

## 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

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## TECHNICAL SUPPORT

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### What should I do if I am having problem with my Unifi service?

If you have any problem with Unifi services, try our EasyFix self-diagnose troubleshoot tool [here](#) to check for outages at your areas or troubleshoot your internet connection.

Alternatively, you can reach our live chat Care Crew [here](#)

### How do I check the speed of my Unifi?

You can do your own speedtest [here](#). Follow the steps and you are ready to test.

### How do I fix my slow internet connection?

First, you may need to check the equipment setup, and if the setup is okay but the problem still persists, you may want to check the device that is connected to your internet. Click [here](#) for the step by step infographic that you can perform to check your internet connection problem.

### How can I enhance my internet experience?

We have great tips for you [here](#).

### How do I know if my physical setup is okay?

Check this diagram [here](#) to learn more about the Unifi physical connection.

### How to check my voice quality (telephone) issues?

If you experience any of the below, your service may be having a voice quality issues:

1. Cross line
2. No line
3. Noisy

To learn more about these conditions, click [here](#).

### How can I track the progress of my technical ticket?

You can track in myunifi app with these simple steps:

1. Go to "Account" tab at the bottom of the screen
2. Tab "My Activity" at the top of the screen
3. Tab "Technical Report"

Here you can see the list of your technical tickets. Tab the technical report you wish to see more details

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Can I have the list of internal wiring vendors for my Unifi service?

Here you go, click [here](#).  
Important note to remember that while the standard installation will not cost you, but for the non-standard installation (over the ceiling, special request, etc), you may be subjected to additional charges from the contractor.

I want to know more about Proactive Alerts?

Learn more about our Proactive Alerts [here](#).

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