

FREQUENTLY ASKED QUESTIONS

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you're looking for.

FREQUENTLY ASKED QUESTIONS

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GENERAL

OTHERS

How do I check the service availability in my area?

You can check unifi's fibre broadband or unifi Mobile's service availability [here](#).

Alternatively, contact us via Live Chat at myunifi app or maya.unifi.com.my should you require further assistance.

What are unifi's official WhatsApp channels?

unifi Care and unifi World are unifi's official and verified WhatsApp channel accounts.

unifi Care serves as a communication and engagement channel to existing unifi customers regarding their service notifications and alerts.

unifi World serves as a sales consultative channel for customers who wants to seek further advice regarding unifi packages and offerings.

To know about our WhatsApp accounts, click [here](#)

How do I know if the WhatsApp account is unifi's authentic account and not a fraud?

You can look for these unique characteristics:

1. An authentic WhatsApp account will be verified with a green badge at the right side of the registered name. Both of our channels had been verified and given green badge

2. Our registered phone numbers are:

•unifi Care: +60 3 2240 1125

•unifi World: +60 3 2240 1124

To know about our WhatsApp accounts, click [here](#).

What is unifi Home Persons with Disabilities (PWD)?

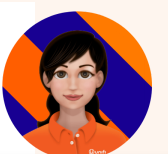
To support the Persons With Disabilities Act 2008 under LAWS OF MALAYSIA Act 685, unifi offers the new unifi Home PWD plan, broadband packages specially offered to Malaysian citizens registered as PWD (Person With Disabilities).

Am I eligible to subscribe to unifi Home Persons with Disabilities (PWD) packages?

All Malaysian citizens of 18 years old and above who are registered as PWD with the Social Welfare Department, Ministry of Women, Family and Community Development are eligible to register for this special package.

What are the unifi Home Persons with Disabilities (PWD) packages?

Click [here](#) for information.

[Pay Bills](#)[Switch to Unifi Mobile](#)[Check Coverage](#)[Find TMpoint/Unifi Store](#)

How can I subscribe unifi Home Persons With Disabilities (PWD) package?

If you prefer offline, then you can visit any TMpoint, TAD and Reseller near you. If you want online experience then you can visit unifi.com.my, Live Chat maya.unifi.com.my, and unifi social media platforms (Facebook 'We are unifi', Twitter @helpmeunifi).

If you are an existing unifi Home subscribers, you can change into this plan with contract refreshed.

Don't forget to bring / submit your original OKU ID Card for registration and only 1 plan allowed for 1 PWD ID.

Can I see a sample of "Authorisation Letter"?

Click [here](#) for a sample of the Authorisation Letter.

You can personalised this letter to suit your transaction.

- Home & Personal +
- Business +
- Support +
- Others +

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