FREQUENTLY ASKED QUESTIONS

Need help or more information on a particular topic?
Search through our list of questions to find the answers
you're looking for.

FREQUENTLY ASKED QUESTIONS

| GENERAL | UNIFI REWARDS | BILLING | TECHNICAL SUPPORT | PROMOTIONS | MYUNIFI APP |

GENERAL UNIFI MOBILE

I am a unifi Home subscriber. Do I enjoy any special rate for unifi Mobile?

Yes, all Unifi Home customers get to enjoy Unifi Mobile 99 at RM59/month (normal price RM99/month). The Postpaid plan comes with Unlimited Data, Calls, Texts, with no contract. Non-Unifi customers are eligible for the same plan with 12 months contract.

I am looking for a contract-free plan. Which plan should I get?

You may opt for unifi Mobile 99 unlimited, contract-free, for RM79/month (normal price RM99/month).

Get it now

Our Value Plans are also contract-free, starting from RM19/month.

How do I switch to unifi?

You may request to port in via online, or by visiting the nearest TMpoint outlets, TM Authorised Dealers (TAD) or TM Resellers nationwide.

Before you port in, please ensure you do not have any outstanding balance, blacklisted, or under contract with your current mobile service provider.

Switch to Unifi Mobile

How do I get 5G service from Unifi?

Stay tuned! We are excited to announce our 5G offerings soon.

What should I do if I want to terminate my Unifi Mobile service?

Follow these steps to cancel Unifi Mobile service:

STEP 1: Live chat with Maya here

STEP 2: Select your language preference and type your name. Then choose the topic 'Mobile'.

STEP 3: You may chat with Maya to find out more on our termination process. Alternatively, you may request to connect to the Live Agent if you wish to continue the conversation with a representative.

STEP 4: You may be required to complete making the payment for any outstanding amount viaUunifi portal or any of our authorised payment channels within 3 working days.

Your service will be terminated within 24 hours upon us receiving the full outstanding amount. You will receive your final bill statement in the following month.
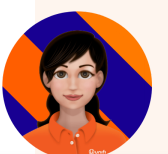
Pay Bills   Switch to Unifi Mobile   Check Coverage   Find TMpoint/Unifi Store

Can you tell me more about unifi Mobile 99 Promo with Device Plan?

Unifi Mobile 99 Promo with Device is a special plan that is offered to selected Unifi Home customers at discounted monthly commitment fee of RM79 with free device.

Who are eligible for Unifi Mobile 99 Promo with Device Plan?

Unifi Mobile 99 Promo with Device is offered to selected unifi Home and Streamyx customers with criteria as specified below;
1. 18 years old and above
2. Not blacklisted by any mobile operator
3. Within maximum of 5 lines with Unifi Mobile Postpaid

Will there be a limit to the maximum number of lines I can subscribe with this plan?

Yes, you are entitled to subscribe only two (2) lines per NRIC or passport with Unifi Mobile 99 Promo with Device Plan.

Do I need to return the device after contract has ended?

No, you do not have to return it. The device is yours to keep after contract has ended.

Will I be charged with any upfront payment when I subscribe to this Unifi Mobile 99 Promo with Device?

Yes, upfront payment for Unifi Mobile 99 Promo with Device is RM300. The amount will be credited to your monthly bill and offset against total bill until the amount depletes.

However, if your Unifi Home Broadband account fulfil below criteria, you are entitled for upfront payment waiver;
1. Length of stay in service is 6 months and above
2. Your Unifi Home Broadband account is in active status (not suspended) for the past 3 months.

Is the device and SIM delivery service available nationwide?

Yes, delivery service is available nationwide. Delivery for the device is within 7-14 working days.

Where should I make the report for faulty device?

Upon receiving the device from delivery agent, please inspect the device.

Defect on device identified and reported within 24 hours. You may report to us via live chat or TMpoint and you may return the device to the delivery agent with the document and original packaging for replacement.

Defect on device identified and reported after 24 hours. For faulty device reported after 24 hours, you may just refer to the device manufacturers directly.

How do I check if my area is under LTE coverage?

Simply click here and choose "Mobile".

For better view, use Google Chrome.

Home & Personal ＋

Business ＋

Support ＋
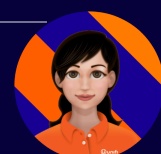
Others ＋

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The people's choice

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