

## Your Questions Answered

We have put together some commonly asked questions to give you more information about the Unifi Air Biz 5G plans.

### General

#### 1. What is Unifi Air Biz 5G?

Unifi Air Biz 5G, is Unifi's latest wireless broadband solution that delivers high-speed internet connectivity over 5G. This ultrafast and unlimited 5G wireless internet service for business comes with an easy-to-install 5G wireless router, allowing multiple devices to stay connected simultaneously perfect for multiple users in the workplace.

#### 2. What are the package options for Unifi Air Biz 5G?

The Unifi Air Biz 5G plan offers the following package options:

Package	Monthly Fee	Upfront Payment	Device	Contract Duration	Data Quota	Credit Limit
Unifi Air Biz 5G 149 with Device	RM149	RM149	Free 5G Router	24 Months	Unlimited <sup>1</sup>	RM450
Unifi Air Biz 5G 99 with Device	RM99	RM99	Free 5G Router / 5G MiFi	24 Months	Unlimited <sup>2</sup>	RM300
Unifi Air Biz 5G 99 (SIM Only)	RM99	RM99	N/A	N/A	Unlimited <sup>2</sup>	RM300

<sup>1</sup>Unifi Air Biz 5G 149 offers unlimited monthly data quota. However, to ensure a better experience for all users, excessive or abusive data usage is subject to the Fair Usage Policy (FUP).

<sup>2</sup>Unifi Air Biz 5G 99 also offers unlimited monthly data quota. However, under the Fair Usage Policy (FUP), if your usage exceeds 1TB within the same billing cycle, your speed will be reduced to 512kbps for the rest of that cycle.

Click [here](#) for more details on this offer.

#### 3. Who is eligible for this offer?

This plan is available to all businesses in Malaysia, as long as the service address is **within Unifi's 5G coverage areas**. [Check your coverage [here](#)].

#### 4. How can I check if my address is within Unifi's 5G coverage area?

There are a few ways you can check whether your address is within Unifi's 5G coverage area:

- Enter your address [here](#) to check instantly
- Visit the nearest [Unifi Store/TMpoint](#) for assistance
- Live Chat with us via [maya.unifi.com.my](https://maya.unifi.com.my)

## 5. I'm interested! How can I subscribe to Unifi Air Biz 5G?

You can subscribe through the following channels:

- Digital channel: [Unifi website](#)
- Physical channels: [Unifi Store/TMpoint outlets](#), your assigned Account Manager, Unifi Business consultants, TM Resellers or TM Authorised Dealers (TAD).

## 6. What documents do I need to bring during registration?

If you are a new eligible applicant, please bring the following validated documents:

- A copy of the company director's or authorised signatory's NRIC (both sides) or passport (for non-Malaysians)
- A Company Authorisation Letter for authorised signatories
- The original or certified true copy of the applicable business registration documents listed below:

Business Applicants	Documents
Private Company	i. Return for allotment of shares / Form 24, ii. Notification of change in the Register of Members / Form 49, iii. Users' Registration / Form 9
Sole Proprietor	Form D & A
Partnership	Form D & B
NGO/ Association/ Corporation/ Embassy/ Government	Documents issued by relevant authorities

- If you are an existing TM customer, you will need to bring your latest TM bill that is registered under your company's name or Business Registration Number (BRN).

## 7. Who are the authorised individuals from a company that can subscribe to Unifi Air Biz 5G?

Only the company's authorised director can be the registered account holder of the Unifi Air Biz 5G plan.

However, you may appoint a representative to register and subscribe on behalf of the company, provided you submit an authorisation letter signed by the company.

## 8. Will I be tied to any contract?

Yes. Subscription to Unifi Air Biz 5G plans that include a 5G Wireless Device or MiFi comes with a 24-month contract period.

## 9. How many Unifi Air Biz 5G plans can I subscribe to?

There is no limit to the number of Unifi Air Biz 5G lines you can subscribe to.

#### 10. How will I know when my Unifi Air Biz 5G service is activated?

Once you insert the Unifi Air 5G SIM into the 5G wireless router or MiFi device, the service will be activated automatically. You will also receive an SMS notification confirming the activation.

#### 11. Can I port out my Unifi Air Biz 5G plan to another service provider?

No. Unifi Air Biz 5G is an exclusive service and cannot be ported to other operators or service providers.

#### 12. Can I make calls or send SMS with Unifi Air Biz 5G?

Unifi Air Biz 5G only supports data services. Voice calls and SMS are not supported at the moment. If you require voice services, you may subscribe to a separate [Unifi Business Mobile](#) plan.

#### 13. Can I use this service while roaming overseas?

No. The Unifi Air Biz 5G service ([coverage](#)) is only available within Malaysia and does not currently support international roaming.

#### 14. Where can I learn more about this offer?

To find out more, please contact us through any of the following channels:

- [Unifi website](#)
- [Unifi Store/TMpoint outlets](#) nationwide
- [Live Chat](#)
- Facebook: [facebook.com/weareunifi](https://facebook.com/weareunifi)
- X (formerly Twitter): [@unifi](#)

### Unifi Air Biz 5G Router & 5G MiFi

#### 15. How can I get the Unifi Air 5G router or 5G MiFi?

If you register at a Unifi Store or TMpoint, you will receive the device in-store upon successful registration.

For orders placed through other channels, your device will be delivered to your doorstep within the following timelines:

- **Klang Valley and major cities:** 1–3 business days
- **Outside Klang Valley:** 5–7 business days
- **East Malaysia:** 7–14 business days

You will receive one (1) Unifi Air Biz 5G SIM card and one (1) set of the portable Unifi Air Biz device when you subscribe to Unifi Air Biz 5G. The device will be either:

- a) 5G Router – includes a power adapter, LAN cable, quick installation guide and warranty card

OR

- b) 5G MiFi – includes a USB cable, quick installation guide and warranty card

## 16. What is the warranty period for the Unifi Air 5G router?

The warranty period is 24 months from the date of purchase. Please keep your original receipt or proof of purchase for any warranty claims.

## 17. What should I do if the Unifi Air 5G router (5G wireless device or 5G MiFi) is faulty?

If you need help that is not related to technical issues, you may contact us through any of the following support channels:

- [Unifi website](#)
- [Unifi Store/TMpoint outlets](#) nationwide
- [Live Chat](#)
- Facebook: [facebook.com/weareunifi](https://facebook.com/weareunifi)
- X (formerly Twitter): [@unifi](#)

For technical issues, please visit the nearest authorised [Service Centers](#) provided by the device manufacturer.

## 18. How many devices can I connect to the Unifi Air 5G router or 5G MiFi?

You can connect multiple devices at once, depending on the type of device you are using:

5G Wireless Device	5G MiFi
Recommended up to 10 devices simultaneously	Recommended up to 5 devices simultaneously

## 19. What should I do if I'm not sure how to use the Unifi Air Biz 5G service or having issues with the device?

You can:

- Refer to the device tutorial guide :  
[5G Wireless Device](#)  
[5G MiFi](#)
- Visit any Unifi Store or TMpoint outlet for in-person assistance
- Contact us via [Live Chat](#) through the Unifi portal or MyUnifi app

## 20. Can the device work if I change the SIM card?

No. The device is configured to work only with Unifi Air 5G SIM cards.

## 21. I have used up my 5G plan quota. Can I purchase additional data?

Yes. You may purchase a 30GB (5G) add-on for RM30, valid for 30 days. This can be done via the [Unifi Business Care portal](#).

## Deposit & Credit Limit Policy

### 22. What is the credit limit per line for Unifi Air Biz 5G?

The credit limit for each line depends on the subscribed plan:

- **RM450** for the Unifi Air Biz 5G 149 plan
- **RM300** for the Unifi Air Biz 5G 99 plan

### 23. Will I be notified if my balance exceeds the credit limit?

Yes. You will be notified via your registered email when your account usage reaches 80%, 90% and 100% of your credit limit.

### 24. I am a non-Malaysian resident. How will I receive my deposit after termination?

As a non-Malaysian subscriber, you are required to pay a RM500 deposit for each line activated. Upon service termination, your deposit will be refunded to your preferred bank account within three (3) months or 90 days. To ensure a smooth refund process, please provide your banking details via [Live Chat](#) or at any [Unifi Store/TMpoint](#) nationwide upon a successful termination request.

### 25. What happens if my balance exceeds the credit limit?

If your account exceeds the credit limit, your service will be temporarily suspended. To restore the service, you will need to make a partial or full payment on your outstanding bill.

### 26. Will I receive a refund if I have excess credit in my account?

Yes, a refund will be issued for any excess credit above RM10 in your account.

### 27. What is the reactivation fee if my service is suspended due to late payment?

If your service is suspended due to late payment, a RM10 reactivation fee will be charged to restore your connection.

### 28. How much do I need to pay to restore my service if it is barred due to exceeding the credit limit?

You will need to pay a minimum of 75% of your unbilled and/or billed amount to restore your service.

### 29. Will I be subject to a credit check when subscribing to the Unifi Air 5G Biz plan?

Yes, you will be subject to a standard telco credit check (via CTOS) when subscribing to the Unifi Air Biz 5G plan.

## Billing & Payment

### 30. How will I receive my monthly bill?

Your monthly bill will be sent to your registered email address. You may also view your bill via the Unifi UniVerse app or [Unifi Business Care portal](#). If you have trouble accessing the Unifi Business Care portal to view and pay your bill, you can reach out to our support channels:

- [Live Chat](#)
- Email: [mobile@tm.com.my](mailto:mobile@tm.com.my)
- Facebook: [facebook.com/weareunifi](https://www.facebook.com/weareunifi)
- X (formerly Twitter): [@unifi](https://twitter.com/unifi)
- Unifi Store/TMpoint outlet nationwide

### 31. When is my bill date and billing cycle?

Your bill date will be assigned based on the nearest available billing date after your successful registration and will follow a monthly billing cycle.

Unifi has seven (7) billing cycles, which fall on the 1st, 7th, 10th, 13th, 16th, 19th and 22nd of each month. Your first bill will be generated four (4) days after your registration date. For example: If you register on 13 January 2025, your first bill will be issued on 17 January, and your monthly bill cycle will then follow the 19th of every month.

### 32. Can I request a hard copy of my bill?

In line with our sustainability efforts, only e-bills will be issued. However, you may print a copy of your bill anytime through the [Unifi Business Care portal](#).

### 33. Where can I pay my bills?

You may pay your Unifi Air Biz 5G bill through the Unifi UniVerse app or Unifi Business Care portal. For additional payment options, please visit <https://i.unifi.my/paymentchannel>

### 34. What biller name should I select when paying via an eWallet or Unifi Store/TMpoint kiosk?

Please select the biller name "Unifi" with the biller code "8888" when making a payment.

If you are paying via JomPAY, follow these steps (*Note: Actual steps may vary depending on your bank*):

1. Log in to your internet banking portal
2. Select "Pay & Transfer"
3. Choose "Make a one-off payment"
4. Select your preferred account under "Pay from"
5. Click on "JomPAY"
6. Enter Biller Code: 8888
7. Enter your 10-digit Unifi account number
8. Enter the bill amount to be paid

## Upgrade Worry-Free to Fibre

### 35. What is “Upgrade Worry-Free to Fibre”?

“Upgrade Worry-Free to Fibre” refers to a waiver of the Early Termination Penalty (ETP) charges when you upgrade your current Unifi Air Biz 5G package to Unifi Business Fibre packages.

### 36. How can I qualify for the “Upgrade Worry-Free to Fibre”?

To be eligible for this policy:

- The installation address for the new Unifi Business Fibre package must be the same as the address of your current Unifi Air Biz 5G subscription.
- The new plan must be registered under the same account holder. If a different name is used, the installation address must still match the Unifi Air address.

Note:

Eligibility criteria may vary. For detailed assistance and to review the termination policy, you are advised to contact us via [Live Chat](#) or visit the nearest [Unifi Store/TMpoint](#) outlet.