

## Your questions answered

We've put together some commonly asked questions to give you more information about Smart Device Add-on with Unifi Home plan.

### General

#### 1. What is the offer about?

Unifi now offers various smart devices as add-on selection, unlocking exclusive deals to enrich your digital lifestyle. These latest smart devices come with an easy payment plan (EPP) to allow you to enjoy saving of up to RM1,300.

#### 2. Who is eligible for this offer?

Existing Unifi Home customers subscribing to Unifi plans 100Mbps and above who are:

- With minimum of 6 months tenure with Unifi Home subscription
- With good payment record with Unifi

If you are currently subscribing to the lower speed plans (below Unifi 100Mbps), you will need to upgrade your plan to enjoy this offer. This offer is for Malaysians only.

#### 3. Will I be tied to any contract?

Yes, all subscriptions with smart devices come with a 24 months contract.

#### 4. I'm interested! How can I take up the smart devices?

- You can sign up via the following touchpoints:
  - Digital: MyUnifi App or [Selfcare portal](#)
  - [TMpoint outlets](#) nationwide
  - Unifi Contact Centre at 100 (press 4)

## Smart Device, Charges & Delivery

#### 5. What are the smart devices offered with Unifi Home plan?

##### Tablet

Brand & Model	Lenovo Tab M11
Recommended Retail Price	RM1,399
Camera	8MP Camera Front + Rear
RAM	8 GB
Storage	128 GB
Display	11" Screen
Colour	Luna Grey
Warranty Period	1 year local warranty

### Laptop

Brand & Model	ASUS Expertbook 14"
Recommended Retail Price	RM2,950
Processor	Intel Core i3
RAM	4 GB DDR4
Storage	256 GB SSD
Display	14" HD Anti-Glare 16:9
Operating System	Windows 11 Home 64-bit
Warranty Period	1 year local warranty
Complimentary	Free ASUS Backpack

### 65" TV

Brand & Model	SHARP AQUOS 65 Inch 4K UHD Google TV
Recommended Retail Price	RM4,699
Specification	Display Type 4K UHD Screen Size 65 Resolution: 3840 x 2160
Decoder	Dolby Audio
Connectivity	USB: 2 Slots HDMI: 4 Slots Ethernet LAN Wireless
Weight	17.3kg (with Stand)
Warranty	2 years local warranty

### 50" TV

Brand & Model	SHARP AQUOS 50 Inch 4K UHD Android TV
Recommended Retail Price	RM2,899
Specification	Display Type 4K UHD Screen Size 50 Resolution: 3840 x 2160
Decoder	Dolby Audio
Connectivity	USB: 2 Slots HDMI: 3 Slots Ethernet LAN Wireless
Weight	11.5kg (with Stand)
Warranty	2 years local warranty

42" TV

<b>Brand &amp; Model</b>	SHARP AQUOS 42 Inch Google TV
<b>Recommended Retail Price</b>	RM1,799
<b>Specification</b>	Display Type 2K Screen Size 42 Resolution: 1920 x 1080
<b>Decoder</b>	Dolby Audio
<b>Connectivity</b>	USB: 2 Slots HDMI: 3 Slots Ethernet LAN Wireless
<b>Weight</b>	7.9kg (with Stand)
<b>Warranty</b>	2 years local warranty

**6. How many smart devices can I sign up?**

You are allowed to add on only one (1) smart device per Unifi home subscription at any one time.

**7. Do I get to keep the smart device after my contract ends?**

Yes, you may keep the smart device after the completion of your 24 months contract and full settlement of the device payment.

**8. Will there be any additional fees for the delivery service?**

There are no additional charges for the delivery of the device to your doorstep, nationwide.

**9. How much are the monthly charges for the smart device?**

Unifi Home Plan	Speed	Tablet (/month)	TV (/month)			Laptop (/month)
			65 inch	50 inch	42 inch	
Broadband Only or Broadband + Unifi TV (Ultimate/VAR) or Broadband + Unifi Mobile	100Mbps	RM49	RM129	RM109	RM79	RM109
	300Mbps	RM49	RM129	RM99	RM79	RM109
	500Mbps / 800Mbps / 1Gbps/2Gbps	RM49	RM119	RM99	RM79	RM99
All-in-One	100Mbps	RM49	RM119	RM89	RM59	RM99
	300Mbps	RM49	RM109	RM79	RM59	RM89
	500Mbps	RM49	RM99	RM79	RM59	RM79
	800Mbps / 1Gbps/2Gbps	RM49	RM99	RM79	RM59	RM79

- We would recommend you to subscribe to our All-in-One plan, which includes Unifi Home, Unifi TV and Unifi Mobile to enjoy **additional monthly discount**
- All charges are inclusive of **complimentary shipping** to your doorstep, nationwide.
- The device will be **charged twice in the first bill** since it is not prorated.

#### 10. When will I receive the smart device?

For existing customers, your smart device will be delivered to your delivery address within 14 working days.

#### 11. How do I check the smart device delivery status?

Your smart device will be delivered by our partner, Line Clear Express.  
You may track the smart device delivery status via <http://lineclearexpress.com/my/tracking>

Please enter your Unifi order number (*without* “-”) e.g. 141205393843

#### 12. I have subscribed to home smart device; can I cancel or return the smart device within the contract period?

We are sorry. No cancellation or return is allowed during the contract period.  
If you are still tied to the smart device contract, you will be charged with a penalty calculated based on the remaining monthly balance of the smart device’s recommended retail price (RRP).

#### 13. I have seen this offer, but why am I not offered to subscribe?

Thank you for your interest, however this offer is only eligible for selected Unifi Home customers as listed in Question 2 above. Please visit our official website Unifi.com.my to find out more suitable offers for your lifestyle needs.

#### 14. How much is the penalty amount if I terminate the plan within the contract period?

If you terminate your plan during your contract period, you will be charged with early termination fees based on the remaining months of the contract.

$[\text{Device recommended retail price (RRP)} \div 24 \text{ months}] \times \text{Remaining Month (s)}$

Example as below:

*Sample calculation for Laptop (RRP = RM2950) with 5 months remaining contract:*

$(RM2950 \div 24 \text{ months}) \times \text{Remaining Month(s)}$   
*Penalty Fee: RM122.90 x 5 months = **RM614.50***

#### 15. Where should I make a report for any defective/damaged smart device?

In the event that you have received a defective smart device, please lodge a report to us via any of our channels within seven (7) working days upon receiving it:

- Email at [help@tm.com.my](mailto:help@tm.com.my)
- [Facebook](#)
- [Twitter](#)
- Call Unifi Contact Centre at 100
- [TMpoint outlets](#) nationwide

After the seven (7)-day period, you may visit the nearest manufacturer support centre for immediate replacement (*refer Question 17 for the details*). Please remember to bring along the smart device together with the original copy of your Delivery Order (DO).

#### 16. How can I get a copy of my Delivery Order (DO)?

To request for a copy of your Delivery Order (DO), please email to [Unifi.orders@mmag.com.my](mailto:Unifi.orders@mmag.com.my). Please specify the details below in your email:

- i. Unifi order number
- ii. Customer name
- iii. Contact number

#### 17. Who do I contact if I face any issues with the smart device?

We would advise you to refer and seek assistance from the manufacturer's support channel.

PlayStation®5	Lenovo Tablet	Sharp TV	Asus Laptop
<a href="#">PlayStation®5 Support</a>	<a href="#">Lenovo Support</a>	<a href="#">COCORO Life app</a>	<a href="#">ASUS Website</a>
1300 88 1233 (Mon-Fri, 9.00am – 6.00pm)	1800 818 478 (Mon-Fri, 10.00am – 5.00pm)	03-8026 6228 (Mon-Fri, 9.00am – 6.00pm)	1300 88 9900 (Mon-Fri, 9.00am – 6.00pm)

#### 18. How can I perform the installation for my smart TV?

Worry not, all required user manual is provided in the TV box including the installation guide.

#### 19. Can I upgrade or downgrade my Unifi Home plan with home smart device?

Yes, you can upgrade your Unifi Home plan anytime during the contract period. However, you will be charged with a penalty if you downgrade your Unifi Home plan within the contract period.

#### 20. Under what circumstances will I be charged with the penalty?

The smart device's remaining balance will be charged if any of the following occurs during the contract period:

- i. Termination before contract ends
- ii. Transfer of ownership
- iii. Downgrade to a lower speed plan / lower package
- iv. Termination of Unifi Mobile or Unifi TV (for All-in-One plan subscription)

#### 21. Why am I being double charged in my first (1<sup>st</sup>) bill for the smart device subscription?

In your first bill, you may find that there is a double charge of smart device subscription as the charges for the device are not prorated.

A sample of scenario for Sharp TV at RM129/month:

- o Bill for month 1: you will see RM129 (month 1) + RM129 (month 2) charged in the bill
- o Bill for month 2 until month 23: you will see RM129 being charged in the bill each month
- o So in total, you will still be charged for 24 times only

The charges are based on the number of calendar months, so you may refer to “Start Date” and “End Date” for the actual period. Rest assured that you will only be billed for 24 months subscription period.

## **Advance Payment for Smart Device & Others**

### **22. Do I need to make an advance payment for the smart device?**

Existing customers will not be imposed with an advance payment; however, the waiver will be based on their Unifi Credit Rating.

### **23. Where can I learn more about this offer?**

To find out more, please contact us at any of our channels:

- <https://Unifi.com.my/>
- [TMpoint outlets](#) nationwide
- [Live Chat](#)
- [Facebook](#)
- [Twitter](#)