

## Your questions answered

We have put together some commonly asked questions to give you more information about **Smart Home Add-on with Unifi Home Plan.**

### General

#### 1. Can you tell me more about the offer?

Unifi now offers Smart Home as an add-on selection, unlocking exclusive deals to enrich your digital lifestyle. These latest offerings come in two (2) bundled packs and a la carte selection of Security and Surveillance devices. Connect your multiple compatible devices (*multiple brand*) with Google Home app and manage your devices remotely.

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

Existing Unifi Home customers subscribing to Unifi plans 30Mbps and above who are:

- Malaysians
- With minimum of six (6) months tenure with Unifi Home subscription
- With good payment record for Unifi.

If you are currently subscribing to the lower speed plans (below Unifi 30Mbps), you will need to upgrade your plan to enjoy this offer.

#### 3. Will I be tied to any contract if I subscribe to the Smart Home Packs/devices?

Smart Home Packs	Contract with Unifi
<ul style="list-style-type: none"><li>▪ Smart Home Starter Pack</li><li>▪ Smart Home Premium Pack</li></ul>	24 months
Smart Home a la carte devices	Contract with Unifi
<ul style="list-style-type: none"><li>▪ TP-Link Smart Hub with Chime</li><li>▪ TP-Link Smart Door / Window Sensor</li><li>▪ TP-Link Smart Motion Sensor</li><li>▪ TP-Link Home Security Wi-Fi Camera Starter</li><li>▪ TP-Link AI Home Security Wi-Fi Camera Premium</li><li>▪ TP-Link Outdoor Security Wi-Fi Camera</li><li>▪ Xiaomi Smart Speaker IR Control</li></ul>	Not Applicable

#### 4. I'm interested! How can I sign up for the Smart Home offerings?

You can subscribe via the following Unifi touchpoints:

- [TMpoint/Unifi Store](#) outlets nationwide
- Self-serve via our digital channels: MyUnifi app or [Unifi Selfcare portal](#)
- Call Unifi Contact Centre at 100 (press 4)

## Smart Home Offerings, Charges and Delivery

### 5. I would like to know more about the Smart Home offerings.

#### Smart Home Pack:

Smart Home Packs	What's Included?	Device Warranty	Payment Method
Smart Home Starter Pack	<ul style="list-style-type: none"> <li>▪ TP-Link Smart Hub with Chime</li> <li>▪ TP-Link Smart Door / Window Sensor x2</li> <li>▪ TP-Link Smart Motion Sensor</li> <li>▪ TP-Link Home Security Wi-Fi Camera Starter</li> </ul> <p><i>(Kindly refer to the table "A la carte devices" below for the device features)</i></p>	24 months local warranty	Monthly charges for 24 months
Smart Home Premium Pack	<ul style="list-style-type: none"> <li>▪ TP-Link Smart Hub with Chime</li> <li>▪ TP-Link Smart Door / Window Sensor x2</li> <li>▪ TP-Link Smart Motion Sensor</li> <li>▪ TP-Link AI Home Security Wi-Fi Camera Premium</li> <li>▪ TP-Link Outdoor Security Wi-Fi Camera</li> <li>▪ Xiaomi Smart Speaker IR Control</li> </ul> <p><i>(Kindly refer to the table "A la carte devices" below for the device features)</i></p>	24 months local warranty <i>(Except for Smart Speaker, 12 months local warranty)</i>	Monthly charges for 24 months

#### Smart Home a la carte devices:

A la carte devices	Features	Device Warranty	Payment Method
TP-Link Smart Hub with Chime	<ul style="list-style-type: none"> <li>▪ Reliable Long-Range Connections</li> <li>▪ Low-Power Wireless Protocol</li> <li>▪ Smart Alarm</li> <li>▪ Tapo Ecology</li> </ul>	24 months local warranty	One-Time Charge
TP-Link Smart Door / Window Sensor	<ul style="list-style-type: none"> <li>▪ Window/Door Safeguard</li> <li>▪ Instant App Notification</li> <li>▪ Smart Action Support</li> <li>▪ Easy Installation</li> <li>▪ Great Compatibility</li> </ul>	24 months local warranty	
TP-Link Smart Motion Sensor	<ul style="list-style-type: none"> <li>▪ Wide Range Detection</li> <li>▪ Motion-Activated Light</li> <li>▪ Energy Saving</li> <li>▪ Instant Alerts &amp; App Notification</li> <li>▪ Battery-Powered</li> <li>▪ Easy Installation</li> </ul>	24 months local warranty	

TP-Link Home Security Wi-Fi Camera Starter	<ul style="list-style-type: none"> <li>▪ 1080p High-Definition</li> <li>▪ Night Vision (up to 30 ft)</li> <li>▪ Motion Detection and Notifications</li> <li>▪ microSD Card Slot (up to 128 GB)</li> <li>▪ Easy Setup</li> </ul>	24 months local warranty	One-Time Charge
TP-Link AI Home Security Wi-Fi Camera Premium	<ul style="list-style-type: none"> <li>▪ 2K QHD</li> <li>▪ Physical Privacy Mode</li> <li>▪ Smart AI Detection and Notification</li> <li>▪ Smart Motion Tracking</li> <li>▪ Starlight Sensor</li> <li>▪ microSD Card Slot (up to 512 GB)</li> <li>▪ Easy Setup</li> </ul>	24 months local warranty	
TP-Link Outdoor Security Wi-Fi Camera	<ul style="list-style-type: none"> <li>▪ 2K High Definition</li> <li>▪ Full-Time Colour</li> <li>▪ Starlight Night Vision</li> <li>▪ Wired or Wireless Networking</li> <li>▪ Weatherproof</li> <li>▪ Two-Way Audio</li> <li>▪ Local Storage (up to 256 GB)</li> </ul>	24 months local warranty	
Xiaomi Smart Speaker IR Control	<ul style="list-style-type: none"> <li>▪ Smart voice assistant</li> <li>▪ Voice remote control for home appliances</li> <li>▪ Seamless connection for a home-wide smart sound field</li> <li>▪ Sets your hands free</li> <li>▪ Smart bedside alarm clock</li> <li>▪ Perfectly balanced sound field</li> </ul>	12 months local warranty	

#### 6. What benefits will I enjoy from subscribing to Smart Home Pack/devices?

For all smart camera subscriptions, you will receive a FREE 90-day access to Tapo Cloud Storage upon activation.

*Note: The 90 days FREE trial is only applicable for Unifi Home customers.*

#### 7. Do I get to keep the Smart Home devices after my contract ends?

Yes, you may keep the Smart Home devices after the completion of your 24 months contract and full settlement of the payment.

For One-Time Charge (OTC) devices, they will be yours after full settlement of the payment.

#### 8. Will there be any additional fee for the delivery service?

All Smart Home Packs or devices will be delivered to your doorstep nationwide, and the delivery fee is FREE!

### 9. When will I be expecting to receive the Smart Home Packs/devices?

Your Smart Home packs/devices will be delivered to your delivery address within 14 working days after your order submission.

### 10. How do I check the Smart Home Packs/devices delivery status?

Your Smart Home Packs/devices will be delivered by our partner, Line Clear Express.

You may track the delivery status of the items at <http://lineclearexpress.com/my/tracking>

Please enter your Unifi order number (*without* “-”). For example, if your order number is 1-41205393843, you may enter 141205393843.

You will receive SMS notifications from 61000 with the tracking numbers for your deliveries.

Please ensure your contact number is correct when making the order to ensure our delivery partner can reach you during the delivery.

### 11. I have seen this offer, but why am I not offered to subscribe?

Thank you for your interest, however this offer is only eligible for selected Unifi Home customers as listed in Question 2 above. Please visit our official website Unifi.com.my to find out more about suitable offers for your lifestyle needs.

### 12. Where should I make a report for any defective/damaged Smart Home Packs/devices?

If you have received defective Smart Home Packs/devices, please contact us via any of our channels within seven (7) calendar days upon receiving the item(s):

- Email at [help@tm.com.my](mailto:help@tm.com.my)
- [Facebook](#)
- [Twitter](#)
- Call Unifi Contact Centre at 100
- [TMpoint/Unifi Store outlets](#) nationwide

After the seven (7) calendar days period, you may visit the nearest manufacturer support center for immediate replacement (*refer to Question 18 for manufacturer support channel details*).

Please remember to bring along the Smart Home device(s) together with the original copy of your Delivery Order (document you’ve signed during delivery).

### 13. How can I perform the installation for my Smart Home devices?

Worry not, all required user manuals are provided in the box including the installation guide. However, you may also refer to the details below:

Smart Home Devices	Quick Installation Guide	Installation Video
TP-Link Smart Hub with Chime	<a href="#">Tapo H100</a>	Click <a href="#">here</a> to watch
TP-Link Smart Door/ Window Sensor	<a href="#">Tapo T110</a>	Click <a href="#">here</a> to watch
TP-Link Smart Motion Sensor	<a href="#">Tapo T100</a>	Click <a href="#">here</a> to watch
TP-Link Home Security Wi-Fi Camera Starter	<a href="#">Tapo C200</a>	Click <a href="#">here</a> to watch

TP-Link AI Home Security Wi-Fi Camera Premium	<a href="#">Tapo C225</a>	Click <a href="#">here</a> to watch
TP-Link Outdoor Security Wi-Fi Camera	<a href="#">Tapo C320WS</a>	Click <a href="#">here</a> to watch
Xiaomi Smart Speaker IR Control	<a href="#">L05G</a>	Not Available

#### 14. Does Unifi offer Smart Home installation services?

We offer Smart Home installation services by Elite Crew. This service has a one-off charge of RM120/visit which will be reflected in your monthly bill.

You may request this service via Unifi Selfcare portal: [Smart Home Installation service](#), visit TMpoint/Unifi Store or contact our Unifi Contact Centre (Live Chat at [maya.unifi.com.my](https://maya.unifi.com.my), Social Media or 100).

Kindly refer to the [Terms & Conditions of Elite Crew](#).

#### 15. Why am I being double charged in my first (1<sup>st</sup>) bill with the Smart Home Packs/devices subscription?

a. Smart Home Pack subscription:

You may find that there are two (2) item charges for Smart Home Pack subscription as the charges for the device are not prorated (charges from the subscription date and one-month advance fee)

A sample of scenario for Smart Home Starter Pack at RM16/month:

- Bill for month 1: you will see RM16 (month 1) + RM16 (month 2) charged in the bill
- Bill for month 2 until month 23: you will see RM16 being charged in the bill each month

Worry not, you will still be charged for 24 times only in total as per your contract period.

The charges are based on the number of calendar months, so you may refer to "Start Date" and "End Date" for the actual period.

b. Smart Home a la carte devices subscription:

You may find that your One-Time Charge fee is split into two (2) but charged at the full amount in total.

A sample of scenario for Smart Home device price at RM69/device:

- Bill for month 1: you will see RM34.50 + RM34.50 charged in the bill
- Fret not, in total you will be charged for RM69 only.

## This month's charges

### unifi Home + Netflix 1Gbps me

#### Residential High Speed Internet

smarthomets@unifi

Description	Start Date	End Date	Gross (RM)	Discount (RM)	Amount (RM)
Unifi Home Netflix 1Gbps	11/09/2023	21/09/2023	116.71	0.00	116.71
VAS1 - TP-Link Smart Motion Sensor(NT)	15/09/2023	21/09/2023	34.50	0.00	34.50
Unifi Home Netflix 1Gbps	22/09/2023	21/10/2023	328.90	0.00	328.90
VAS1 - TP-Link Smart Motion Sensor(NT)	22/09/2023	14/10/2023	34.50	0.00	34.50

#### 16. How much is the penalty amount if I terminate the Smart Home Packs/devices within the contract period?

If you terminate your plan during your contract period, you will be charged with early termination fees based on the remaining months of the contract.

[Smart Home Pack monthly recurring charge x Remaining month (s)]

Example as follows:

Sample calculation for Smart Home Starter Pack = RM16 with 5 months remaining contract:

Penalty Fee: RM16 x 5 months = **RM80**

## Support

#### 17. I'm looking for technical troubleshooting guidelines, where can I find it?

You can directly open the respective app on your mobile phone, look for "Help & Feedback", search/select your type of device, and search the related issues.

#### 18. Who do I contact if I have any issues with the Smart Home Packs/devices?

We would advise you to refer and seek assistance from the manufacturer's support channel.

Tapo by TP-Link	Xiaomi
<ul style="list-style-type: none"> <li>▪ TP-Link Smart Hub with Chime</li> <li>▪ TP-Link Smart Door/ Window Sensor</li> <li>▪ TP-Link Smart Motion Sensor</li> <li>▪ TP-Link Home Security Wi-Fi Camera Starter</li> <li>▪ TP-Link AI Home Security Wi-Fi Camera Premium</li> <li>▪ TP-Link Outdoor Security Wi-Fi Camera</li> </ul>	<ul style="list-style-type: none"> <li>▪ Xiaomi Smart Speaker IR Control</li> </ul>

<p><a href="https://www.tapo.com/my/support/">https://www.tapo.com/my/support/</a> 1800 2288 87 Mon - Sun, 10.00am - 7.00pm (Except Public Holidays)</p>	<p><a href="https://www.mi.com/my/support/">https://www.mi.com/my/support/</a> 1800 1801 12 Mon - Fri, 9.00am - 6.00pm</p>
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**19. If I have any further enquiries or need further assistance on the offerings, who should I reach out to?**

Please contact us online via our digital channels below:

- Live Chat at [maya.unifi.com.my](https://maya.unifi.com.my) or MyUnifi app
- Facebook at [facebook.com/weareunifi](https://facebook.com/weareunifi)
- X (Twitter) at @unifi

You may also visit us at any of our [TMpoint or Unifi Store](#) outlets nationwide.