	AGINET APP	
41	**What is Aginet app?**	• The Aginet app offers users with features such as remote access, content filtering and access control. • The app also allow users to monitor and manage the network from anywhere.
42	**How and where can I download the Aginet app?**	• The app can be downloaded from the Google Play Store (Android) or Apple App Store (iOS).
43	**I have downloaded the app, what should I do next?**	• Click here to see the Registration and Login step-by-step guide.
44	**I have registered and bind the app with my router. Where can I find more guide?**	• The app can help you to remotely access your router, filter content, and control access. To find out more, please visit this link

45	**Are there any other features in this app?**	• The app has additional features such as below:
		
		1. Monitoring Features
		  • Mesh Status
		  • List of connected clients on each Mesh Gateway/Satellite in a tree view
		  • App firmware version
		  • WAN and LAN IP information
		
		2. Management Features
		  • Change Wi-Fi SSID Configuration and Security
		  • Content Filtering
		  • Mesh Reboot
		  • VLAN Configuration (IPTV and VOBB)

		• Click [here](#) to see the guide on the features.
SECURITY		
46	**What should I do if Simple Network Management Protocol (SNMP) and/or Internet Control Message Protocol (ICMP) are enabled for Unifi SMART Internet?**	• Your RG's SNMP and ICMP functions are disabled by default. Please maintain these default settings under the advanced settings. • If necessary, you may enable SNMP and/or ICMP at your own risk.