

Your questions answered

We have put together some commonly asked questions to give you more information about the latest Unifi campaign.

General

1. How long is the campaign period?

- This campaign runs from 24 June 2025 to 31 December 2025.

2. Who is eligible for this offer?

- This offer is open to:
 - Existing Unifi Home customers with a tenure at least six (6) months and above.
 - Customers with a good payment record with Unifi.
 - Malaysian citizens age 18 and above only.
- To qualify, you must upgrade from one of the following plans to our Home Broadband Plus plan (see Question 4 for available options):
 - A plan below 100Mbps, or
 - A Unifi Home Broadband-only plan

3. Will I be tied to a contract if I subscribe to this campaign?

- Yes, all Unifi Home plans under this campaign come with a minimum contract period of 36 months.

4. Can you tell me more about the offers?

- If you are eligible, you can upgrade to Unifi Home Broadband Plus plans starting from 100Mbps and 300Mbps, bundled with other services as below:

1. Unifi Home Plus with UNI5G 39 (1 SIM)

Speed	100Mbps	300Mbps
Broadband	Lifetime discount	
Mobile Plan	UNI5G Postpaid 39 x 1 SIM	
Device	Special price for Smart TV (43" or 65")	
Contract	36 Months	
Voice	20 sen/min	1. FREE 600 minutes to fixed and mobile lines 2. Beyond Call Rates: <ul style="list-style-type: none">▪ TM Fixed Lines: FREE▪ Mobile/Other Fixed Lines: 10 sen/min

2. Unifi Home Plus with UNI5G 39 (2 SIMs)

Speed	100Mbps	300Mbps
Broadband	Lifetime discount	
Mobile Plan	UNI5G Postpaid 39 x 2 SIMs	
Device	Special price for Smart TV (43" or 65")	
Contract	36 Months	
Voice	20 sen/min	<ol style="list-style-type: none"> 1. FREE 600 minutes to fixed and mobile lines 2. Beyond Call Rates: <ul style="list-style-type: none"> ▪ TM Fixed Lines: FREE ▪ Mobile/Other Fixed Lines: 10 sen/min

3. Unifi Home Plus with Unifi TV Packs

Speed	100Mbps	300Mbps
Broadband	Lifetime discount	
TV Pack	Varnam Plus / Aneka Plus / Ruby Plus Pack (without Unifi Plus Box)	
Device	Special price for Smart TV (43" or 65")	
Contract	36 Months	
Voice	20 sen/min	<ol style="list-style-type: none"> 1. FREE 600 minutes to fixed and mobile lines 2. Beyond Call Rates: <ul style="list-style-type: none"> ▪ TM Fixed Lines: FREE ▪ Mobile/Other Fixed Lines: 10 sen/min

- You can also add on other Unifi TV Packs such as Ultimate Max, Ultimate Plus, Movies, Ultimate, Sports or Kids Packs when you choose the Home Broadband Plus with UNI5G 39 (1 or 2 SIMs) bundle. For more details, please refer to the [Unifi TV Pack information](#).
- Smart device charges may appear on your first (1st) or second (2nd) bill, depending on your billing cycle. Please refer to the [Smart Home FAQ](#) for more details.

5. Is there any payment required if I subscribe to this campaign?

- Yes. If you are new to Unifi Mobile, an advance payment will be required:
 - RM39 for Home Plus Broadband with 1 SIM
 - RM78 for Home Plus Broadband with 2 SIMs
- This amount will be deducted from your first (1st) bill.

6. How will my bill look when I subscribe to this campaign?

- If you subscribe to any plan under this campaign, you will receive a single monthly bill covering:
 - i. Unifi Home
 - ii. Unifi Mobile
 - iii. Unifi TV Pack
 - iv. Smart device
- In one of your services in the bundle plan is not activated yet (e.g. mobile plan due to number porting), charges for that service will begin from its activation date and may be prorated based on your billing cycle.

7. How do I register for this campaign?

- a. You may walk into any nearby:
 - [Unifi Store / TMpoint](#)
 - TM Resellers or TM Authorised Dealers (TAD)
- b. Subscribe via our digital channels:
 - [Campaign website](#)
 - Unifi UniVerse app or [Unifi Selfcare portal](#)
- c. Call the Unifi Contact Centre (dial 100 and press 3)

8. Are there any supporting documents needed?

- Yes, you will need to submit a copy of your NRIC. Please ensure your registration details for both Unifi Home and Unifi Mobile match to qualify for this campaign.

Smart Device, Charges and Delivery

9. What smart devices are offered under this campaign?

- Under this campaign, you can choose one (1) smart device at a special price:
 - i. Smart TV 43-inch (Samsung or Sharp), or
 - ii. Smart TV 65-inch (Samsung or Sharp)
- You may choose your preferred brand, subject to stock availability.
- If you wish to add an additional smart device, it will be charged at the commercial price as listed on the Unifi website.

10. I already have a smart device with my current Unifi Home plan. Can I subscribe again to

get another smart device?

- At the moment, you will need to complete your current contract that includes a smart device before you can subscribe to this campaign and receive another device under your name.

11. Do I get to keep the smart device after the contract ends?

- Yes, the smart device is yours to keep once you have completed the 36-month contract and fully paid for the device.

12. Will I be charged for the delivery of the smart device?

- Don't worry, there are no additional charges for delivering the device to your doorstep, anywhere nationwide.

13. What are the monthly charges for the smart devices under this offer?

- In addition to your monthly Unifi Home Broadband, Unifi Mobile and/or Unifi TV Pack charges, you will pay a monthly smart device fee for 36 months, based on the plan and device selected:

100Mbps	TV 43-Inch	TV 65-Inch
Home Broadband + UNI5G 39	RM20.00	RM55.00
Home Broadband + UNI5G 39 x 2 SIMs	RM1.00	RM35.00
Home Broadband + TV Pack	RM29.00	RM70.00

300Mbps	TV 43-Inch	TV 65-Inch
Home Broadband + UNI5G 39	RM20.00	RM55.00
Home Broadband + UNI5G 39 x 2 SIMs	RM1.00	RM35.00
Home Broadband + TV Pack	RM29.00	RM70.00

- The device fee will be charged twice in your first bill, as it is not prorated after the smart device is successfully delivered to you.
- All charges include free nationwide delivery.

14. When will I receive my smart device?

- Your smart device will be delivered to your registered delivery address:
 - Peninsular Malaysia** – Within 14 calendar days of order creation
 - Sabah & Sarawak** – Within 21 calendar days of order creation

Delivery is subject to stock availability.

15. How can I check the delivery status of my smart device?

- There are two (2) ways to track your delivery:
 - **Option 1: Unifi UniVerse app**
 1. Log in using your email
 2. [Link your Unifi account](#),
 3. Go to **My Activity** > **My Orders**
 - **Option 2: Line Clear Express website**
 1. Visit <https://lineclearexpress.com/tracker>
 2. Enter your tracking number in this format: **UNIFI<OrderNumber>** (e.g. *UNIFI2504000065104520*)

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

- If you end your plan before the contract is completed, you will be charged early termination fees for:

- **A. Unifi Home Broadband**

You will be charged the full monthly subscription fee (calculated after discount) for the remaining months of your contract.

Early Termination Penalty (ETP) = Remaining contract months × Monthly subscription fee (after discount)

Example:

100Mbps Home Plus with TV Pack

5 months remaining:

5 × RM119 = **RM595**

- **B. Smart Device**

You will also be charged for the remaining device cost, calculated based on the device's Recommended Retail Price (RRP).

Early Termination Penalty (ETP) = (Device RRP ÷ 36 months) × Remaining contract months

Example:

Samsung TV 65-inch

RRP = RM3,499

5 months remaining:

(RM3,499 ÷ 36) × 5 = **RM485.97**

2. Total penalty fee: **RM595** (Unifi Home Broadband) + **RM485.97** (Device) = **RM1,080.97**
- Notes: the ETP amount may be different due to Unifi Home Broadband prorated charge.

17. What should I do if I receive a damaged or faulty smart device?

- If your smart device is damaged or not working when it arrives, please report it within seven (7) working days of receiving it through any of the following channels:
 - i. Email: help@tm.com.my
 - ii. Facebook: facebook.com/weareunifi
 - iii. X (formerly Twitter): [@Unifi](https://twitter.com/Unifi)
 - iv. Visit any [Unifi Store / TMpoint](#) outlet nationwide
- You will need to provide:
 - i. Delivery Order (DO)
 - ii. A photo of the delivery box
 - iii. A photo of the damaged part
 - iv. The device serial number
 - v. Your contact number and an alternative contact number
- After seven (7) days, please bring the device and your original DO to the manufacturer's service centre for replacement (see Question 18).

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

- To request a copy of your Delivery Order, please email unifi.orders@mmag.com.my with the following details:
 - i. Your Unifi Order Number
 - ii. Your name
 - iii. Your contact number

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

- For technical support, you may contact the manufacturer directly:

SHARP TV	SAMSUNG TV
COCORO Life App	SAMSUNG Malaysia
1-800-888-678	1-800-887-799
(Mon–Fri, 9.00am – 6.00pm)	(Mon–Fri, 9.00am – 6.00pm)

Support

20. If I have any further enquiries or need assistance, who should I contact?

- For support, please contact us via:
 - **Live Chat:** maya.unifi.com.my or via the Unifi UniVerse app
 - **Facebook:** facebook.com/weareunifi
 - **X (formerly Twitter):** [@Unifi](https://twitter.com/Unifi)

You can also visit any [Unifi Store / TMpoint](#) outlet nationwide.

- For FAQs on Unifi products and services, please refer to the following links:
 - [Unifi Home Broadband](#)
 - [Unifi Mobile Postpaid](#)
 - [Unifi TV Pack](#)
 - [Smart Device](#)