

FREQUENTLY ASKED QUESTIONS

Unifi Online Exclusive: “Smart Home – Protect & Play”

1. About the Campaign

1.1 What is the “Smart Home – Protect & Play” campaign about?

The Unifi Online Exclusive: **Smart Home – Add ons** campaign rewards you when you add on a Smart Device to your Unifi Broadband plan (Home) under a 24-month contract. The first 250 customers will receive a **pair of theme park access ticket**.

1.2 When is the campaign period?

The campaign runs from **15 February 2026 to 30 April 2026**. However, TM may end or extend the campaign period at its sole discretion without prior notice. The rewards are limited to the first 250 qualifying customers for a *pair of theme park access ticket*. Buy now to secure your reward!

1.3 Which Plan is eligible for this promotion?

Eligible Plan include:

1) Unifi Home Shield package:

Package Type	What’s included	Device Warranty	Monthly charge
Unifi Home Shield Essential	<ul style="list-style-type: none"> • Unifi Smart Home app • 1 x AI Indoor Camera • 7 days video cloud storage 	Tied to the subscription period	RM15/month
Unifi Home Shield Advance	<ul style="list-style-type: none"> • Unifi Smart Home app • 1 x AI Indoor Camera • 1 x Solar Outdoor Camera • 7 days video cloud storage • 1 x Smart Hub • 1 x Door & Window Sensor • 1 x Motion Sensor 	Tied to the subscription period	RM35/month

Unifi Home Shield Premium	<ul style="list-style-type: none"> • Unifi Smart Home app • 1 x AI Indoor Camera • 2 x Solar Outdoor Camera • 7 days video cloud storage • 1 x Smart Hub • 2 x Door & Window Sensor • 1 x Motion Sensor 	Tied to the subscription period	RM55/month
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2) Unifi Home Shield package with broadband

Package Type	What's included	Device Warranty	Monthly charges
Unifi Home Shield Essential 100Mbps	<ul style="list-style-type: none"> • Unifi Home Shield Essential • 100Mbps High-speed Internet • Wi-Fi 6 Combo Box • 24 hours service guaranteed 	Tied to the subscription period	RM104/month
Unifi Home Shield Essential 300Mbps	<ul style="list-style-type: none"> • Unifi Home Shield Essential • 300Mbps High-speed Internet • Wi-Fi 6 Combo Box • 24 hours service guaranteed 	Tied to the subscription period	RM144/month
Unifi Home Shield Essential 500Mbps	<ul style="list-style-type: none"> • Unifi Home Shield Essential • 500Mbps High-speed Internet • Wi-Fi 6 Combo Box • 24 hours service guaranteed 	Tied to the subscription period	RM164/month
Unifi Home Shield Essential 1Gbps	<ul style="list-style-type: none"> • Unifi Home Shield Essential • 1Gbps High-speed Internet • Wi-Fi 7 Combo Box 	Tied to the subscription period	RM264/month

	<ul style="list-style-type: none"> • 12 Business hours service restoration 		
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Unifi Home Shield Essential 2Gbps	<ul style="list-style-type: none"> • Unifi Home Shield Essential • 2Gbps High-speed Internet • Wi-Fi 7 Combo Box • 12 Business hours service restoration 	Tied to the subscription period	RM334/month
Unifi Home Shield Advance 100Mbps	<ul style="list-style-type: none"> • Unifi Home Shield Advance • 100Mbps High-speed Internet • Wi-Fi 6 Combo Box • 24 hours service guaranteed 	Tied to the subscription period	RM124/month
Unifi Home Shield Advance 300Mbps	<ul style="list-style-type: none"> • Unifi Home Shield Advance • 300Mbps High-speed Internet • Wi-Fi 6 Combo Box • 24 hours service guaranteed 	Tied to the subscription period	RM164/month
Unifi Home Shield Advance 500Mbps	<ul style="list-style-type: none"> • Unifi Home Shield Advance • 500Mbps High-speed Internet • Wi-Fi 6 Combo Box • 24 hours service guaranteed 	Tied to the subscription period	RM184/month
Unifi Home Shield Advance 1Gbps	<ul style="list-style-type: none"> • Unifi Home Shield Advance • 1Gbps High-speed Internet • Wi-Fi 7 Combo Box • 12 Business hours service restoration 	Tied to the subscription period	RM284/month
Unifi Home Shield Advance 2Gbps	<ul style="list-style-type: none"> • Unifi Home Shield Advance • 2Gbps High-speed Internet • Wi-Fi 7 Combo Box • 12 Business hours service restoration 	Tied to the subscription period	RM354/month

Unifi Home Shield Premium 100Mbps	<ul style="list-style-type: none"> • Unifi Home Shield Premium • 100Mbps High-speed Internet • Wi-Fi 6 Combo Box • 24 hours service guaranteed 	Tied to the subscription period	RM144/month
Unifi Home Shield Premium 300Mbps	<ul style="list-style-type: none"> • Unifi Home Shield Premium • 300Mbps High-speed Internet • Wi-Fi 6 Combo Box • 24 hours service guaranteed 	Tied to the subscription period	RM184/month
Unifi Home Shield Premium 500Mbps	<ul style="list-style-type: none"> • Unifi Home Shield Premium • 500Mbps High-speed Internet • Wi-Fi 6 Combo Box • 24 hours service guaranteed 	Tied to the subscription period	RM204/month
Unifi Home Shield Premium 1Gbps	<ul style="list-style-type: none"> • Unifi Home Shield Premium • 1Gbps High-speed Internet • Wi-Fi 7 Combo Box • 12 Business hours service restoration 	Tied to the subscription period	RM304/month
Unifi Home Shield Premium 2Gbps	<ul style="list-style-type: none"> • Unifi Home Shield Premium • 2Gbps High-speed Internet • Wi-Fi 7 Combo Box • 12 Business hours service restoration 	Tied to the subscription period	RM374/month

Note: More smart home bundle may be introduced during the campaign. The Smart Home bundle list may change from time to time at TM's discretion. Keep an eye on the MyUnifi app, Unifi Universe App or Unifi Selfcare portal for the latest additions or availability!

1.4 When will I receive the device?

Your device will be delivered to your registered address within **21 calendar days** after the order is completed, subject to stock availability. **Please note: There is no pickup option available for this campaign - all devices must be delivered.**

1.5 How do I check the smart home device delivery status?

Customer receives an auto-generated SMS from TM with order summary inclusive of tracking number details upon successful subscription of the Product Package. Customer able to manually track the delivery status using the order number via our Digital Channels:

- MyUnifi app
- Unifi Universe app
- Unifi Selfcare Portal at <https://selfcare.unifi.com.my/login>

1.6 I've subscribed to a smart home bundle. Can I cancel or return it within the contract period?

We're sorry, but cancellations or returns are not allowed during the contract period. If you're still tied to a smart home contract, a penalty will apply—calculated based on the remaining monthly balance of the smart home's Recommended Retail Price (RRP).

1.7 How much is the penalty if I terminate the plan within the contract period?

The Customer shall not terminate the Product during the twenty-four (24) month contract period. Any early termination shall be subject to an early termination penalty, calculated as:

Package Price × Remaining Month(s).

Example: If a customer subscribes to Home Shield Essential at RM15/month and terminates the package in month 12, the Early Termination Penalty (ETP) will be calculated as $RM15 \times 12 = RM180$.

Termination of Unifi Home Shield package during the contract period is permitted, subject to a penalty calculated as: Bundle Package Price × Remaining Months.

Example: For Unifi Home Shield Premium 100Mbps at RM144 x 5 months remaining:

- Bundle Package penalty: $RM144 \times 5 = RM720$
- **Total penalty: RM720**

2. Rewards and Eligibility

2.1 How do I qualify for a pair of theme park tickets?

To qualify for the campaign rewards, you must:

1. Add on a Smart home plan or upgrade to Unifi Home shield package during the campaign period via digital channels (Myunifi App, Unifi Universe App and Selfcare Portal).
2. Agree to a 24-month or 36-month contract for the selected device
3. **Not change your Unifi Broadband plan** during the campaign period
4. **Make payment for your first bill** after the add-on is completed
5. **Pay your first bill before the second bill is issued** (late payments are not eligible)

2.2 What if I'm not one of the first 250 customers?

The **theme park ticket** is limited to the first **250 eligible customers** only. After that, no more rewards will be given. First come first serve.

2.3 How is the reward allocation determined?

The reward allocation is based on the **sequence of first successful bill payment** made through TM's system. The **system timestamp** of your successful payment will be the sole reference used to determine the reward allocation order. TM's decision on the order and rewards issued is final and not subject to dispute.

2.4 What happens if I cancel my subscription before paying the first bill?

If you cancel your fibre service subscription before paying the first bill, you'll no longer be eligible for the theme park ticket. To qualify for the reward, your first bill must be paid in full and before the second bill is released.

2.5 Is this campaign available nationwide?

Yes, the Unifi Online Exclusive: “**Smart Home – Protect & Play**” campaign is available nationwide. Simply meet the eligibility criteria and purchase the smart device add-on via the MyUnifi app, Unifi Universe app or Unifi Selfcare portal.

3. How to Participate

3.1 Where can I add on a Smart Home for this campaign?

You can add on a device exclusively through the following digital channels:

- **MyUnifi app**
- **Unifi Universe app**
- **Unifi Selfcare portal** at <https://selfcare.unifi.com.my/login>

3.2 Can I participate in this campaign by visiting a physical store?

No, this is an **online exclusive** campaign and is only available through the MyUnifi app, Unifi Universe app and Unifi Selfcare portal. Physical store purchases are not eligible for this campaign.

4. Rewards Redemption

4.1 How will I receive my theme park ticket?

If you qualify, you'll receive an email from digital@unifi.com.my with instructions on how to redeem your reward **within two (2) months after your first bill payment** is successfully processed. If you don't see the email, please check your spam or junk folder.

4.2 What should I do if I did not receive an email to redeem my theme park ticket?

The email should arrive within 2 months after your first successful bill payment. If you haven't received it by then, please contact Unifi Customer Support for assistance:

Live Chat: <https://maya.unifi.com.my/>

Facebook: <https://www.facebook.com/weareunifi>

X (formerly Twitter): <https://x.com/unifi>

When contacting us, please have the following details ready:

- Delivery order
- A photo of the delivery box
- A photo of the defective or damaged part (if applicable)
- Device serial number
- Your contact number and an alternative contact number
- Your receipt for the bill payment for Unifi Home Shield plan

4.3 What should I do if I encounter issues redeeming my theme park ticket?

If you're having trouble redeeming your theme park ticket, please ensure that:

- You've followed the redemption instructions sent to your registered email.

If the issue persists, you can reach out to us for assistance via Live Chat at <https://maya.unifi.com.my/> or contact us on our social media channels:

- Facebook: <https://www.facebook.com/weareunifi>
- X (formerly Twitter): <https://x.com/unifi>

5. Important Terms & Conditions

5.1 Can TM disqualify my participation?

Yes, TM may disqualify your participation at any time without notice if you:

- Are found ineligible to participate
- Tamper with the entry process or campaign package
- Attempt to undermine the campaign through fraud, cheating, or deception
- Breach any campaign terms and conditions
- Violate applicable laws

Therefore, please take note of the following:

- The offer is limited to the first **250 customers (eligible for consumer) for a pair of theme park ticket** who add on a Smart Home via the MyUnifi app, Unifi Universe app or Unifi Selfcare portal during the campaign period (15 February 2026 to 30 April 2026).
- All devices are tied to a 24-month.
- You must make payment for your first bill after the add-on is completed.
- For the full campaign terms and conditions, please refer here.

TM's decision on disqualification is final and conclusive.

5.2 Can the campaign be modified or terminated?

Yes, TM reserves the right to withdraw, cancel, suspend, extend, or terminate the campaign at any time without prior notice. TM may also change any terms and conditions during the campaign period.

5.3 What other terms and conditions apply?

This campaign is subject to:

- Unifi Online Exclusive: “Smart Home – Add ons”
- [Unifi Home General Terms and Conditions](#)
- [Unifi Smart Home: Home Shield T&C](#)
- [TM Privacy Notice](#)

5.5 Where can I get more help?

For further enquiries:

- TM Live Chat: <https://maya.unifi.com.my/>
- Tweet us: @helpmeUnifi
- Facebook: facebook.com/weareUnifi
- Visit any TMPoint outlets or Unifi Store nationwide