

Your questions answered

We have put together some commonly asked questions to give you more information about the latest Unifi campaign: **Unifi Home Pro Campaign**.

General

1. How long is the campaign period?

- This campaign runs from 15th June 2026 to 31 December 2026.

2. Who is eligible for this offer?

- This offer is open to existing Unifi Home customers who want to upgrade from 100Mbps & 300Mbps respectively with below criteria:
 - Have no outstanding bills, and
 - Have consistently paid their bills in full before the due date for at least six (6) consecutive months.

If you are currently on a lower speed plan (below 100Mbps) or a Unifi Home Broadband-only plan, you will need to upgrade to a convergence plan to enjoy this offer. *(Please refer to the offerings table in Question 4.)*

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

- Yes, all plans come with a minimum contract period of 24 months or 36 months.

4. Can you tell me more about the offers?

- Eligible customers can subscribe to plans starting from 300Mbps, along with other bundled packages as follows:

i. Unifi Home Pro with TV Pack Plan

Speed	300Mbps	500Mbps	800Mbps
Price (after discount)	RM129	RM149	RM189
Voice	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 		
Unifi TV Pack	New TV Pack (switchable once a month and without Unifi TV Box): <ul style="list-style-type: none"> Wira Pack Veeran Pack Yong Xiong Pack Max Pack (Default pack in bundle plan) <ul style="list-style-type: none"> Sports Pack Kids Pack 		
Minimum Subscription Period (MSP)	24 Months		
Contract Rollover	Applicable (upon Change of Plan from this plan)		

ii. Unifi Home Pro (Speed Upgrade) with TV Pack Plan + Smart Device

Speed	100Mbps Upgrade to 300Mbps		300Mbps Upgrade to 500Mbps	
Price (after discount)	RM129		RM149	
Voice	1. FREE 600 minutes to fixed and mobile lines. 2. Beyond Call Rates: ▪ TM Fixed Lines: FREE Mobile/Other Fixed Lines: 10 sen/min			
Unifi TV Pack (Choose 1 only)	New TV Pack (switchable once a month and without Unifi TV Box): ▪ Wira Pack ▪ Veeran Pack ▪ Yong Xiong Pack ▪ Max Pack (Default pack in bundle plan) ▪ Sports Pack Kids Pack			
Add Device (Choose 1 only)	<u>RM3/month</u> 1x Smart Home Shield (Essential Pack) – indoor camera, 7 days video cloud storage	<u>RM40/month</u> Smart TV 43-inch, or vivo Y11 5G, or Nubia Air 5G, or Redmi Note 15 5G	<u>RM70/month</u> Smart TV 65-inch, or Realme 15 Pro 5G	
Minimum Subscription Period (MSP)	36 Months			
Contract Rollover	Not Applicable (upon Change of Plan from this plan)			

iii. **Unifi Home Pro (Double Speed Upgrade) with TV Pack Plan + Smart Device**

Speed	100Mbps Upgrade to 500Mbps		300Mbps Upgrade to 800Mbps	
Price (after discount)	RM149		RM189	
Voice	1. FREE 600 minutes to fixed and mobile lines. 2. Beyond Call Rates: ▪ TM Fixed Lines: FREE Mobile/Other Fixed Lines: 10 sen/min			
Unifi TV Pack (Choose 1 only)	New TV Pack (switchable once a month and without Unifi TV Box): ▪ Wira Pack ▪ Veeran Pack ▪ Yong Xiong Pack ▪ Max Pack (Default pack in bundle plan) ▪ Sports Pack ▪ Kids Pack			
Add Device (Choose 1 only)	<u>RM1/month</u> 2x Smart Home Shield (Essential Pack) – indoor camera, 7 days video cloud storage	<u>RM19/month</u> Smart TV 43-inch, or Vivo Y11 5G, or Nubia Air 5G, or Redmi Note 15 5G	<u>RM42/month</u> iPad 11-inch WiFi 256GB	<u>RM54/month</u> Smart TV 65-inch, or Realme 15 Pro 5G
Minimum Subscription Period (MSP)	36 Months			

Contract Rollover	Not Applicable (upon Change of Plan from this plan)
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Note: You can update your TV Pack once a month. After each change, a one (1)-month cooling period applies before you can switch again — this follows your billing cycle. For more details, please refer to the [Unifi TV Pack information](#).

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

- If you subscribe to any plan under this campaign, you will receive one (1) single bill that includes the monthly fees for Unifi Home, Unifi TV Pack and the smart device.
- Smart device charges may appear on either your first (1st) or second (2nd) bill, depending on your billing cycle. Please refer to the [Smart Device FAQ](#) for more details.
- You will see two (2) types of charges in your bill after your subscription to Unifi Home Pro takes place:
 - i. Prorated charges
 - Based on the period from your Unifi Home Pro activation date to your billing period date.
 - Activation date = the date your Unifi Home Pro order completed.
 - Billing period date = the date your bill is generated.
 - ii. Full month charges
 - Broadband package charges for a full month, starting from your first (1st) billing date to the next billing date.

6. How do I register for this campaign?

- a. Eligible existing customers will be contacted by Telesales team.
- b. You may walk in to any nearest:
 - [Unifi Store / TMpoint](#)
 - TM Resellers or TM Authorised Dealers (TAD)
- c. Subscribe via our digital channels:
 - [Unifi Selfcare portal](#)

Smart Device, Change of Plan, Charges and Delivery

7. What smart devices are offered under this campaign?

- Under this campaign, you can choose one (1) smart device at a special price, subject to offers & stock availability:
 - i. Smart Home Shield Essential Pack, or
 - ii. Smart TV 43-inch (Samsung or Sharp), or
 - iii. Smart TV 65-inch (Samsung, Sharp or LG), or
 - iv. iPad A16 Wi-Fi 256GB, or
 - v. vivo Y11 5G, or
 - vi. Nubia Air 5G, or
 - vii. realme 15 Pro 5G, or
 - viii. Redmi Note 15 5G, or
 - ix. Honor 400 5G

- If you wish to add an additional smart device, it will be charged at the commercial price as listed on the [Unifi website](#).

8. Can I request to change the device offered or convert to cash?

- The smart device's brand, model, color and specifications are determined by TM and are subject to availability and device end-of-life.
- The device cannot be exchanged for cash or substituted with another device.

9. I am an existing Unifi broadband customer. Can I upgrade my current plan under this campaign?

- Yes, you can upgrade your current plan and enjoy the discounts offered under this campaign upon meet eligibility criteria (refer Question #2)
- However, if you switch from a broadband plan that comes with Contract Rollover features while you are still within the contract period, the remaining contract months will be carried forward to the new plan's contract.
- **Example scenario:**

Current plan:

Unifi 300Mbps Home Pro with Value Pack 30 with 6 months of contract remaining

New plan:

Unifi 500Mbps Home Plus with Value TV Pack 60 plan (36-month contract)

Total contract after upgrade:

6 remaining months + 36 months new contract = **42 months total contract**

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

- Yes, 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 there be any additional fees for the smart device delivery, and can I change the delivery address?

- Don't worry, there are no extra charges for delivering the device to your doorstep, anywhere nationwide.
- However, the delivery address cannot be changed. Your device will be sent to the same address provided for your Unifi service installation, unless the postcode falls under an area not currently covered by our delivery partner.

13. I was told my area is not eligible for smart device delivery. What should I do?

- Some areas are currently not serviceable for smart device delivery due to limitations from our logistics partner.
- If your address falls within one of these areas, you can still proceed with your order by

providing an alternative delivery address in a serviceable area, for example, a family member's or friend's location.

- A list of the affected postcodes is provided below:

State	Postcode
Johor	81610,
Melaka	75720, 75910
Negeri Sembilan	70720, 70730, 70740, 70750
Sabah	90740, 91040, 91050, 88760, 88780, 88790
Sarawak	93700, 93710, 93720, 93730, 93740, 93750, 93760, 93900, 93910, 94850, 96010, 97010, 98060, 98070, 98800, 93990, 94600
Kelantan	18200, 15740
Terengganu	20720, 21090, 20910, 20920, 20990

14. Why am I being double charged in my first (1st) bill for the smart device subscription?

- You may notice what appears to be a double charge on your first (1st) bill when you subscribe to a plan with device. This is because smart device charges are not prorated.

Sample Scenario

Subscription: Unifi 500Mbps Home Pro Value Pack 30 With Device (36M) (RM149) + Samsung TV 43-inch (RM40):

- Month 1 bill:** RM149 + RM40 (Month 1) + RM40 (Month 2) = RM229
 - Month 2 to Month 34:** RM149 + RM40 = RM189 per month
 - Months 35 onwards:** RM149 due to smart device is charged for 36 months only
- iii. Total charges: You will still only pay for 36 months in total for smart device.
- The charges follow a calendar-month billing cycle. You can refer to the "Start Date" and "End Date" on your bill to view the exact billing period. Rest assured, you will only be billed for 36-subscription duration.

15. When will I receive my smart device?

- Your smart device will be delivered to your registered delivery address within 30 calendar days of order creation, subject to stock availability.
- Please check the condition of the device upon delivery before signing the delivery order. If the device is faulty or damaged, you may request a replacement within seven (7) days — terms and conditions apply.
- Alternatively, you may also choose Store Pickup as an option to self-collect the smart device (smart home and iPad only).

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

- There are two (2) ways to track your delivery:
 - **1st way: Check from selfcare portal/ MyUnifi app/ Unifi UniVerse app**
 1. Log in using your email/ mobile phone
 2. [Link your Unifi account](#) (apply to Unifi UniVerse first timer user)
 3. Go to **My Activity > My Orders**

- **2nd way : Check from delivery portal**
 - **Line Clear Express website -Applicable for smart Home/smart TV/iPad**
 1. Visit <https://lineclearexpress.com/tracker>
 2. Enter your tracking number in this format: **UNIFI<OrderNumber>** (e.g. UNIFI2504000065104520)
 - **GDex website - Applicable for smartphone devices**
 1. You will receive an SMS with your tracking number on the day of delivery.
 2. Visit <https://gdexpress.com/tracking/>
 3. Enter your tracking number (from SMS)

17. 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:

Unifi 300Mbps Home Pro Value Pack 30 With Device (36M) (RM129)

5 months remaining:

5 × RM129 = **RM645**

- **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 = RM3,799

5 months remaining:

$(RM3,799 \div 36) \times 5 =$ **RM527.64**

Total penalty fee:

RM645 (Unifi Home Broadband) + **RM527.64** (Device) = **RM1,172.64**

Note: The ETP amount may vary depending on the prorated charge for your Unifi Home Broadband.

18. 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@unifi.com.my
 - ii. Facebook: facebook.com/weareunifi
 - iii. X (formerly Twitter): [@Unifi](https://twitter.com/Unifi)
 - iv. Call Unifi Contact Center at 100 (press 3)
 - v. Visit any [Unifi Store/TMpoint](#) outlet nationwide

- Faulty reports related to screen/body crack must be reported to TM within seven (7) days from the date customer received the device. Any cases reported after 7-day period will not be entertained.
- For faults other than body cracks (hardware, motherboard, screen display, etc), if the issue occurs more than 7 days after delivery and is still within the warranty period, please visit the manufacturer's service center with the device and original delivery order (DO) for assistance.

Important note: Please prepare the following details:

- i. Delivery Order (DO)
- ii. Unboxing video recording (show the sealed box from all sides, including the labels)
- iii. A photo of the delivery box
- iv. A photo of the damaged or faulty part
- v. The device's serial number
- vi. Your contact number and an alternative contact number

19. How long is the smart device warranty?

- The warranty period for each device is based on the terms set by the respective manufacturer.
- The warranty periods are as follows:

Smart Device	Warranty
Sharp TV	24 months
Samsung TV	
LG TV	
iPad A16 Wi-Fi 256GB	12 months
Vivo Y11 5G	
Nubia Air 5G	
realme 15 Pro 5G	
Redmi Note 15 5G	

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

- To request a copy of your Delivery Order (smart TV, iPad and smart home devices), please email unifi.orders@mmag.com.my with the following details:
 - i. Your Unifi Order Number
 - ii. Your name
 - iii. Your contact number
- However, for smart phones, you are advice to contact our Unifi Contact Centre at 100.

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

- For technical support, you may contact the manufacturer directly:
 - **Sharp:** <https://www.cocorolife.my/>
 - **Samsung:** <https://www.samsung.com/my/support/service-centre/>
 - **LG:** <https://www.lg.com/my/support/>
 - **Apple:** <https://support.apple.com/en-my/ipad>

- **Vivo:** <https://www.vivo.com/my/support/service-center>
- **Honor:** <https://consumer.huawei.com/my/support/service-center/>
- **Realme:** <https://www.realme.com/my/support/services>
- **Redmi:** <https://www.mi.com/my/support/>

Smart Home: Home Shield

22. How can I install my smart home devices?

- You can install the smart home devices by following the step-by-step instructions available at our smart home website: <https://unifi.com.my/smarthome/>
- Click on “How to Setup” and select the smart home device to watch the installation video.

23. How long is the smart home device covered by warranty?

- Smart home devices are covered under warranty for as long as your subscriptions remain active and your payment are up to date.

24. How will I receive my smart home devices?

- Your smart home devices will be delivered to your address via our appointed delivery partner after your order is completed.
- For existing customers, devices will be couriered to your registered address within 14-21 calendar days.
 - You will receive an SMS notification once your device is out for delivery.
 - You can track your delivery status via the MyUnifi app/Unifi UniVerse app/selfcare portal.

25. Will I be charged continuously for my smart home device?

- Yes. Your smart home device will be billed monthly as part of your subscription, as long as you keep the service active.

26. How do I log in to the smart home app?

- The Unifi Smart Home app offers a simplified login process using your existing Google or Apple account.
 - i. Download the app from Google Play Store, Apple App Store or Huawei AppGallery.
 - ii. Open the Unifi Smart Home app on your mobile device.
 - iii. On the login screen, accept the User Agreement and select “Sign in with Google” or “Sign in with Apple”.
 - iv. You will be securely redirected to Google or Apple’s login page to authorize the app.
 - v. Follow the on-screen prompts to complete the login. You may need to enter your password and approve a Two-Factor Authentication (2FA) request on the

- thrustrusted device.
- vi. Once authorized, you will be redirected back to the Unifi Smart Home app and logged in successfully.
- For details, please refer to [Home Shield FAQ](#).

Support

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

- For support, please contact us via the MyUnifi app / Unifi UniVerse app or Unifi portal.
- For FAQs on Unifi products and services, please refer to the following links:
 - [Unifi Home Broadband](#)
 - [Unifi TV Pack](#)
 - [Smart Device](#)
 - [Smart Home](#)