

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
#UNIFIYOURWORLD WITH SMART DEVICE**

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PART B: #UNIFIYOURWORLD WITH MOBILE SMART DEVICE**

NO.	QUESTION	ANSWER
<b>PART A: #UNIFIYOURWORLD WITH HOME SMART DEVICE</b>		
1.	<b>Can you tell us more about #unifiYourWorld with home smart device?</b>	<ul style="list-style-type: none"> <li>▪ #unifiYourWorld now comes with smart devices, unlocking the unlimited possibilities to enrich your digital lifestyle.</li> <li>▪ Starting 7 July 2021, we are offering customers with a new home smart device programme that allows you to get unlimited unifi Home internet and a smart device with an easy payment plan (EPP) to save more than RM1,000.</li> </ul>
2.	<b>Who is eligible for this offer?</b>	<ul style="list-style-type: none"> <li>▪ This programme is offered to all new and existing unifi Home customers subscribing to unifi 100Mbps and above.</li> <li>▪ If you are currently subscribing to the lower speed plans (below unifi 100Mbps), you will need to upgrade your plan to enjoy this offer.</li> <li>▪ This offer is open to Malaysians only. For non-Malaysians, please stay tuned with us for upcoming announcements.</li> </ul>
3.	<b>Will I be tied to any contract?</b>	<ul style="list-style-type: none"> <li>▪ Yes, all subscriptions to #unifiYourWorld with home smart device come with a 24-months contract.</li> </ul>
4.	<b>I'm interested! How can I sign-up to #unifiYourWorld with home smart device?</b>	<ul style="list-style-type: none"> <li>▪ You can sign-up via the following touchpoints:               <ul style="list-style-type: none"> <li>• <a href="http://unifi.com.my">unifi.com.my</a></li> <li>• myunifi app</li> <li>• TMpoint outlets nationwide</li> <li>• TM Authorised Dealer</li> <li>• TM Contact Centre at 100 (press 4)</li> <li>• TM Authorised Reseller</li> </ul> </li> </ul>
<b>SMART DEVICE, CHARGES AND DELIVERY</b>		
5.	<b>What are the smart devices offered under #unifiYourWorld with home smart device?</b>	<ul style="list-style-type: none"> <li>▪ Currently, we are offering two (2) smart devices for your selection. You can choose to add-on either a laptop or smart TV.</li> </ul> <p><u><a href="#">Laptop details</a></u></p>

		<table border="1"> <tr> <td><b>Brand &amp; Model</b></td> <td>Acer TravelMate P214</td> </tr> <tr> <td><b>Recommended Retail Price</b></td> <td>RM2,799</td> </tr> <tr> <td><b>Processor</b></td> <td>Intel Core i3-10110U</td> </tr> <tr> <td><b>RAM</b></td> <td>4GB DDR4</td> </tr> <tr> <td><b>Storage</b></td> <td>256 GB SSD M.2 PCIE</td> </tr> <tr> <td><b>Display</b></td> <td>14" Full HD (1,920 x 1,080)</td> </tr> <tr> <td><b>Operating System</b></td> <td>Windows 10 Home 64-bit</td> </tr> <tr> <td><b>Connectivity</b></td> <td>802.11 ac wireless LAN, Bluetooth 5.0 &amp; Gigabit Ethernet</td> </tr> <tr> <td><b>Warranty Period &amp; Type</b></td> <td>3 year local warranty + 3 years on-site service* + 1 year international traveller's warranty <i>*Coverage area for on-site service is up to 50 km from the nearest Highpoint service centre</i></td> </tr> <tr> <td><b>Weight</b></td> <td>1.67 kg</td> </tr> <tr> <td><b>Complimentary</b></td> <td>Free Acer Backpack</td> </tr> </table> <p><u>Smart TV details</u></p> <table border="1"> <tr> <td><b>Brand &amp; Model</b></td> <td>LG Smart TV model 55UN731C</td> </tr> <tr> <td><b>Recommended Retail Price</b></td> <td>RM2,799</td> </tr> <tr> <td><b>Specification</b></td> <td>Display Type 4K UHD Screen Size 55 Resolution: 3840 x 2160</td> </tr> </table>	<b>Brand &amp; Model</b>	Acer TravelMate P214	<b>Recommended Retail Price</b>	RM2,799	<b>Processor</b>	Intel Core i3-10110U	<b>RAM</b>	4GB DDR4	<b>Storage</b>	256 GB SSD M.2 PCIE	<b>Display</b>	14" Full HD (1,920 x 1,080)	<b>Operating System</b>	Windows 10 Home 64-bit	<b>Connectivity</b>	802.11 ac wireless LAN, Bluetooth 5.0 & Gigabit Ethernet	<b>Warranty Period &amp; Type</b>	3 year local warranty + 3 years on-site service* + 1 year international traveller's warranty <i>*Coverage area for on-site service is up to 50 km from the nearest Highpoint service centre</i>	<b>Weight</b>	1.67 kg	<b>Complimentary</b>	Free Acer Backpack	<b>Brand &amp; Model</b>	LG Smart TV model 55UN731C	<b>Recommended Retail Price</b>	RM2,799	<b>Specification</b>	Display Type 4K UHD Screen Size 55 Resolution: 3840 x 2160
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6.	<p><b>How many smart devices can I sign-up via #unifiYourWorld with home smart device?</b></p>	<ul style="list-style-type: none"> <li>You are allowed to add-on only one (1) laptop OR one (1) smart TV per unifi subscription at any one time.</li> </ul>																												
7.	<p><b>How much are the monthly charges for the smart device?</b></p>	<ul style="list-style-type: none"> <li>You can subscribe to #unifiYourWorld with home smart device at a <b>promotional price</b> (exclusive of 6% ST): <table border="1" data-bbox="555 1563 1294 1682"> <thead> <tr> <th colspan="4">Home Broadband &amp; Entertainment</th> </tr> </thead> <tbody> <tr> <td>100Mbps</td> <td>300Mbps</td> <td>500Mbps</td> <td>800Mbps</td> </tr> <tr> <td colspan="2">RM 99/month</td> <td colspan="2">RM 89/month</td> </tr> </tbody> </table> </li> <li>Tips: We would recommend you to subscribe to our converged package which includes unifi Home, unifi TV and unifi Mobile to enjoy <b>further discount</b>. The <b>promotional price</b> (exclusive of 6% ST) is as below: <table border="1" data-bbox="555 1883 1302 2002"> <thead> <tr> <th colspan="4">Home Broadband, Entertainment &amp; Mobile</th> </tr> </thead> <tbody> <tr> <td>100Mbps</td> <td>300Mbps</td> <td>500Mbps</td> <td>800Mbps</td> </tr> <tr> <td>RM 89/month</td> <td colspan="3">RM 69/month</td> </tr> </tbody> </table> </li> </ul>	Home Broadband & Entertainment				100Mbps	300Mbps	500Mbps	800Mbps	RM 99/month		RM 89/month		Home Broadband, Entertainment & Mobile				100Mbps	300Mbps	500Mbps	800Mbps	RM 89/month	RM 69/month						
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		<ul style="list-style-type: none"> <li>▪ All charges are inclusive of <b>complimentary shipping</b> to your doorstep nationwide.</li> <li>▪ The charges will be reflected in your unifi Home bill upon 14 days of subscription to the plan.</li> </ul>
8.	<b>Will there be any additional fees for the delivery service?</b>	<ul style="list-style-type: none"> <li>▪ There is no additional charges for the delivery of the device.</li> </ul>
9.	<b>Do I get to keep the smart device after my contract ends?</b>	<ul style="list-style-type: none"> <li>▪ You will own the smart device after the completion of your 24-months contract.</li> </ul>
10.	<b>How long is the warranty period for the device?</b>	<ul style="list-style-type: none"> <li>▪ The laptop comes with a three (3) year warranty while the smart TV comes with a two (2) year warranty period from their respective manufacturers.</li> </ul>
11.	<b>How will I receive the smart device?</b>	<ul style="list-style-type: none"> <li>▪ For new sign-ups, your smart device will be delivered to your delivery address within 30 working days upon successful installation and settlement of the device upfront payment.</li> <li>▪ For existing customers, your smart device will be delivered to your delivery address within 30 working days.</li> </ul>
12.	<b>How do I check the smart device delivery status?</b>	<ul style="list-style-type: none"> <li>▪ You may track the smart device delivery status via:               <ol style="list-style-type: none"> <li>i. <a href="http://lineclearexpress.com/my/tracking">http://lineclearexpress.com/my/tracking</a></li> <li>ii. Live Chat via <a href="http://unifi.com.my">unifi.com.my</a> or myunifi app</li> <li>iii. Call 100</li> </ol> </li> <li>▪ Please present your unifi order number (without "-") e.g. 141205393843</li> </ul>
13.	<b>I have subscribed to #unifiYourWorld with home smart device, can I cancel or return the smart device within the contract period?</b>	<ul style="list-style-type: none"> <li>▪ If you are still tied to the smart device contract period, you will be charged with a penalty calculated based on the remaining monthly balance of the smart device's recommended retail price (RRP).</li> </ul>
14.	<b>How much is the penalty amount if I breach or terminate the plan within the contract period?</b>	<ul style="list-style-type: none"> <li>▪ 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.</li> </ul> <p>Example as below:  <b><math>[Smart\ Device\ recommended\ retail\ price\ (RRP) \div 24\ months] \times Remaining\ Month(s)</math></b>  <b><math>\rightarrow [RM116.60] \times 5\ months = RM583</math></b></p>
15.	<b>Where should I make the report for defective/damaged smart device?</b>	<ul style="list-style-type: none"> <li>▪ In the event that you have received a defective smart device, please lodge a report to us via Live Chat at unifi.com.my or myunifi app within seven (7) working days upon receiving it.</li> </ul>

		<ul style="list-style-type: none"> <li>Alternatively, you may visit the nearest LG or Samsung Support Centre for immediate replacement. Please remember to bring along the smart device together with the original copy of your Delivery Order (DO).</li> </ul>
16.	<b>How can I get a copy of my Delivery Order (DO)?</b>	<ul style="list-style-type: none"> <li>To request for a Delivery Order (DO), please email to <a href="mailto:unifi.orders@mrag.com.my">unifi.orders@mrag.com.my</a>. Please specify the below details in your email:             <ol style="list-style-type: none"> <li>unifi order number</li> <li>Customer name</li> <li>Contact number</li> </ol> </li> </ul>
17.	<b>Who do I contact if I face any issues with the smart device?</b>	<ul style="list-style-type: none"> <li>We would advise you to refer and seek assistance from the manufacturer's website for support:             Laptop: <a href="https://www.acer.com/ac/en/MY/content/support">https://www.acer.com/ac/en/MY/content/support</a>            1800 88 1918 (Mon-Fri, 9.00am – 6.00pm)            Smart TV: <a href="https://www.lg.com/my/support">https://www.lg.com/my/support</a>            1300-822-822 (Mon-Fri, 9.00am – 6.00pm)</li> </ul>
18.	<b>How's the installation for my smart TV?</b>	<ul style="list-style-type: none"> <li>Worry not, all required user manual is provided in the smart TV box including the installation guide.</li> </ul>
19.	<b>Can I upgrade or downgrade my unifi Home plan with home Smart Device?</b>	<ul style="list-style-type: none"> <li>Yes, you are allowed to upgrade your unifi Home plan anytime during the contract period.</li> <li>However, you will be charged with a penalty if you downgrade your unifi Home plan within the contract period.</li> </ul>
20.	<b>Under what circumstances that I will be charged with the penalty?</b>	<ul style="list-style-type: none"> <li>The smart device's remaining balance will be charged if any of the following occurs during the contract period:             <ol style="list-style-type: none"> <li>Termination before contract ends</li> <li>Transfer of ownership</li> <li>Downgrade to lower speed plan</li> <li>Downgrade to lower package</li> <li>Termination of unifi Mobile (for subscription to bundled package with Home Broadband, Entertainment and Mobile Postpaid)</li> </ol> </li> </ul>
<b>ADVANCE PAYMENT FOR SMART DEVICE</b>		
21.	<b>Do I need to make an advance payment for the smart device?</b>	<ul style="list-style-type: none"> <li>Yes, an advance payment of RM200 will be imposed for all new sign-ups with a smart device add-on.</li> <li>Existing customers will not be imposed with an advance payment, however the approval will be based on their unifi Credit Rating.</li> </ul>
22.	<b>How will you charge the advance payment?</b>	<ul style="list-style-type: none"> <li>The advance payment needs to be paid within ten (10) days from the date of service activation.</li> <li>We will notify all customers on successful payment made through SMS and the payment will be reflected in your next bill.</li> </ul>
23.	<b>Will I get the refund on the advance payment made?</b>	<ul style="list-style-type: none"> <li>We will notify all customers on successful payment made through SMS and the payment will be reflected in your next bill.</li> </ul>

EXCLUSIVE RM100 SHOPEE VOUCHER FOR ONLINE SUBSCRIPTION								
24.	<b>Can you tell me more about this offer?</b>	<ul style="list-style-type: none"> <li>This is an exclusive offer for ALL new online sign-ups to the device programme via unifi.com.my or myunifi app. <i>(for a limited time only while offer lasts)</i></li> <li>You will be entitled to a Shopee e-voucher worth RM100 for new sign-ups via unifi.com.my and myunifi app if you add on a smart device.</li> </ul>						
25.	<b>How will I receive my RM100 Shopee voucher?</b>	<ul style="list-style-type: none"> <li>You will receive your e-voucher within 60 working days upon successful sign-up.</li> <li>The e-voucher will be sent to your registered email address as indicated in the customer order confirmation.</li> <li>To redeem your voucher, simply enter the Shopee voucher code upon check-out. The discount will be automatically applied for you to enjoy.</li> </ul>						
26.	<b>Is there any validity period for the Shopee e-voucher?</b>	<ul style="list-style-type: none"> <li>Your Shopee e-voucher comes with a validity period which will be stated together in the email.</li> <li>All Shopee voucher will be subjected to terms and conditions as outlined by Shopee.</li> </ul>						
27.	<b>Can I exchange the Shopee voucher that I get for cash?</b>	<ul style="list-style-type: none"> <li>Please note that Shopee voucher are non-transferable and non-exchangeable.</li> </ul>						
28.	<b>Who should I contact if I have a problem redeeming the voucher?</b>	<ul style="list-style-type: none"> <li>If you face any problem please contact Shopee Customer Service at +603-2298 9222 or visit <a href="https://help.shopee.com.my/my/s/">https://help.shopee.com.my/my/s/</a></li> </ul>						
PART B: #UNIFIYOURWORLD WITH MOBILE SMART DEVICE								
1	<b>Can you tell us more about #unifiYourWorld with mobile smart device?</b>	<ul style="list-style-type: none"> <li>#unifiYourWorld now comes with smart devices, unlocking the unlimited possibilities to enrich your digital lifestyle.</li> <li>Starting 1 July 2021, we are offering customers with a new smart mobile device programme that allows you to get unlimited unifi Mobile postpaid that comes with a discounted monthly commitment fee and a free device.</li> </ul>						
2	<b>What are the differences between #unifiYourWorld with mobile smart device and the current unifi Mobile 99 Promo?</b>	<ul style="list-style-type: none"> <li>The differences between #unifiYourWorld with mobile smart device and the current unifi Mobile 99 Promo for unifi Home Broadband customers are as follows:</li> </ul> <table border="1" data-bbox="507 1780 1474 1910"> <thead> <tr> <th>Pre-requisite</th> <th>unifi Home Broadband customers</th> <th>Without unifi Home Broadband customers</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Pre-requisite	unifi Home Broadband customers	Without unifi Home Broadband customers			
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Mobile Plan	#unifiYourWorld unifi Mobile 99 Promo	#unifiYourWorld unifi Mobile 99 with Smartphone	unifi Mobile 99 (Limited Time Offer)	unifi Mobile 99 Promo
Monthly commitment before discount	RM99	RM99	RM99	RM99
Monthly Promotional Price (after discount)	RM59 per month (exclusive of 6% ST)	RM 79 per month (exclusive of 6% ST)	RM59 per month (exclusive of 6% ST)	RM 79 per month (exclusive of 6% ST)
Monthly Hotspot (LTE)	10GB	20GB	10GB	10GB
Contract Period	No contract	24 months	12 months	No contract

*\*Notes:*

1. #unifiYourWorld with unifi Mobile 99 with smartphone is only applicable for unifi Home and unifi Lite (previously known as Streamyx) customers
2. This offer is not applicable for unifi Air or other wireless broadband customers

3	<p><b>What makes #unifiYourWorld with mobile smart device special?</b></p> <ul style="list-style-type: none"> <li>You can subscribe to #unifiYourWorld with mobile smart device for unlimited data, calls and texts at a <b>promotional price</b> of RM79/month (exclusive of 6% ST):</li> </ul> <table border="1" style="margin-left: 20px;"> <thead> <tr> <th colspan="2">#unifiYourWorld with mobile smart device</th> </tr> </thead> <tbody> <tr> <td>RM20 Discount on Monthly Commitment</td> <td style="text-align: center;">√</td> </tr> <tr> <td>FREE Device</td> <td style="text-align: center;">√</td> </tr> <tr> <td>Upfront Payment Waiver</td> <td style="text-align: center;">√</td> </tr> <tr> <td>FREE 1 Year Screen Protection (for the first year and for one-time claim)</td> <td style="text-align: center;">√</td> </tr> <tr> <td>20GB LTE Monthly Hotspot</td> <td style="text-align: center;">√</td> </tr> </tbody> </table>	#unifiYourWorld with mobile smart device		RM20 Discount on Monthly Commitment	√	FREE Device	√	Upfront Payment Waiver	√	FREE 1 Year Screen Protection (for the first year and for one-time claim)	√	20GB LTE Monthly Hotspot	√
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20GB LTE Monthly Hotspot	√												

**REGISTRATION AND ELIGIBILITY**

4	<p><b>Who are eligible for #unifiYourWorld with mobile smart device?</b></p> <ul style="list-style-type: none"> <li>#unifiYourWorld with mobile smart device is offered to selected unifi Home Broadband customers.</li> <li>To sign-up to the plan, you must fulfil the criteria as specified below: <ol style="list-style-type: none"> <li>1. 18 years old and above</li> <li>2. Not blacklisted by any mobile operator</li> </ol> </li> </ul>
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		<ul style="list-style-type: none"> <li>3. Subscribed to not more than five (5) lines with unifi Mobile Postpaid plans</li> <li>4. Active unifi Home Broadband account with length of stay of more than six (6) months</li> </ul>
5	<b>Will I be charged with any upfront payment when I subscribe to #unifiYourWorld with mobile smart device?</b>	<ul style="list-style-type: none"> <li>▪ There will be no upfront payment.</li> </ul>
6	<b>I am a foreigner. Can I subscribe to #unifiYourWorld with mobile smart device?</b>	<ul style="list-style-type: none"> <li>▪ Yes, however a deposit of RM300 is applicable for non-Malaysians.</li> </ul>
7	<b>Will there be a limit to the maximum number of lines I can subscribe with #unifiYourWorld with mobile smart device?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you are entitled to subscribe to only one (1) line per NRIC or passport for this plan.</li> </ul>
8	<b>My contract with unifi Home Broadband is still active. Can I sign-up to #unifiYourWorld with mobile smart device?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you are allowed to sign up to #unifiYourWorld with mobile smart device as long as you fulfill all the eligibility criteria.</li> <li>▪ The new contract of this plan will not affect the current contract of your unifi Home Broadband.</li> </ul>
9	<b>Am I allowed to register #unifiYourWorld with mobile smart device for my family or friends?</b>	<ul style="list-style-type: none"> <li>▪ This plan is applicable for the registered owner of unifi Home Broadband only.</li> <li>▪ Third party registration is not allowed.</li> </ul>
10	<p><b>I'm currently registered with unifi Mobile 99 Promo at RM59 offered under #unifiYourWorld.</b></p> <p><b>Am I entitled to upgrade my current plan to #unifiYourWorld with mobile smart device?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes, you are entitled to upgrade your current plan to #unifiYourWorld with mobile smart device provided that you have been subscribing to unifi Home Broadband for at least six (6) months.</li> <li>▪ Please register your interest at <a href="https://unifi.com.my/UYWcampaignCLM?slofCode=CLMP03">https://unifi.com.my/UYWcampaignCLM?slofCode=CLMP03</a>. Our team will be in touch if you are eligible for the promotion.</li> </ul>
11	<b>I'm an existing #Bebas prepaid plan subscriber.</b>	<ul style="list-style-type: none"> <li>▪ Only selected unifi Home Broadband customers are entitled to subscribe to #unifiYourWorld with mobile smart device. You will receive a special invitation from unifi via calls or email if you're selected.</li> </ul>

	Do I get to enjoy #unifiYourWorld with mobile smart device?																												
12	<p>I am currently with another mobile service provider.</p> <p>Can I port in by retaining my existing mobile number to #unifiYourWorld with mobile smart device?</p>	<ul style="list-style-type: none"> <li>Please register your interest <a href="https://unifi.com.my/UYWcampaignCLM?slofCode=CLMP03">https://unifi.com.my/UYWcampaignCLM?slofCode=CLMP03</a>. Our team will be in touch if you are eligible for the promotion.</li> </ul>																											
<b>SMART DEVICE AND DELIVERY</b>																													
13	What are the smart devices offered under this campaign?	<ul style="list-style-type: none"> <li>Currently, we are offering two (2) smartphones for your selection: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th></th> <th>Samsung Galaxy A02</th> <th>Vivo Y12s</th> </tr> </thead> <tbody> <tr> <td><b>Recommended Retail Price</b></td> <td>RM399</td> <td>RM499</td> </tr> <tr> <td><b>Display</b></td> <td>6.5"</td> <td>6.5"</td> </tr> <tr> <td><b>Dimension</b></td> <td>(HxWxD, mm) 164.0 x 75.9 x 9.1</td> <td>(HxWxD, mm) 164.41x76.32x8.41mm</td> </tr> <tr> <td><b>Storage</b></td> <td>RAM:3GB ROM: 32GB</td> <td>RAM:3GB ROM: 32GB</td> </tr> <tr> <td><b>Rear Camera</b></td> <td>13.0 MP + 2.0 MP</td> <td>13.0 MP + 2.0 MP</td> </tr> <tr> <td><b>Front Camera</b></td> <td>5MP</td> <td>8MP</td> </tr> <tr> <td><b>No. of SIM</b></td> <td>Dual SIM (Nano)</td> <td>Dual SIM (Nano)</td> </tr> <tr> <td><b>Battery</b></td> <td>5000 mAh</td> <td>5000 mAh</td> </tr> </tbody> </table> </li> </ul>		Samsung Galaxy A02	Vivo Y12s	<b>Recommended Retail Price</b>	RM399	RM499	<b>Display</b>	6.5"	6.5"	<b>Dimension</b>	(HxWxD, mm) 164.0 x 75.9 x 9.1	(HxWxD, mm) 164.41x76.32x8.41mm	<b>Storage</b>	RAM:3GB ROM: 32GB	RAM:3GB ROM: 32GB	<b>Rear Camera</b>	13.0 MP + 2.0 MP	13.0 MP + 2.0 MP	<b>Front Camera</b>	5MP	8MP	<b>No. of SIM</b>	Dual SIM (Nano)	Dual SIM (Nano)	<b>Battery</b>	5000 mAh	5000 mAh
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<b>Battery</b>	5000 mAh	5000 mAh																											
14	How will I receive the smart device?	<ul style="list-style-type: none"> <li>Your SIM card and smart device will be delivered to your delivery address upon successful sign-up.</li> </ul>																											
15	Can I request for the smart device to be delivered to other than my billing address?	<ul style="list-style-type: none"> <li>Yes, you can put a request for the smart device to be sent to your preferred mailing address (other than billing address).</li> </ul>																											
16	Do you offer nationwide delivery service?	<ul style="list-style-type: none"> <li>Yes, the delivery service is available nationwide. Please expect the smart device to reach you within seven (7) working days.</li> </ul>																											
17	Will there be any additional fees for the delivery service?	<ul style="list-style-type: none"> <li>There is no additional charge for the delivery of the smart device.</li> </ul>																											



18	<b>How do I check the smart device delivery status?</b>	<ul style="list-style-type: none"> <li>▪ You may track the smart device delivery status via:               <ol style="list-style-type: none"> <li>1. Self-care Portal <a href="https://selfcare.unifi.com.my">https://selfcare.unifi.com.my</a> <ol style="list-style-type: none"> <li>a. Log in to the portal</li> <li>b. Click “Order Status” tab</li> </ol> </li> <li>2. myunifi app                   <ol style="list-style-type: none"> <li>a. Log in to the app</li> <li>b. Click “Activity” at the top right icon</li> <li>c. Trace delivery status</li> </ol> </li> <li>3. Live Chat with our agents via <a href="https://unifi.com.my">unifi.com.my</a> or myunifi app</li> </ol> </li> </ul>
19	<b>Can I assign someone else to receive the order on my behalf?</b>	<ul style="list-style-type: none"> <li>▪ The order will be delivered by our courier partner to the recipient and address as indicated in the customer order confirmation.</li> <li>▪ Upon delivery, you will need to present your NRIC for identity verification purposes, failing which you may not be allowed to collect the device.</li> <li>▪ Third-party collection is strictly not allowed.</li> </ul>
<b>SMART DEVICE REPLACEMENT AND SCREEN PROTECTION</b>		
20	<b>What if I received a defective smart device along with the delivery process? Will I get a replacement for it?</b>	<ul style="list-style-type: none"> <li>▪ In the event that you have received a defective smart device, please lodge a report to us within 24 hours upon receiving it.</li> <li>▪ You will get a one-to-one replacement for defective smart device.</li> <li>▪ If the report is made after 24 hours; the case will fall under the warranty process and will be based on reported defect after assessment by smart device manufacturer.</li> </ul>
21	<b>What happens if I receive the wrong smart device model?</b>	<ul style="list-style-type: none"> <li>▪ In the event that you have received a wrong smart device model, please lodge a report to us within 24 hours upon receiving it.</li> <li>▪ You will get a one-to-one replacement for the wrong smart device model.</li> </ul>
23	<b>Where should I make the report for defective smart device?</b>	<ul style="list-style-type: none"> <li>▪ We strongly advise to inspect the smart device upon receiving it as any defects on the device need to be identified and reported within 24 hours.</li> <li>▪ If the smart device is found defective, please lodge a report to us via Live Chat at <a href="https://unifi.com.my">unifi.com.my</a> or <a href="mailto:mobilecare@unifi.com">mobilecare@unifi</a> app for tracking purposes.</li> <li>▪ We will arrange for collection of the smart device and replace it with a new one.</li> <li>▪ For reports on defective smart device after 24 hours, please refer to the device’s manufacturers directly.</li> </ul>
24	<b>How long does it take for a smart device replacement?</b>	<ul style="list-style-type: none"> <li>▪ Please allow up to seven (7) working days for us to arrange for a replacement. This is subject to stock availability and location.</li> </ul>

25	Is there any additional charges for replacement of defective smart device reported within 24 hours?	<ul style="list-style-type: none"> <li>There is no additional charge for defective smart device reported within 24 hours.</li> </ul>
26	What is the total coverage for screen protection offered with this plan?	<ul style="list-style-type: none"> <li>You will enjoy free one-time screen replacement during the coverage period for 12 months.</li> </ul>
27	How do I file a claim for screen protection?	<ul style="list-style-type: none"> <li>You may file your claim by calling our partner; Bolttech support at 03-92124314 from Monday to Sunday (including Public Holidays, 9.00 am – 6.00 pm) or email them at <a href="mailto:servicerequest@bolttech.my">servicerequest@bolttech.my</a>.</li> </ul>
28	Do I need to submit the proof of purchase when filing the claim?	<ul style="list-style-type: none"> <li>No documents will be required.</li> <li>Please ensure that you provide sufficient information as requested during the claim process.</li> <li>Please note that only the registered owner of the unifi Mobile line can file the claim.</li> </ul>
29	Do I need to pay any additional fee for the screen replacement?	<ul style="list-style-type: none"> <li>You are entitled to enjoy a free one-time screen replacement during the coverage period for 12 months.</li> </ul>
30	How long is the process for screen replacement?	<ul style="list-style-type: none"> <li>This is subject to your current location: <ol style="list-style-type: none"> <li>For Klang Valley or Metro Cities (Penang &amp; JB), please allow six (6) to 24 hours.</li> <li>For other areas, please allow 24 hours to a maximum of three (3) days depending on the parts availability and logistics (especially Sabah &amp; Sarawak).</li> </ol> </li> </ul>
31	Do I need to return the smart device after my contract ends?	<ul style="list-style-type: none"> <li>You can keep the smart device after your contract ends.</li> </ul>
<b>PENALTY</b>		
32	How much is the penalty amount if I breach or terminate the plan within the contract period?	<ul style="list-style-type: none"> <li>If you terminate your line during your contract period, you will be charged with early termination fees based on the remaining months of the contract.</li> <li>Example as below:  <b><i>Plan Monthly Commitment x Balance Contract Period</i></b>  <b><i>→ RM79 x 12 months = RM948</i></b> </li> </ul>
33	Under what circumstances that I	<ul style="list-style-type: none"> <li>You will be charged with the penalty in the event of:</li> </ul>

	<b>will be charged with the penalty?</b>	<ol style="list-style-type: none"> <li>1. Termination of line</li> <li>2. Termination of contract due to:             <ol style="list-style-type: none"> <li>a. Change of Plan</li> <li>b. Change of Ownership</li> </ol> </li> <li>3. Port out</li> <li>4. Fraud</li> </ol>
<b>OTHERS</b>		
34	<b>I have seen this offer, but why am I not offered to subscribe?</b>	<ul style="list-style-type: none"> <li>▪ Thank you for your interest, however this offer is only eligible for selected unifi Home Broadband customers.</li> <li>▪ Please visit <a href="http://unifi.com.my">unifi.com.my</a> to find out on other suitable offers for your connectivity needs.</li> </ul>
35	<b>Where can I learn more on #unifiYourWorld with smart device?</b>	<ul style="list-style-type: none"> <li>▪ To find out more, please visit <a href="http://unifi.com.my/smartdevice">unifi.com.my/smartdevice</a>.</li> <li>▪ You can also contact us via these channels as below:             <ul style="list-style-type: none"> <li>• Live Chat via <a href="http://unifi.com.my">unifi.com.my</a> or myunifi app</li> <li>• Community at <a href="http://community.unifi.com.my/">community.unifi.com.my/</a></li> <li>• Facebook at <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a></li> <li>• Twitter at <a href="https://twitter.com/helpmeunifi">@helpmeunifi</a></li> <li>• Walk in to TMpoint outlets nationwide.</li> </ul> </li> </ul>