

Your questions answered

We've put together some commonly asked questions to give you more information about the Unifi SmartDeal iPad campaign.

General

1. What is the offer about?

Unifi is now offering Unifi Home customers the chance to own an Apple iPad by upgrading their existing broadband plan and renewing their contract for 36 months.

2. Who is eligible for this offer?

This offer is exclusively for **existing Unifi Home** customers.

To enjoy this offer and receive an iPad, you must meet all the requirements below:

- i. Upgrade to a specific bundle plan that includes both a speed upgrade and the iPad device
- ii. Renew your Unifi Home service contract
- iii. Be a Malaysian citizen
- iv. Have a good payment record with Unifi

However, you will not be eligible for the Unifi SmartDeal iPad offer if you are currently subscribed to a discounted bundle plan under an ongoing contract that includes a device, content or mobile service.

3. Will I be tied to a contract?

Yes, the Unifi SmartDeal iPad plans come with a **36-month** contract, depending on the plan you choose.

4. I'm interested! How can I sign up for the Unifi SmartDeal iPad?

You can sign up through any of the following channels:

- Digital: MyUnifi app or [Selfcare portal](#)
- Walk-in: Any [Unifi Store/TMpoint outlet](#) nationwide

iPad Models, Charges and Delivery

5. What Apple iPad models are available under the Unifi SmartDeal iPad offer?

You can choose from the available Apple iPad models offered under the Unifi SmartDeal iPad. Please refer below for the model options and specifications.

iPad (A16) 11"

Model	11-inch iPad Wi-Fi
Recommended Retail Price (RRP)	128GB: RM2,049 256GB: RM2,449
Camera	12MP Wide camera, f/1.8 aperture 4K Video Front: Landscape 12MP Center Stage camera
Chip	A16 – 5-Core CPU, 4-Core GPU, 16-Core Neural Engine
Storage	128GB / 256GB
Display	11" Screen Liquid Retina display LED-backlit Multi-Touch display with IPS technology 2360 x 1640-pixel resolution at 264 pixels per inch (ppi) True Tone
Operating System	iPadOS 26
Finish	Silver, Blue
Warranty	1-year local warranty

iPad Air (M4)

Model	iPad Air 11-inch
Recommended Retail Price (RRP)	128GB: RM3,499 256GB: RM3,899
Camera	12MP Wide camera, f/1.8 aperture 4K Video Front: Landscape 12MP Center Stage camera
Chip	M4 – 8-Core CPU, 9-Core GPU, 16-Core Neural Engine 8GB RAM
Storage	128GB / 256GB
Display	11" Screen Liquid Retina display LED-backlit Multi-Touch display with IPS technology 2360 x 1640-pixel resolution at 264 pixels per inch (ppi) True Tone
Operating System	iPadOS 26
Finish	Space Grey, Blue
Warranty	1-year local warranty

iPad Pro (M5)

Model	iPad Pro 11-inch
Recommended Retail Price (RRP)	RM5,499
Camera	12MP Wide camera, f/1.8 aperture 4K Video Front: Landscape 12MP Center Stage camera
Chip	M5 – 9-Core CPU, 10-Core GPU, 16-Core Neural Engine 153GB/s memory bandwidth 12GB RAM
Storage	256GB
Display	11" Screen Ultra Retina XDR display (Tandem OLED) 2420 x 1668-pixel resolution at 264 ppi True Tone SDR brightness: 1,000 nits max XDR brightness: 1,000 nits max full screen
Operating System	iPadOS 26
Finish	Space Black, Silver
Warranty	1-year local warranty

6. Will I get to keep the iPad after my bundle contract ends?

Yes, you will get to keep the iPad after completing your 36-month bundle contract and fully settling the device payment. After the device contract ends, you will only be charged the Home Broadband monthly fee.

7. What are the monthly charges for the Unifi SmartDeal iPad plan?

- To be eligible for the campaign, you must upgrade to an internet plan that is at least one (1) tier faster than your current Unifi Home Broadband plan, or a plan with double your current speed.

Upgrade Speed Bundle Plan	iPad 11" (A16 chip)		iPad Air 11" (M4 chip)		iPad Pro 11"
	128GB	256GB	128GB	256GB	256GB
RRP	RM2,049	RM2,449	RM3,499	RM3,899	RM5,499
Single-Tier Speed Upgrade					
36 months contract					
100Mbps to 300Mbps	RM194				
300Mbps to 500Mbps	RM214	RM224	RM254	RM269	RM319
500Mbps to 1Gbps	RM279	RM289	RM309	RM319	RM379
1Gbps to 2Gbps	RM349	RM359			
Double-Tier Speed Upgrade (RM0 iPad)*					
<i>Prices shown are for broadband</i>					
36 months contract					
100Mbps to 500Mbps	RM169				
300Mbps to 1Gbps	RM249				
500Mbps to 2Gbps	RM319				

***Exclusive:** RM0 for iPad 11-inch 128GB with a double speed upgrade on a 36-month contract for the 2Gbps plan.

8. Why do I see two iPad charges in my first SmartDeal iPad bill?

You may see two iPad subscription charges in your first bill because the iPad subscription is charged by full calendar month and is not prorated. Only your Unifi Home broadband charges are prorated.

Here is an example based on the iPad 11-inch WiFi 128GB at RM65/month with a 300Mbps plan on a 36-month contract:

- First bill: RM65 (Month 1) + RM65 (Month 2) = RM130
- Month 3 to Month 36 bills: RM65 per month
- Total iPad subscription charges: RM2,340

The charges are based on calendar months. You can refer to the "Start Date" and "End Date" on your bill to view your actual billing period. Rest assured, you will only be charged for the full 36-month subscription period.

9. When will I receive the iPad?

a) Unifi Store Pick-Up

Store pick-up is available for walk-in customers only. If you subscribe to the iPad bundle at a selected Unifi Store, you may pick up your iPad on the same day you place your order, subject to stock availability, successful order processing and installation (if required).

If your order requires installation by the Unifi team, our Care Crew from the selected Unifi Store will contact you within five (5) working days after your installation is completed.

No.	Store	State	Address	Opening hours
1	KLCC	WPKL	Lot 322, 3rd Floor Suria KLCC, 50088 Kuala Lumpur	Open Daily: 10.00am - 10.00pm
2	IOI Mall	WP Putrajaya	L3-201, 3rd Floor, IOI City Mall, 2, Lebuhr IRC, IOI Resort, 43900 Putrajaya, Selangor	Open Daily: 10.00am - 10.00pm
3	Muzium Telekom	WPKL	Bangunan Muzium TM, Jalan Raja Chulan, 50200 Kuala Lumpur	Mon - Fri: 9.00am - 5.30pm Sat, Sun & Public Holiday: Closed
4	Menara TM	WPKL	Tingkat Bawah, Menara TM, Jalan Pantai Bharu, 50672 Kuala Lumpur	Mon - Sat: 9.00am - 5.30pm Sun & Public Holiday: Closed
5	Pandan Indah	WPKL	L1-02, Tingkat Bawah, Menara Maxisegar, Jalan Pandan Indah 4/2, Pandan Indah, 55100 Kuala Lumpur	Mon - Sat: 9.00am - 5.30pm Sun & Public Holiday: Closed
6	Setapak	WPKL	Ibusawat TM Setapak, 44, Persiaran Kuantan, 53200 Kuala Lumpur	Mon - Sat: 9.00am - 5.30pm Sun & Public Holiday: Closed
7	Kepong	WPKL	No. 67, Jalan Metro Perdana Barat 1, Taman Usahawan Kepong, 52100 Kepong, Kuala Lumpur	Mon - Sat: 9.00am - 5.30pm Sun & Public Holiday: Closed
8	Shah Alam	Selangor	Wisma TM Shah Alam, Persiaran Damai, Seksyen 11, 40000 Shah Alam, Selangor	Mon - Sat: 9.00am - 5.30pm Sun & Public Holiday: Closed
9	Damansara Utama	Selangor	No. 91 - 93, Jalan SS 21/1A, Damansara Utama, 47400 Petaling Jaya, Selangor	Mon - Sat: 9.00am - 5.30pm Sun & Public Holiday: Closed
10	Taipan	Selangor	No. 27 & 29, Jalan USJ 10/1A, Taipan Business Centre, 47620 Subang Jaya, Selangor	Mon - Sat: 9.00am - 5.30pm Sun & Public Holiday: Closed
11	Cyberjaya	Selangor	Ground Floor, TM IT Complex, 3300 Lingkaran Usahawan 1 Timur, 60000 Cyberjaya, Selangor	Mon - Fri: 9.00am - 5.30pm Sat, Sun & Public Holiday: Closed
12	Kajang	Selangor	Lot G-01, Wisma Metro Kajang, Jalan Semenyih, 43000 Kajang, Selangor	Mon - Fri: 9.00am - 5.30pm Sat, Sun & Public Holiday: Closed
13	TMPoint Bukit Raja	Selangor	Jalan Meru, Kawasan 17, 41050 Klang, Selangor	Mon - Fri: 9.00am - 5.30pm Sat, Sun & Public Holiday: Closed
14	TMPoint Seremban	Negeri Sembilan	Suite 7-G, Tingkat Bawah, Wisma Arab Malaysian, Jalan Tunku Munawir, 70000 Seremban, Negeri Sembilan	Mon - Fri: 9.00am - 5.30pm Sat, Sun & Public Holiday: Closed
15	TMPoint MITC Melaka	Melaka	Aras 1, No. 2, Bangunan Telekom Malaysia, Jalan Wisma Negeri MITC, Hang Tuah Jaya, 75450 Ayer Keroh, Melaka	Mon - Fri: 9.00am - 5.30pm Sat, Sun & Public Holiday: Closed
16	Bayan Baru	Pulau Pinang	No. 68, Jalan Mahsuri, 11950 Bayan Baru, Pulau Pinang	Mon - Sat: 9.00am - 5.30pm Sun & Public Holiday: Closed
17	TMPoint Jalan Burmah	Pulau Pinang	Jalan Burmah, 10050 Georgetown, Pulau Pinang	Mon - Fri: 9.00am - 5.30pm Sat, Sun & Public Holiday: Closed
18	Ipoh Wisma	Perak	Wisma TM, Jalan Sultan Idris Shah, 30672 Ipoh, Perak	Mon - Sat: 9.00am - 5.30pm Sun & Public Holiday: Closed
19	TMPoint Pelangi	Johor	Wisma TM Pelangi, Jalan Sutera 3, Taman Sentosa, 80150 Johor Bahru, Johor	Mon - Fri: 9.00am - 5.30pm Sat, Sun & Public Holiday: Closed

20	Skudai	Johor	No. 17 & 19, Jalan Laksamana 1, Taman Ungku Tun Aminah, 81300 Skudai, Johor	Mon - Fri: 9.00am - 5.30pm Sat, Sun & Public Holiday: Closed
21	TMPoint Kuantan	Pahang	Wisma TM Mahkota, Jalan Mahkota, 25000 Kuantan, Pahang	Mon - Fri: 9.00am - 5.30pm Sat, Sun & Public Holiday: Closed
22	TMPoint Kota Bharu	Kelantan	Jalan Doktor, 15000 Kota Bharu, Kelantan	Sun - Thu: 9.00am - 5.30pm Fri, Sat & Public Holiday: Closed
23	Batu Lintang	Sarawak	Jalan Batu Lintang, 93200 Kuching, Sarawak	Mon - Sat: 8.30am - 5.00pm Sun & Public Holiday: Closed
24	TMPoint Sadong Jaya	Sabah	Tingkat Bawah, Lot 68 & 69 Block J, Sadong Jaya, Karamusing, 88100 Kota Kinabalu, Sabah	Mon - Fri: 8.30am - 5.30pm Sat, Sun & Public Holiday: Closed

Find your nearest Unifi Store or TMpoint and check their operating hours here:

[Explore Nearby Unifi Store/TMpoint for Your Convenience](#)

b) Delivery

If you place your order online or at a Unifi Store that is not listed above, your iPad will be delivered to your Unifi Home address within 30 calendar days from the order date, depending on your installation status and stock availability.

10. Will there be any additional fees for delivery?

There are no additional delivery fees. Delivery to your doorstep is free and available nationwide, subject to delivery coverage in your area.

11. How do I check the iPad delivery status?

Your iPad will be delivered by our partner, GDEX.

You can track your delivery at <https://gdexpress.com/tracking/>

Enter your **Unifi order number (without the “-”)** as the tracking number e.g. 26123456789

*Note: Your **Unifi order number** will be provided when you subscribe to your Unifi plan.*

12. I have subscribed to the Unifi SmartDeal iPad bundle. Can I cancel or return the iPad during the contract period?

Unfortunately, no. Cancellations or returns are not allowed during the contract period.

If cancelled, you will be charged a penalty based on the remaining balance of the device's recommended retail price (RRP).

13. I have seen the offer. Why am I not eligible to subscribe?

Thank you for your interest. This offer is available only to selected Unifi Home customers who meet the eligibility requirements explained in Question 2. You can visit our official website at unifi.com.my to explore other available promotions.

14. Who should I contact if I need help with my iPad?

For warranty-related support, including warranty coverage and claims, please contact Apple Support directly:

- Apple iPad Support: <https://support.apple.com/en-my/ipad>
- Call 1-800-806-419 (Monday to Friday, 9.00AM to 6.00PM)

15. What is the standard iPad warranty period?

The standard manufacturer warranty is 12 months.

16. Will I receive a confirmation slip when I pick up my iPad device at a Unifi Store?

Yes, you will receive a confirmation slip upon iPad collection. This slip will include the registration date of your Unifi Home Broadband iPad bundle order, the amount paid, and the iPad's serial number. Please keep this proof of purchase safe throughout the iPad's warranty period, as it is essential for warranty support at authorised Apple Service Providers.

17. If I experience an issue with my delivered iPad, what documents are required for a warranty claim with Apple support?

To submit a warranty claim, you will need to provide the following documents:

- i. Your Delivery Order (DO)
- ii. Your Unifi bill that includes the device information

18. How do I request a copy of my Delivery Order (DO)?

You can request your DO by emailing Unifi.orders@mmag.com.my with the following details:

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

Penalty

19. How much is the penalty if I terminate my plan during the contract period?

If you terminate your plan during the contract period, an early termination fee will apply. The fee is calculated based on the remaining months of your Unifi Home Broadband and iPad contract:

$$[\text{Remaining Contract Months} \times \text{Current Unifi Home Monthly Subscription Fee}] + [(\text{Device Recommended Retail Price (RRP)} / 36 \text{ months}) \times \text{Remaining Contract Months}]$$

Example:

For a 36-month subscription of 500Mbps with an iPad Air 11" 128GB with an RRP of RM3,499 and seven (7) months remaining:

- i. Broadband: $7 \times \text{RM}149 = \text{RM}1,043$
- ii. iPad Device: $(\text{RM}3,499 / 36) \times 7 = \text{RM}680.40$

Total Penalty Fee: $\text{RM}1,043 + \text{RM}680.40 = \text{RM}1,723.40$

20. Under what situations will I be charged a penalty?

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

- Your subscription is terminated before the contract ends.
- Ownership is transferred to another person.
- Your plan or package is upgraded or downgraded.

Advance Payment for Smart Device and Others

21. Do I need to make an advance payment for the smart device?

For existing customers, advance payment may be waived, subject to your Unifi Credit Rating.

22. Where can I learn more about this offer?

To find out more, please contact us through any of the following channels:

- Unifi website at <https://unifi.com.my/>
- [Unifi Store/TMpoint outlets](#) nationwide
- [Live Chat](#)