

## Your questions answered

We have put together some commonly asked questions to give you more information about **Unifi EzOwn for Home Smart Device Add-On with Unifi Home plan**.

### General

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

Unifi EzOwn for Home Smart Devices offers a convenient way for you to own a smart device through affordable instalment plans, payable over **24 months** or **36 months**.

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

This offer is open to **Malaysian citizens aged 18 and above** only.

##### a) For new customers:

- A credit status check is required. To qualify, your credit rating must be **Good, Very Good or Excellent**.
- You will also need to acknowledge and give consent for the credit status check during your application.

##### b) For existing Unifi Home customers who wish to add on Smart Devices:

- You must have **no outstanding bills**, and
- You must have **consistently paid your bills in full** before the due date for at least **six (6) consecutive months**.

#### 3. I'm on a lower speed plan. Can I enjoy this offer?

If you're currently subscribed to a plan below **100Mbps**, you'll need to **upgrade your plan** to be eligible for this offer.

To enjoy the **iPad add-on**, you must be subscribed to a **300Mbps plan or higher**.

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

Yes. All subscriptions that include smart devices come with either a **24-month** or **36-month** contract period.

#### 5. I'm interested! How can I get the smart devices?

You can sign up or purchase your preferred smart device through any of the following channels:

##### a) Visit any nearby outlet:

- Unifi Store / TMpoint
- TM Resellers or TM Authorised Dealers (TAD)

##### b) Subscribe via our digital channels:

- Campaign website
- New customers: Through the Unifi UniVerse app — tap the menu icon (≡) at the top left, select 'Shop' and then tap 'All-in-one Bundle'.
- Unifi Selfcare portal

c) Call the Unifi Contact Centre (dial 100 and press 3).

## Smart Device, Charges & Delivery

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

Below are the smart devices available under the Unifi EzOwn for Home Smart Devices programme:

Device	Payment Period	Warranty
Sharp 55" Google TV	24 months or 36 months	24 months
Sharp 65" 4K UHD Android TV	24 months or 36 months	24 months
Sharp 75" 4K UHD Android TV	24 months or 36 months	24 months
SAMSUNG 75-inch Crystal 4K UHD Smart TV	24 months or 36 months	24 months
SAMSUNG 65-inch Crystal 4K UHD Smart TV	24 months or 36 months	24 months
SAMSUNG 55-inch Crystal 4K UHD Smart TV	24 months or 36 months	24 months
LG 75-inch 4K UHD Smart TV	24 months or 36 months	24 months
LG 65-inch 4K UHD Smart TV	24 months or 36 months	24 months
LG 55-inch 4K UHD Smart TV	24 months or 36 months	24 months
ASUS Expertbook 14" Series Laptop	24 months	12 months
ASUS TUF	24 months	24 months
SONY PlayStation®5 Digital Edition (Slim) + SHARP TV 65"	24 months or 36 months	PS5®: 12 months Sharp TV: 24 months
Apple iPad A16 11-inch WiFi	24 months	12 months
Apple iPad Air 11-inch WiFi	24 months	12 months
Apple iPad Pro 11-inch WiFi	24 months	12 months

You can explore the full list of devices and latest offers through our official channels below:

- **Existing customers:** [Explore all Smart Devices](#)
- **New customers:** [Explore here](#)

### 7. How many smart devices can I register?

You may add up to **two (2) smart devices** under the Unifi EzOwn for Home Smart Devices programme at any one time, for **each Unifi Home subscription**.

### 8. How can I determine my eligibility for a two (2) device subscription?

Refer to the table below to check your eligibility:

No.	Current Subscription	Eligible for Single (1) Smart Device Add-On	Eligible for Bundle Smart Device Add-On
1.	No smart device currently subscribed	Yes	Yes
2.	Smart Device Bundle contract has ended	Yes	Yes
3.	One (1) Smart Device Add-On contract has ended	Yes	Yes
4.	Currently with one (1) Smart Device Add-On (contract active)	Yes <sup>(i)</sup>	No

5.	Currently on a Smart Device Bundle (contract active)	No	No
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**Note:**

*<sup>(i)</sup> You must complete at least six (6) months of your current device contract before becoming eligible for a new device subscription.*

**9. Will I get to keep the smart device after my contract ends?**

Yes, you may keep the smart device after completing your 24-month or 36-month contract and fully settling the device payment.

**10. Will there be any additional fees for the smart device delivery, and can I change the delivery address?**

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

**11. 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, your office address or a family member'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

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

You may notice what looks like a **double charge** in your first (1<sup>st</sup>) bill because **smart device charges are not prorated**. This means your first bill will include **charges for two months** — the current month and the following month.

Example scenario for Sharp TV 75-inch at RM207/month:

- **Month 1 bill:** RM207 (Month 1) + RM207 (Month 2) = RM414
- **Month 2 to Month 23 bills:** RM207 per month
- **Total Charges:** You will still only be charged for 24 months in total.

The charges are calculated based on the number of calendar months. You may refer to the “Start Date” and “End Date” on your bill for the actual period.

Rest assured, you will only be billed for the 24-month subscription period.

## 13. When will I receive the smart device via delivery?

Your smart device will be delivered to your registered delivery address within **30 calendar days**.

The delivery timeline is calculated from the order creation date and is **subject to stock availability**.

Please ensure you check the condition of the device upon delivery before signing the delivery order. If the device is found to be faulty or damaged, you may request a replacement within seven (7) days, subject to terms and conditions.

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

Your smart device will be delivered by our partner, **Line Clear Express**. You can **check your delivery status** after **10 days** from the date your order is created. Your **order number** will be provided when you subscribe to your Unifi plan.

You can track the delivery status at <http://lineclearexpress.com/my/tracking>  
Please enter your Unifi order number (*without the “-”*), e.g., 141205393843.

## 15. Can I pick up the device at a Unifi Store?

Store pickup is only available for iPad add-ons and is restricted to **walk-in** customers at **the selected Unifi Stores**. All other smart devices will be delivered to your registered address.

*Please note that for new subscribers and Unifi Home Broadband customers who subscribe from 17 March 2025 onwards, the store pickup option for iPad devices is available starting from 8 January 2026*

## 16. When can I pick up the iPad at a Unifi Store?

You can collect your iPad on the same day you place your order at any of the selected Unifi Stores, subject to stock availability.

However, if your order includes a broadband installation by the Unifi team, our Care Crew from the respective Unifi Store will contact you within five (5) working days after the installation is completed to arrange your iPad collection.

Find your nearest selected Unifi Store for iPad pickup and check their operating hours here:  
[Explore Nearby Unifi Store/TMpoint for Your Convenience](#)

**17. I have subscribed to the Unifi EzOwn for Home Smart Devices. Can I cancel or return the smart device within the contract period?**

We're sorry, but no cancellation or return is allowed during the contract period.

If you're still tied to the smart device contract, a penalty will be charged, calculated based on the remaining monthly balance of the smart device's recommended retail price (RRP).

**18. Under what circumstances will I be charged a penalty?**

You will be charged the remaining balance of your smart device if any of the following occur during the contract period:

- i. Termination before the contract ends
- ii. Transfer of ownership
- iii. Downgrade of your plan (for customers with the iPad add-on). The iPad offer requires a minimum plan speed of 300Mbps or above.

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

If you terminate your plan during the contract period, you will be charged 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:

*Sample calculation for a laptop (RRP = RM2,950) with five (5) months remaining:*

$$(\text{RM2,950} \div 24 \text{ months}) \times \text{Remaining Month(s)}$$

$$\text{Penalty Fee: RM122.90} \times 5 \text{ months} = \textbf{RM614.60}$$

**20. Where should I report a faulty or damaged smart device?**

If you receive a faulty smart device, please lodge a report through any of the following channels within seven (7) working days of receiving it:

- Email: [help@tm.com.my](mailto:help@tm.com.my)
- [Facebook](#)
- [X \(Twitter\)](#)
- Call the Unifi Contact Centre at 100
- Visit any [Unifi Store/TMpoint outlet](#) nationwide

The following information will be required from you:

- Delivery Order
- A photo of the delivery box
- A photo of the faulty/damaged part
- The device's Serial Number
- Your contact number and an alternative contact number

After the seven (7)-day period, you may visit the nearest manufacturer support centre for immediate replacement. Remember to bring the smart device along with the original copy of your Delivery Order (DO).

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

To request a copy of your Delivery Order (DO), please email [Unifi.orders@mmag.com.my](mailto:Unifi.orders@mmag.com.my) with the following details:

- i. Your Unifi order number
- ii. Your name
- iii. Your contact number

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

We advise you to seek assistance directly from the manufacturer's support channels listed below:

LG TV	SAMSUNG	SHARP TV	ASUS	APPLE	SONY
<a href="#">LG Support</a>	<a href="#">SAMSUNG Support</a>	<a href="#">COCORO Life app</a>	<a href="#">ASUS Website</a>	<a href="#">APPLE Support</a>	<a href="#">SONY Support</a>
1300 82 2822 (Mon – Fri, 9.00am – 6.00pm)	1800 889 999 (24 Hours / 7 days)	03-8026 6228 (Mon – Fri, 9.00am – 6.00pm)	1300 88 9900 (Mon – Fri, 9.00am – 6.00pm)	1-800-806-419 (Mon – Fri, 9.00am – 6.00pm)	1300 88 1233 Mon – Fri, 9.00am – 6.00pm (excluding Public Holidays)

## 23. How can I install my smart TV?

Don't worry, the user manual and installation guide are included in the TV box to help you with the setup.

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

Yes, you can upgrade your Unifi Home plan at any time during the contract period. However, a penalty will be applied if you downgrade your Unifi Home plan within the contract period.