

FREQUENTLY ASKED QUESTIONS (FAQ) ON BIZ 5G WIRELESS BACKUP

BIZ 5G WIRELESS BACKUP		
NO.	QUESTION	ANSWER
1	What is Biz 5G Wireless Backup?	▪ Biz 5G Wireless Backup is a redundancy solution designed to ensure uninterrupted internet connectivity in the event of a primary fibre connection failure (e.g. for Unifi Business or SMART Internet). ▪ It is offered as a value-added service for all Unifi customers. ▪ The Biz 5G Wireless Backup comes with unlimited monthly quota. However, under the Fair Usage Policy, if you exceed 150GB in a billing cycle, your speed will be reduced to 512kbps until the next cycle. ▪ You will receive a 5G dongle with a 5G SIM, which is only compatible with Unifi Combo Box or SMART Internet router.
2	Who is eligible to subscribe to the Biz 5G Wireless Backup plan?	▪ This offer is available to new and existing Unifi Business customers, subject to the following conditions: i. The Unifi installation address must be within a 5G coverage area. [<i>Check your coverage here</i>] ii. The Unifi Business router must be a Combo Box or SMART Internet router. [<i>Check if your router is compatible here</i>]
3	Will I be tied to a contract?	▪ Yes, subscriptions to the Biz 5G Wireless Backup plan are subject to a 24-month contract.
4	How much is the monthly charge for the Biz 5G Wireless Backup?	▪ There are no monthly charges if you subscribe to any of the following Unifi Business plans: a. SMART Internet 100Mbps b. SMART Internet 300Mbps c. SMART Internet 500Mbps d. SMART Internet 800Mbps e. SMART Internet 1Gbps f. Unifi Business Broadband 1Gbps g. Unifi Business Broadband 2Gbps

		- For other plans, an add-on charge of RM30 per month applies. The monthly charge will be reflected in your monthly Unifi Business bill. - After a successful add-on, your first bill will include a one-month advance charge. For example, your first bill will show: i. RM30 for the current month ii. RM30 as an advance payment for the following month This is a one-time adjustment. From your next bill onwards, you'll only be charged the regular monthly fee (RM30/month).
5	Do I need to pay a deposit when placing order?	There is no deposit required when placing order.
6	Can I use my Biz 5G Wireless Backup dongle with other devices or outside my premises?	- The Biz 5G Wireless Backup device is only exclusively compatible with the Unifi Combo Box router or SMART Internet router at your registered Unifi Business installation address. i. If your existing router is not compatible, don't worry — you can request a router replacement first, and then proceed to add on Biz 5G Wireless Backup once the replacement is successful. Just reach out via the Unifi Contact Centre or Live Chat. - You are not allowed to plug the 5G dongle into any router or device not provided by Unifi or use it outside the registered Unifi Business location. - If the dongle is detected being used with a non-Unifi router or at a different address, the service may be suspended or terminated.
7	I'm interested! How can I sign up for the Biz 5G Wireless Backup plan?	- You can sign up through any of the following channels: ✓ Online portal at https://biz.unifi.com.my/business ✓ Unifi Store / TMpoint outlets nationwide [Check locations here] ✓ TM Authorised Dealers ✓ TM Authorised Resellers ✓ TM Staff/Account Manager

5G DONGLE & 5G SIM DELIVERY / INSTALLATION / USAGE		
8	How soon will I receive my Biz 5G Wireless Backup device after placing an order?	- Upon completion of your Unifi Business Broadband or SMART Internet installation, the 5G dongle and 5G SIM will be delivered to your Unifi Business installation address within: i. Peninsular Malaysia: 3–7 working days. ii. East Malaysia (Sabah & Sarawak): 7–15 working days. iii. You can easily track your delivery status via the Unifi UniVerse app or Unifi Business Care portal by going to: “My Activity” > “My Orders”.
9	Is professional installation required for the Biz 5G Wireless Backup?	No, professional installation is not required. The Biz 5G Wireless Backup is a DIY (plug-and-play) device — simply follow the quick start guide here to set it up at your premises.
10	How do I know if my Biz 5G Wireless Backup dongle is working?	- You can easily check if your Biz 5G Wireless Backup dongle is working by referring to the LED indicators on the 5G dongle: Orange = Connected and currently in use Green = Connected and in standby mode Red = No 5G data connection
5G DONGLE DEVICE & WARRANTY		
11	How long is the warranty period for the Biz 5G Wireless Backup device?	- The 5G Wireless Backup device comes with a 12-month (1-year) warranty from Unifi - The warranty covers both the 5G dongle and the 5G SIM card, which together make up the 5G Wireless Backup device set.
12	If my 5G dongle is faulty, will I be charged for a new one?	- If the dongle becomes faulty during the contract period, it will be replaced free of charge, and your contract will continue as usual. - If the dongle becomes faulty after your contract ends, a replacement fee of RM500 will apply, and the warranty will be renewed upon replacement.
13	Do I get to keep the 5G dongle after my contract ends?	Yes, you may keep the Biz 5G Wireless Backup dongle after completing your 24-month contract.

14	Do I need to return the 5G dongle if I terminate my Unifi account during the contract period?	- You may keep the device and do not need to return it. - For add-ons, you may keep the device as well. However, if you terminate within the contract period, an early termination fee will apply.
RELOCATION, TRANSFER OWNERSHIP & TERMINATION		
15	I am relocating to a new address. Will the Biz 5G Wireless Backup plan be carried over?	- Yes, your plan will be carried over to the new address, subject to Unifi 5G coverage availability at the new location. [<i>Check your coverage here</i>] - If your Biz 5G Wireless Backup is an add-on, you may choose to terminate it if 5G coverage is unavailable at your new address. In this case, the early termination fee will be waived.
16	Can I transfer ownership of the Biz 5G Wireless Backup to another person?	No, transferring ownership of the Biz 5G Wireless Backup is not allowed.
17	What happens to my Biz 5G Wireless Backup if my Unifi Business service is suspended?	Your Biz 5G Wireless Backup service will also be suspended in line with your Unifi Business service status.
18	How do I terminate my Biz 5G Wireless Backup service?	- Visit any Unifi Store / TMpoint outlet or reach out to the Unifi Contact Centre - Early termination charges for Biz 5G Wireless Backup will be calculated as: Remaining contract months × Biz 5G Wireless Backup monthly subscription fee Example: If the remaining contract is 12 months, the early termination fee will be 12 months x RM30 = RM360.
SUPPORT		
19	Who can I contact for help with configuration or technical issues?	- For self-setup, you may refer to the quick start guide here. - For faulty 5G dongle or SIM issues, you can: - Reach out to the Unifi Contact Centre - Visit any Unifi Store / TMpoint outlet nationwide