

Frequently Asked Questions (FAQ) iPad for Business

Section A: Campaign

1. What is the iPad for Business campaign?

- We're excited to introduce *iPad for Business*—a powerful bundle that pairs Unifi Business Broadband with a free iPad to boost productivity and support your digital business needs.

2. Who is eligible to apply for iPad for Business?

- The campaign is open to all new and existing TM customers.
- Eligible customers can subscribe to selected Unifi Business Broadband plans with high speeds (1Gbps or 2Gbps) and receive a free iPad.
- All new applicants are subject to a Credit Tip-Off Service (CTOS) status check. To qualify, your CTOS rating must be Good, Very Good or Excellent. You must acknowledge and consent to the CTOS status check upon application.
- Existing Unifi customers must meet certain criteria, such as a minimum incremental value (based on your upgrade) and a good payment history with Unifi, to be eligible.

3. When is the campaign period?

- The campaign runs from 15 April 2025 until 31 October 2025.

4. Will I be tied to a contract?

- Yes, the iPad for Business plan comes with a **36-month** contract.

5. I'm interested! How can I subscribe?

- You can sign up through any of the following channels:
 - [Unifi Store/TMpoint outlets](#) nationwide
 - Unifi website or MyUnifi app
 - TM Authorised Dealers (TAD) and TM Resellers
 - TM Biz Rovers sales representatives
 - Unifi Contact Centre (100)
 - Your assigned Account Executive

Section B: Campaign Offerings

1. I am a new Unifi Business customer. What are the available offerings?

- As a new customer, you can choose from the following packages based on your preferences and needs.

Speed	1Gbps	2Gbps
Connectivity	Download: 1Gbps Upload: 500Mbps	Download: 2Gbps Upload: 1Gbps
Devices	Combo Box (RG-BTU) + MESH WiFi 6	
Voice Plan	Pay Per Use TM Fixed Lines: 20 sen/min Mobile / Other Fixed Lines: 20 sen/min	
Free Device Promo (based on eligibility)	Apple iPad (A16) Wi-Fi 128GB	Apple iPad (A16) Wi-Fi 256GB
Device Recommended Retail Price (RRP)	RM1,599	RM1,999
Contract Period	36 months	

2. I am an existing Unifi Business customer. What are the available offerings?

- As an existing customer, you can choose from the following packages based on your preferences and needs.

Speed	1Gbps	2Gbps
Connectivity	Download: 1Gbps Upload: 500Mbps	Download: 2Gbps Upload: 1Gbps
Devices	Combo Box (RG-BTU) + MESH WiFi 6	
Voice Plan	SVP70 Free Calls Worth RM70 Additional Call Rates: TM Fixed Lines: Free Mobile / Other Fixed Lines: 8 sen/min	
Minimum Incremental Value <i>(based on eligibility)</i>	≥RM85: Apple iPad (A16) Wi-Fi 128GB ≥RM110: Apple iPad (A16) Wi-Fi 256GB	≥RM100: Apple iPad (A16) Wi-Fi 128GB ≥RM125: Apple iPad (A16) Wi-Fi 256GB
Device Recommended Retail Price (RRP)	Apple iPad (A16) Wi-Fi 128GB : RM1,599 Apple iPad (A16) Wi-Fi 256GB : RM1,999	
Contract Period	36 months	

3. I have seen this offer, but why am I not eligible to subscribe?

- Thank you for your interest. However, this offer is only available to selected Unifi Business customers, as mentioned in Question 2. Please visit our official website unifi.com.my to explore other offers that may better suit your business needs.

Section C: iPad

1. What are the specifications of the free device offered in this bundle?

Apple iPad 11 (A16)

Model	11-inch iPad Wi-Fi
Recommended Retail Price (RRP)	128GB: RM1,599 256GB: RM1,999
Camera	12MP Wide camera, <i>f</i> /1.8 aperture 4K Video Front Camera; Landscape 12MP Center Stage
Chip	A16 – 5-Core CPU, 4-Core GPU, 16-Core Neural Engine
Storage	128GB / 256GB
Display	11" Screen Liquid Retina display LED-backlit Multi-Touch display with IPS technology 2360 x 1640 pixel resolution at 264 pixels per inch (ppi) True Tone
Operating System	iPadOS 18
Finish	Silver
Warranty	1-year local warranty

2. Will I get to keep the iPad after my contract ends?

- Yes, you will own the iPad once you have completed the 36-month contract and fully settled the device payment.

3. Can I change the iPad or convert it to cash?

- The brand, model, colour and specifications of the device are determined by TM and are subject to stock availability and product end-of-life status.
- The device is non-exchangeable and cannot be converted to cash.

4. When will I receive the iPad?

- The iPad will be delivered to you within 21 business days from your Unifi service order creation date, subject to installation completion, processing status and stock availability.

5. Is there a delivery cost for the iPad, and can I change the delivery address?

- Delivery of the iPad is free of charge and available nationwide.
- However, the delivery address cannot be changed. The iPad will be delivered to the same address as your Unifi service installation.

6. How do I check my order and delivery status?

- Your iPad will be delivered by our partner, Line Clear Express:
 - Track your order here: <http://lineclearexpress.com/my/tracking>
 - Use your Unifi order number (e.g. 141205393843, without hyphens '-')
- You may also contact us via:
 - Live Chat at maya.unifi.com.my or the MyUnifi app
 - Call 100

7. Who do I contact if I face any issues with the iPad?

- For warranty claims or support, please refer directly to Apple via their official support channels: [iPad Apple Support](#)

8. If I experience an issue with my delivered iPad, what documents are required for a warranty claim with Apple support?

- To submit a warranty claim, you will need to provide the following documents:
 - i. Your Delivery Order (DO)
 - ii. Your Unifi bill that includes the device information

9. How do I request a copy of my Delivery Order (DO)?

- You can request your DO by emailing to unifi.orders@mrag.com.my with the following details:
 - i. Your Unifi order number
 - ii. Your full name
 - iii. Your contact number

10. Will I get a confirmation slip when I receive my iPad?

- Yes, when you receive your iPad, you will also receive a confirmation slip. This slip includes the device purchase date, amount paid and the iPad's serial number. Please keep this proof of purchase safe throughout the iPad's warranty period, as it is essential for warranty support at authorised Apple Service Providers.

11. How long is the iPad warranty period?

iPad Model	Warranty Period
Apple iPad (A16) Wi-Fi 128GB	12 months
Apple iPad (A16) Wi-Fi 256GB	12 months

- Warranty is provided by the manufacturer. For claims, please contact authorised Apple service centres.

12. Can I cancel or return the iPad during the contract period?

- Cancellations or returns are not allowed within the contract period.
- If you cancel your plan early, you will be charged a penalty fee based on the remaining monthly balance of the iPad's recommended retail price (RRP).

Section D: General Information

1. Can I add on value-added services to my existing subscription package?

- Yes! You can enhance your experience by adding value-added services (e.g., digital solutions or Unifi Business TV content) to your existing plan under this campaign.
- The available digital solutions and TV Biz Pack add-ons are:

Solutions	Description	Price per Month	Contract
Unifi Cloud Storage	Unifi Cloud Storage offers full control over your online storage.	From RM11/month	12 months
Kaspersky Small Office Security	PC protection with security features to keep your business safe.	From RM30/month	12 months
Unifi eCommerce Hub	Unifi eCommerce Hub offers a one-stop centre for managing multiple online marketplaces like Lazada and Shopee with ease.	From RM49/month	12 months
Digital Marketing Solutions (DMS)	DMS helps you connect with potential customers through digital platforms like social media to promote your business.	From RM50/month	12 months
Unifi Business TV	IPTV service delivering digital TV content via the internet.	From RM70/month	24 months

2. Is relocation or transfer of ownership allowed during the contract period?

- Relocating your service is allowed, subject to service availability in your new area. However, if there are changes in infrastructure or technology (e.g., FTTH to VDSL), you may no longer be able to maintain the same plan and may need to downgrade within the same package family.
- If your new location does not have TM infrastructure, you have the following options:
 - Subscribe to Unifi Air
 - Terminate your current service (subject to early termination charges for the smart device if terminated within the 36-month contract period).
- Transfer of ownership is allowed after the contract period ends, subject to the terms and conditions for relocation and transfer of ownership.

3. Can I change my subscription plan within the contract period?

- Plan changes are not possible within the contract period.
- If you upgrade or downgrade your Unifi Biz package speed within the 36-month contract period, a penalty fee will apply for the device based on the remaining months of its retail price.

4. What should I know about service termination?

- You may request service termination by visiting any Unifi Store outlet or calling the Unifi Contact Centre at 100.

- Early termination is not allowed. If you proceed, a fee will cover the remaining subscription and the early termination charge for the free smart device will be based on the remaining contract months, using the Recommended Retail Price (RRP).

<u>Early Termination Penalty</u>			
(Current Unifi Business Monthly Subscription Plan Price (calculated based on the price before discounts) X Remaining Contract Period in months)	+	(Device Recommended Retail Price (RRP) / 36 months x Remaining Contract Balance)	= Early Termination Penalty

Sample case:

- Plan: Unifi Business Broadband 1Gbps @ RM319/month
- Contract: 36 months
- Device: Apple iPad (A16) Wi-Fi 256GB (RRP RM1,999)
- Remaining: 12 months

Penalty Calculation:

$$(RM319 \times 12) + [(RM1,999/36) \times 12]$$

$$= RM3,828 + RM666.30$$

$$\text{Total early termination penalty} = RM4,494.30$$

5. Who can I contact if I have further enquiries?

- You can reach us via these channels:
 - i. Live chat at <https://maya.unifi.com.my/> or via the MyUnifi app
 - ii. Walk in to any [Unifi Store/TMpoint outlet](#) nationwide
 - iii. Call the Unifi Contact Centre at 100

6. What are the Terms and Conditions (T&Cs) related to this campaign?

- iPad for Business Campaign T&Cs apply
- [Unifi Business Broadband T&Cs](#) apply
- [Mesh Wi-Fi 6 FAQ](#) apply
- [Mesh Wi-Fi 6 T&Cs](#) apply

<End of FAQ>