

FREQUENTLY ASKED QUESTIONS

Unifi Online Exclusive: “Beli peranti pintar – Holiday Bonus”

1. About the Campaign

1.1 What is the “Beli peranti pintar – Holiday Bonus” campaign about?

The Unifi Online Exclusive: **Beli peranti pintar – Holiday Bonus** campaign rewards you when you add on a Smart Device to your Unifi Fibre home plan under a 24-month or 36-month contract. The first 1,500 customers will receive a **RM100 TNG e-Wallet reload PIN**.

1.2 When is the campaign period?

The campaign runs from **11 October 2025 to 31 December 2025**. However, TM may end or extend the campaign period at its sole discretion without prior notice. The rewards are limited to the first 1,500 qualifying customers for the RM100 TNG e-Wallet reload PIN. Buy now to secure your reward!

1.3 Which devices are eligible for this promotion?

Eligible devices include:

Smart Device	Contract Period
ASUS TUF Gaming F16	24 or 36 months
ASUS Expertbook	24 or 36 months
LG 55 inch 4k UHD TV	24 or 36 months
LG 65 Inch 4K UHD Smart TV	24 or 36 months
LG 75 Inch 4K UHD Smart TV	24 or 36 months
SAMSUNG 55 Inch Crystal UHD DU7000 4K Smart TV	24 or 36 months
SAMSUNG 65 Inch Crystal UHD DU7000 4K Smart TV	24 or 36 months
SAMSUNG 75 Inch Crystal UHD DU7000 4K Smart TV	24 or 36 months
SHARP 55 Inch 4K UHD Google TV	24 or 36 months
SHARP 65 Inch 4K UHD Google TV	24 or 36 months
SHARP 75 Inch 4K UHD Google TV	24 or 36 months
SONY PS®5 Digital Edition + SHARP 65" 4K UHD SmartTV	24 or 36 months
APPLE iPad 11 WiFi 128GB Silver	24 months

APPLE iPad 11 WiFi 128GB Blue	24 months
APPLE iPad 11 WiFi 256GB Silver	24 months
APPLE iPad 11 WiFi 256GB Blue	24 months
APPLE iPad Air11 WiFi 128GB S Grey	24 months
APPLE iPad Air11 WiFi 128GB Blue	24 months
APPLE iPad Air11 WiFi 256GB S Grey	24 months
APPLE iPad Air11 WiFi 256GB Blue	24 months
APPLE iPad Pro11 WiFi 256GB S Black	24 months
APPLE iPad Pro11 WiFi 256GB Silver	24 months
ASUS ROG Ally X	24 months

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

1.4 When will I receive the smart device?

Your smart device will be delivered to your registered address within **14 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 device delivery status?

Your smart device will be delivered by our partner, Line Clear Express.

You can track the delivery status at <https://dsp.mmag.com.my/>

Please enter your Unifi order number (without the "-"), e.g. 141205393843.

1.6 I've subscribed to a smart device. 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 device contract, a penalty will apply—calculated based on the remaining monthly balance of the smart device's Recommended Retail Price (RRP).

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

If you terminate your plan during the contract, early termination charges will be applied using this calculation formula:

(Device Recommended Retail Price (RRP) ÷ 24 months) x Remaining Month(s)

Example:

For a laptop with an RRP of RM2,950 and five (5) months remaining:

$RM2,950 \div 24 \text{ months} = 122.90$

Penalty Fee: $RM122.90 \times 5 \text{ months} = RM614.50$

If your Unifi Home broadband is also under contract: [Smart Device RRP ÷ 24/36 months] × Remaining Month(s) **PLUS** [Current Unifi Home subscription price (before discount) × remaining months of Unifi Home contract]

Example: For a laptop with RRP of RM2,950, 5 months remaining on device contract, and your Unifi Home plan is RM89/month with 8 months remaining:

- Device penalty: $(RM2,950 \div 24) \times 5 = RM614.50$
- Home broadband penalty: $RM89 \times 8 = RM712$
- **Total penalty: RM1,326.50**

2. Rewards and Eligibility

2.1 How do I qualify for the RM100 TNG e-Wallet reload PIN?

To qualify for the campaign rewards, you must:

1. Meet all eligibility criteria (see 1.3)
2. Add on a Smart Device during the campaign period
3. Agree to a 24-month or 36-month contract for the selected device
4. **Not change your Unifi Home plan** during the campaign period
5. **Make payment for your first bill** after the add-on is completed
6. **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 1,500 customers?

The **RM100 TNG e-Wallet reload PIN** is limited to the first **1,500 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 RM100 TNG e-Wallet reload PIN. To qualify for the reward, your first bill must be paid in full and before the second bill is released.

2.5 How many smart devices can I subscribe to, and how do the campaign rewards work?

You can subscribe up to two (2) smart devices per Unifi Home account. During the campaign period, each smart device add-on you purchase gives you one (1) chance to win the available rewards.

2.6 Is this campaign available nationwide?

Yes, the Unifi Online Exclusive: “**Beli peranti pintar – Holiday Bonus**” 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 device 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>
- **Unifi Myaccount portal** at <https://myaccount.unifi.com.my/digital/lotus/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 RM100 TNG e-Wallet reload PIN?

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 e-Voucher or Smart Device?

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 both fibre and smart device

4.3 What should I do if I encounter issues redeeming my e-Voucher?

If you're having trouble redeeming your e-Voucher, please ensure that:

- You've paid your first bill in full after adding the Smart Device to your Unifi Home Fibre broadband plan.
- You've followed the redemption instructions sent to your registered email.

If the issue still 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>

4.4 Are there any terms for the vouchers themselves?

Yes, for any issues related to voucher redemption (TNG), you need to contact the voucher provider directly. TM is not liable for voucher-related issues and redemption is subject to the provider's terms and conditions.

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 **1,500 customers for RM100 TNG eWallet** who add on a Smart Device via the MyUnifi app, Unifi Universe app or Unifi Selfcare portal during the campaign period (1 November 2025 to 31 December 2025).
- All devices are tied to a 24-month or 36-month contract.
- You must make payment for your first bill after the add-on is completed.
- For the full campaign terms and conditions, please refer [here](#).
- For the full terms and conditions on smart devices, 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: “Beli peranti pintar – Holiday Bonus”
- [Unifi Home General Terms and Conditions](#)
- [Unifi Home Smart Device Terms and Conditions](#)
- [TM Privacy Notice](#)

5.5 Where can I get more help?

For further enquiries:

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