

## Frequently Asked Questions (FAQ) Device Fiesta for Business

### Section A: Campaign

#### 1. What is the new Device Fiesta for Business, and who is eligible to apply?

- Unifi Business is excited to introduce the new Device Fiesta programme for Business! It combines Business Broadband with a free device to enhance your digital lifestyle.
- This campaign is open to all new and existing TM customers.
- The campaign offers three (3) different Device Fiesta packages:
  - i. Experience Enhancers: Business Broadband + Smart TV
  - ii. Productivity Boosters: Business Broadband + Tablet or Laptop
  - iii. Tech Innovators: Business Broadband + Mesh Wi-Fi 7

#### 2. When is the campaign period?

- The campaign starts on 4<sup>th</sup> October 2024 and will run until further notice (limited time only).

#### 3. I'm interested! How can I subscribe?

- You can subscribe through the following channels:
  - i. TMpoint or Unifi Store outlets
  - ii. TM Authorised Dealer & TM Resellers
  - iii. TM Biz Rovers sales representatives
  - iv. Account Executives

### Section B: Campaign Offerings

#### 1. What are the offerings under Experience Enhancers: Fixed + Device (TV)?

Speed	300Mbps	500Mbps	1Gbps	2Gbps
<b>Connectivity</b>	Download: 300Mbps Upload: 50Mbps	Download: 500Mbps Upload: 100Mbps	Download: 1Gbps Upload: 500Mbps	Download: 2Gbps Upload: 1Gbps
<b>Devices</b>	Combo Box (RG-BTU) + MESH WiFi 6			
<b>Voice Plan</b>	Pay Per Use TM Fixed Lines : 20 sen/min Mobile / Other Fixed Lines : 20 sen/min			
<b>Free Device Promo</b>	Samsung TV 55"	Samsung TV 55"	Sharp TV 65"	Sharp TV 75"
<b>Retail Price for Device</b>	RM2,799	RM2,799	RM4,699	RM7,199
<b>Contract Period</b>	36 months			

## 2. What are the offerings under Productivity Boosters: Fixed + Device (Tablet/Laptop)?

Speed	300Mbps	500Mbps	1Gbps	2Gbps
<b>Connectivity</b>	Download: 300Mbps Upload: 50Mbps	Download: 500Mbps Upload: 100Mbps	Download: 1Gbps Upload: 500Mbps	Download: 2Gbps Upload: 1Gbps
<b>Devices</b>	Combo Box (RG-BTU) + MESH WiFi 6			
<b>Voice Plan</b>	Pay Per Use TM Fixed Lines : 20 sen/min Mobile / Other Fixed Lines : 20 sen/min			
<b>Free Device Promo</b>	*Samsung Tablet (Wi-Fi Only)	*Samsung Tablet (Wi-Fi Only)	*Samsung Tablet (Wi-Fi + LTE)	ASUS Laptop
<b>Retail Price for Device</b>	RM2,099	RM2,099	RM2,699	RM2,950
<b>Contract Period</b>	36 months			

\*Note: The Samsung Tablet is estimated to be available in November 2024.

## 3. What are the offerings under Tech Innovators: Business Broadband + Mesh Wi-Fi 7?

Speed	300Mbps	500Mbps	1Gbps	2Gbps
<b>Connectivity</b>	Download: 300Mbps Upload: 50Mbps	Download: 500Mbps Upload: 100Mbps	Download: 1Gbps Upload: 500Mbps	Download: 2Gbps Upload: 1Gbps
<b>Devices</b>	Combo Box (RG-BTU)			
<b>Voice Plan</b>	Pay Per Use TM Fixed Lines : 20 sen/min Mobile / Other Fixed Lines : 20 sen/min			
<b>Free Device Promo</b>	MESH Wi-Fi 7 (Deco BE65)		MESH Wi-Fi 7 (Deco BE65) *2 pairs	
<b>Retail Price for Device</b>	RM1,899			
<b>Contract Period</b>	36 months			

## **Section C: Smart Device (Smart TV, Tablet or Laptop)**

### **1. What are the specifications of the free device offered in this bundle offering?**

- **55inch TV**

<b>Brand &amp; Model</b>	SAMSUNG 55 inch Crystal UHD DU7000 4K Smart TV
<b>Recommended Retail Price</b>	RM2,599
<b>Specification</b>	<ul style="list-style-type: none"> <li>• 4K UHD Screen Size 55</li> <li>• Resolution: 3840 x 2160</li> </ul>
<b>Decoder</b>	Adaptive Sound
<b>Connectivity</b>	<ul style="list-style-type: none"> <li>• USB: 1 slots</li> <li>• HDMI: 3 slots</li> <li>• Ethernet LAN</li> <li>• Wireless</li> </ul>
<b>Weight</b>	11.6kg (with stand)
<b>Warranty</b>	2 year local warranty

- **65inch TV**

<b>Brand &amp; Model</b>	SHARP AQUOS 65 Inch 4K UHD Google TV
<b>Recommended Retail Price</b>	RM4,699
<b>Specification</b>	<ul style="list-style-type: none"> <li>• 4K UHD Screen Size 65</li> <li>• Resolution: 3840 x 2160</li> </ul>
<b>Decoder</b>	Dolby Audio
<b>Connectivity</b>	<ul style="list-style-type: none"> <li>• USB: 2 slots</li> <li>• HDMI: 4 slots</li> <li>• Ethernet LAN</li> <li>• Wireless</li> </ul>
<b>Weight</b>	17.3kg (with Stand)
<b>Warranty</b>	2 year local warranty

- **75inch TV**

<b>Brand &amp; Model</b>	SHARP AQUOS 75 Inch 4K UHD Google TV
<b>Recommended Retail Price</b>	RM7,199
<b>Specification</b>	<ul style="list-style-type: none"> <li>• 4K UHD Screen Size 75</li> <li>• Resolution: 3840 x 2160</li> </ul>
<b>Decoder</b>	Dolby Audio
<b>Connectivity</b>	<ul style="list-style-type: none"> <li>• USB: 2 slots</li> <li>• HDMI: 4 slots</li> <li>• Ethernet LAN</li> <li>• Wireless</li> </ul>
<b>Weight</b>	23kg (with stand)
<b>Warranty</b>	2 year local warranty

- **Tablet**

<b>Brand &amp; Model</b>	Samsung Galaxy Tab S9 FE (Wi-Fi Only)
<b>Recommended Retail Price</b>	RM2,099
<b>Camera</b>	8MP Camera
<b>Memory RAM</b>	8 GB
<b>Storage</b>	256 GB
<b>Display</b>	10.9" Screen
<b>Operating System</b>	Android 13.0
<b>Warranty Period</b>	1 year local warranty

<b>Brand &amp; Model</b>	Samsung Galaxy Tab S9 FE (5G/LTE + Wi-Fi)
<b>Recommended Retail Price</b>	RM2,699
<b>Camera</b>	8MP Camera
<b>Memory RAM</b>	8 GB
<b>Storage</b>	256 GB
<b>Display</b>	10.9" Screen
<b>Operating System</b>	Android 13.0
<b>Warranty Period</b>	1 year local warranty

- **Laptop**

<b>Brand &amp; Model</b>	ASUS Expertbook 14"
<b>Recommended Retail Price</b>	RM2,950
<b>Processor</b>	Intel Core i3
<b>RAM</b>	4 GB DDR4
<b>Storage</b>	256 GB SSD
<b>Display</b>	14" HD Anti-Glare 16:9
<b>Operating System</b>	Windows 11 Home 64-bit
<b>Warranty Period</b>	1 year local warranty
<b>Complimentary</b>	Free ASUS Backpack

## 2. Can I choose to change the device offered or convert it to cash?

- The brand, model, colour and specifications of the device are determined by TM and are subject to stock availability and device's end-of-life. Please note that the device cannot be exchanged for cash.

## 3. How will I receive the device?

- The device will be delivered to your delivery address within 14 working days after the successful installation of the business broadband.

#### 4. How can I check my order number and delivery tracking number?

- Your order number will be provided when you subscribe to the Unifi plan. You can check your order number at any Unifi customer touchpoint.
- You can track the smart device delivery status through:
  - Line Clear Express: <http://lineclearexpress.com/my/tracking>
  - Live Chat via [maya.unifi.com.my](http://maya.unifi.com.my) or the MyUnifi app
  - Call 100
- For the delivery tracking number, please enter your order number without “-“ e.g. 141205393843.

#### 5. Where can I report a defective or damaged device?

- If the smart device you receive is defective or damaged, you can log a complaint by contacting the Unifi Contact Centre at 100 or via Live Chat within seven (7) days of receiving the device.
- We will need the following information from you:
  - Delivery Order
  - A photo of the delivery box
  - A photo of the defect or damaged part
  - The device's Serial Number
  - Your contact number and an alternative contact number

#### 6. How long is the device warranty?

- The device comes with a standard manufacturer warranty from the respective device manufacturer.
- The warranty for each device is as follows:

Device	Warranty Period
Samsung TV 55"	24 months
Sharp TV 65"	24 months
Sharp TV 75"	24 months
Samsung Tablet	12 months
ASUS Expertbook	12 months

- For any warranty claims related to the device, please get in touch directly with the respective manufacturer's authorised service centre.

#### 7. Can I cancel or return the device within the contract period?

- We are sorry, but cancellations or returns are not possible during the contract period. If you are still tied to the device contract, you will be charged a penalty based on the remaining monthly balance of the device's recommended retail price (RRP).

## **Section D: Mesh Wi-Fi 7 (Deco BE65)**

### **1. What is Mesh Wi-Fi 7 and the specifications offered in this bundle offering?**

- Mesh Wi-Fi 7, also known as TP-Link Deco BE65, is an evolution of the Wi-Fi extender. It uses mesh technology to provide wider Wi-Fi coverage throughout your premises by connecting two (2) or more devices that work together to create a seamless network, covering your entire home and premises.
- The device specifications as per below:

<b>Brand &amp; Model</b>	Model BE11000 (TP-LINK)
<b>Recommended Retail Price</b>	RM1,899
<b>Wi-Fi Coverage</b>	Up to 5,800sq ft
<b>Frequency Band</b>	WiFi 7 (2.4Ghz,5Ghz & 6Ghz)
<b>Rooms</b>	3-5 rooms
<b>Number of Devices</b>	200
<b>Security &amp; Control</b>	Parental Controls, built-in Antivirus and Quality of Service (QoS)
<b>Technology</b>	OFDMA & MU-MIMO
<b>Warranty Period</b>	3 year local warranty

- For more detailed information on Mesh Wi-Fi 7, please refer to the following link: [Deco BE65 | BE11000 Whole Home Mesh WiFi 7 System | TP-Link Malaysia](#)

### **2. How will I receive the Mesh Wi-Fi 7 device?**

- Your Mesh Wi-Fi 7 device will be delivered to your Unifi Business installation address within 14 working days after your order is successfully placed.

### **3. How do I check the Mesh Wi-Fi 7 device delivery status?**

- You can track the delivery status of your Mesh Wi-Fi 7 device through this link: <https://www.jtexpress.my/tracking>
- Please enter your courier tracking number, e.g., 141205393843.
- You will receive an SMS with your Mesh order confirmation and tracking number details once your Mesh Wi-Fi device order is successfully processed.

### **4. What is the warranty period for the Mesh Wi-Fi 7?**

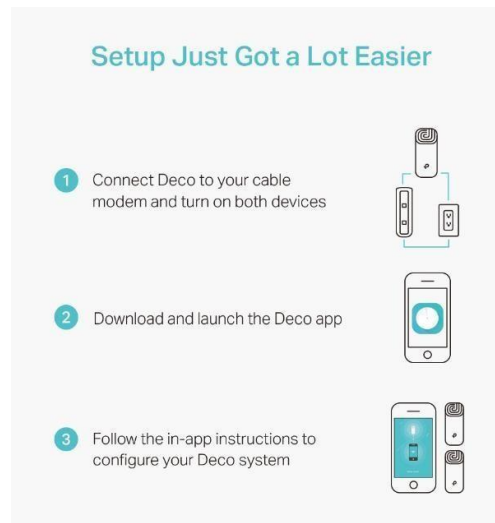
- The device comes with a three (3)-year warranty from the manufacturer, TP-Link.

### **5. What are the minimum requirements to use the Mesh Wi-Fi 7?**

- You will need an internet connection, a Unifi Business router and a power supply to use the Mesh Wi-Fi 7 on the Unifi network.
- Once the Mesh Wi-Fi 7 is connected to your Unifi Business router, you can use the device anywhere as long as there is an internet connection.

## 6. Do I need to plug in the Mesh Wi-Fi 7 to a power outlet?

- Yes, you need to plug the TP-Link Deco BE65 units into a power outlet. Below are simple step-by-step instructions:



## 7. How should I set up the Mesh Wi-Fi 7?

- The Mesh Wi-Fi 7 devices come as a pair in each box, and they can be easily set up using the TP-Link DECO app.
- Simply download the DECO app for free from the Google Play Store or App Store, and follow the instructions provided in the app.
- Click [HERE](#) for detailed guidelines on setting up the TP-Link Deco BE65.

## 8. Can I cancel or return the device within the contract period?

- We are sorry, but cancellations or returns are not possible during the contract period. If you are still tied to the device contract, you will be charged a penalty based on the remaining monthly balance of the device's recommended retail price (RRP).

## **Section E: General Information**

### **1. Can I upgrade or downgrade my subscription within the contract period?**

- You can only upgrade your plan to a higher speed under another campaign plan. Downgrading your plan is not possible within the contract period.
- If you downgrade your package speed plan (Unifi Biz) within the 36-month contract period, a penalty equivalent to the remaining months of the device's retail price will be applied.

### **2. Can I add on digital solutions to my existing subscription package?**

- Yes, for this campaign, you can add on a digital solution to your existing package.
- The available add-on solutions are listed below:

<b>Solutions</b>	<b>Description</b>	<b>Price per Month</b>	<b>Contract</b>
<a href="#">Unifi Cloud Storage</a>	Unifi Cloud Storage offers full control over your online storage.	Starting from RM17/month	12 months
<a href="#">Kaspersky Small Office Security</a>	PC protection with special features to keep your business safe.	Starting from RM30/month	12 months
<a href="#">Unifi eCommerce Hub</a>	Unifi eCommerce Hub offers a one-stop centre to easily manage various online marketplaces like Lazada and Shopee.	Starting from RM49/month	12 months
<a href="#">Digital Marketing Solutions (DMS)</a>	DMS helps you connect with potential customers through digital platforms such as social media, to promote your business.	Starting from RM50/month	12 months
<a href="#">Unifi Business TV</a>	IPTV service that delivers TV content digitally through an internet network.	Starting from RM70/month	24 months

### **3. Is relocation or transfer of ownership allowed while I am still within the contract period?**

- Relocating your service is allowed, subject to infrastructure service availability when subscribing to the campaign package. However, if there are changes in terms of infrastructure or technology (e.g., FTTH to VDSL), you may no longer be able to enjoy the same plan and may need to downgrade within the same package family.
- If your new location does not have TM infrastructure, you have the following the options:
  - Subscribe to Unifi Air; or
  - Terminate your current service which will be subject to early termination charges for the smart device if terminated within the 36-month contract period.
- Transfer of ownership is allowed after the contract period ends, subject to the terms and conditions for relocation and transfer of ownership. However, all OTT entitlements are not transferable to the new owner.

### **4. How will I be billed?**

- You will receive a single bill for Unifi Business Broadband, device and digital solution subscriptions.



**5. What should I know about service termination?**

- You may request to terminate your subscription by visiting any Unifi Store outlet or by contacting Unifi Call Centre at 100.
- Terminating your subscription during the contract period is not possible. If you proceed with early termination, a standard fee will be charged, which includes the full subscription fees for the remaining months of the contract.

**Early Termination Penalty for Business Broadband**

Remaining Contract Period (in Months) X Current Unifi Business Monthly Subscription Plan  
*(Calculated based on the price before any discounts)*

- The early termination charge for the free smart device provided will be calculated based on the remaining months of your Unifi Business plan contract, using the Recommended Retail Price (RRP).

**Device Recommended Retail Price (RRP)**

36 months

X remaining contract balance = Early Termination Penalty

**6. Who do I contact if I face any issues with the device?**

- You can refer to the manual to ensure that you have performed the setup correctly.
- For any issues related to the device, you may call the relevant hotlines below for repair or maintenance:

SHARP TV	ASUS	SAMSUNG	MESH WI-FI 7
<p style="text-align: center;"><a href="#">COCORO Life App</a></p> <p>1-800-888-678 (Mon-Fri, 9.00am – 6.00pm)</p>	<p style="text-align: center;"><a href="#">ASUS website</a></p> <p>1-300-889-900 (Mon-Fri, 9.00am – 6.00pm)</p>	<p style="text-align: center;"><a href="#">SAMSUNG website</a></p> <p>1-800-228-899 24 Hours / 7 days a week</p>	<p style="text-align: center;"><a href="#">TP-Link Website</a></p> <p>1-800-22-8887 (Mon-Sun, 10am-7pm, except Public Holidays) <a href="mailto:support.my@tp-link.com">support.my@tp-link.com</a></p>

**7. Who can I contact if I have any enquiries?**

- You may contact any of the following touchpoints:
  - i. Any Unifi Store/TMpoint outlets nationwide
  - ii. Unifi Call Centre 100

**8. What are the Terms and Conditions (T&C) related to this campaign?**

- The T&Cs for the new Device Fiesta for Business apply
- The Unifi (General) T&Cs apply
- The T&Cs for Mesh Wi-Fi 7 apply

<End of FAQ>