

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 either 24 or 36 months.

2. Who is eligible for this offer?

This campaign is exclusively for existing Unifi Home customers who:

- Have had an active subscription for at least six (6) months.
- Have maintained a good payment record.

To enjoy this offer and receive an iPad, you must:

- 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

If you currently have an **active Smart Device add-on contract**, you are still eligible to get the iPad bundle—but you must have completed at least six (6) months of your existing contract before switching to the new iPad bundle plan.

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

3. Will I be tied to a contract?

Yes, the Unifi SmartDeal iPad plans come with a **24-month** or **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 are the Apple iPad models offered with the Unifi SmartDeal iPad?

iPad (A16) 11"

Model	11-inch iPad Wi-Fi
Recommended Retail Price (RRP)	128GB: RM1,599 256GB: RM1,999
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 18
Finish	Silver, Blue
Warranty	1-year local warranty

iPad Air (M3)

Model	iPad Air 11-inch
Recommended Retail Price (RRP)	128GB: RM2,799 256GB: RM3,199
Camera	12MP Wide camera, f/1.8 aperture 4K Video Front: Landscape 12MP Center Stage camera
Chip	M3 – 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 18
Finish	Space Grey, Blue
Warranty	1-year local warranty

iPad Pro (M4)

Model	iPad Pro 11-inch
Recommended Retail Price (RRP)	RM4,799
Camera	12MP Wide camera, f/1.8 aperture 4K Video Front: Landscape 12MP Center Stage camera
Chip	M4 – 9-Core CPU, 10-Core GPU, 16-Core Neural Engine 120GB/s memory bandwidth 8GB 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 18
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 24-month or 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—or double the speed—of your current Unifi Home Broadband plan.

Upgrade Speed Bundle Plan	iPad 11" (A16 chip)		iPad Air 11" (M3 chip)		iPad Pro 11"
	128GB	256GB	128GB	256GB	
RRP	RM1,599	RM1,999	RM2,799	RM3,199	RM4,799
Single-Tier Speed Upgrade					
24 months contract					
100Mbps to 300Mbps	RM189				
300Mbps to 500Mbps	RM209	RM229	RM259	RM279	RM339
500Mbps to 1Gbps	RM279	RM299	RM329	RM349	RM409
1Gbps to 2Gbps	RM349	RM369	RM399	RM409	RM469
36 months contract					
100Mbps to 300Mbps	RM169				
300Mbps to 500Mbps	RM189	RM199	RM219	RM229	RM279
500Mbps to 1Gbps	RM259	RM269	RM289	RM299	RM349
1Gbps to 2Gbps	RM329	RM339	RM359	RM369	RM409
Double-Tier Speed Upgrade (RM0 iPad)*					
<i>Prices shown are for broadband</i>					
36 months contract					
100Mbps to 500Mbps	RM149				
300Mbps to 1Gbps	RM239				
500Mbps to 2Gbps	RM319				

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

8. Why am I being double charged in my first (1st) bill for the SmartDeal iPad subscription?

In your first bill, you may see a double charge for the device because the iPad subscription is not prorated. Only your Unifi Home broadband charges are prorated.

Here is an example based on the iPad 11 WiFi 128GB at RM60/month (with a 300Mbps plan on a 24-month contract):

- Month 1 bill: RM60 (Month 1) + RM60 (Month 2) = RM120
- Month 2 to Month 23 bills: RM60 per month
- Total charges for the iPad: RM1,440—you will still only be charged for 24 months in total.

The charges are based on calendar months. You can refer to the “Start Date” and “End Date” on your bill to view the actual billing period. Rest assured, you will only be billed for the full 24-month subscription period.

9. When will I receive the iPad?

a) Unifi Store Pickup

You may pick up your iPad on the same day you place your order when you subscribe to the iPad bundle at one of the 14 listed Unifi Stores, subject to stock availability and provided there are no processing or installation issues with your order.

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

No.	Store	State	Address
1	KLCC	WPKL	Lot 322, 3rd Floor Suria KLCC, 50088 Kuala Lumpur
2	IOI Mall	WP Putrajaya	L3-201, 3rd Floor, City, IOI City Mall, 2, Lbh IRC, IOI Resort, 43900 Putrajaya, Selangor
3	Pandan Indah	WPKL	L1/02, Tingkat Bawah, Menara Maxisegar, Jalan Pandan Indah 4/2, Pandan Indah, 55100 Kuala Lumpur
4	Cyberjaya	WP Putrajaya	Ground Floor, TM IT Complex, 3300 Lingkaran Usahawan 1 Timur, 60000 Cyberjaya, Selangor
5	Menara TM	WPKL	Tingkat Bawah, Menara TM, Jalan Pantai Bharu, 50672 Kuala Lumpur
6	Setapak	Selangor	Ibu Sawat TM Setapak, 44, Persiaran Kuantan, 53200 Kuala Lumpur
7	Shah Alam	Selangor	Wisma TM Shah Alam, Persiaran Damai, Seksyen 11, 40000 Shah Alam, Selangor
8	Kepong	Selangor	No 67, Jalan Metro Perdana Barat 1, Taman Usahawan Kepong, 52100 Kepong, Kuala Lumpur
9	Damansara	Selangor	No. 91-93, Jalan. SS 21/1A, Damansara Utama, 47400 Petaling Jaya, Selangor
10	Taipan	Selangor	27 & 29, Jalan USJ 10/1a, Taipan Business Centre, 47620 Subang Jaya, Selangor
11	Bayan Baru	Penang	No. 68, Jalan. Mahsuri, 11950 Bayan Baru, Pulau Pinang
12	Ipoh Wisma Perak	Perak	Wisma TM, Jalan. Sultan Idris Shah, 30672 Ipoh, Perak
13	Pelangi	Johor	Wisma TM Pelangi, Jalan Sutera 3, Taman Sentosa, 80150 Johor Bahru, Johor
14	Batu Lintang	Sarawak	Jalan Batu Lintang, 93200 Kuching, Sarawak

Find your nearest Unifi Store or TMpoint and check their operating hours here: [Explore Nearby Unifi Store/TMpoint for Your Convenience](#)

b) Delivery

If your order is placed online or at any Unifi Store outlet not among the 14 listed locations, the iPad will be delivered to your Unifi Home address within 21 business days from the order date, subject to installation status and stock availability.

10. Will there be any additional fees for the delivery service?

Don't worry, delivery to your doorstep is free and available nationwide.

11. How do I check the iPad delivery status?

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

You can track the delivery status at <http://lineclearexpress.com/my/tracking>
Please enter your Unifi order number (e.g., 1-41205393843) to view the status.

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, but why am I not eligible to subscribe?

Thank you for your interest. However, this offer is exclusive to selected Unifi Home customers as outlined in Question 2. Please visit our official website unifi.com.my to explore other available promotions.

14. Who should I contact if I face any issues with the iPad?

For warranty-related support such as warranty coverage and claims, please contact Apple Support directly: [Apple iPad Support](#)

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 amount if I terminate the plan within the contract period?

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

$$[\text{Remaining Contract Months} \times \text{Current Unifi Home Monthly Subscription Fee}] + [(\text{Device Recommended Retail Price (RRP)} / 24 \text{ or } 36 \text{ months}) \times \text{Remaining Months}]$$

Example:

For a 36-month subscription of 500Mbps with an iPad Air 11" 128GB (RRP RM2,799) and seven (7) months remaining:

- i. Broadband: $7 \times \text{RM}159 = \text{RM}1,113$
- ii. iPad Device: $(\text{RM}2,799 / 36) \times 7 = \text{RM}544$

Total Penalty Fee: $\text{RM}1,113 + \text{RM}544 = \text{RM}1,657$

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

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

- Terminating your subscription before the contract ends
- Transferring ownership to another person
- Upgrading or downgrading your plan or package

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](#)