



## FREQUENTLY ASKED QUESTIONS (FAQ)

ON

### SME SMART DEVICE

NO.	QUESTION	ANSWER
1.	<b>Can you tell me more about SME Smart Device?</b>	<ul style="list-style-type: none"><li>▪ unifi Business now comes with smart devices, unlocking the unlimited possibilities to enrich your digital lifestyle.</li><li>▪ Starting 1<sup>st</sup> December 2022, we are offering you with a new SME Smart Device programme that allows you to get unlimited unifi Business internet with smart device.</li></ul>
2.	<b>Who is eligible for this device offer?</b>	<ul style="list-style-type: none"><li>▪ All the new and existing TM customers who subscribe to unifi Business packages (all speeds) are eligible to <b>add on</b> up to three (3) smart devices either television or/and laptop, with affordable monthly commitment, on top of the unifi Business monthly package subscription, <b>except</b> for the following:<ul style="list-style-type: none"><li>a. Existing unifi Business customers who subscribe to unifi Lite (Streamyx).</li><li>b. Non-Malaysian customers who did not register their business with Suruhanjaya Syarikat Malaysia (SSM).</li></ul></li></ul>
3.	<b>Will I be tied to any contract?</b>	<ul style="list-style-type: none"><li>▪ Yes, all subscriptions to SME Smart Device come with three (3) options:<ul style="list-style-type: none"><li>• 12 months contract</li><li>• 24 months contract</li><li>• 36 months contract</li></ul></li></ul>
4.	<b>I'm interested! How can I sign up for the SME 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="https://biz.unifi.com.my/business">biz.unifi.com.my/business</a></li><li>• myunifi app</li><li>• TMpoint outlets nationwide</li><li>• TM Authorised Dealers</li><li>• TM Authorised Resellers</li><li>• TM Staff</li></ul></li></ul>
<b>SMART DEVICE, CHARGES AND DELIVERY</b>		
5.	<b>What are the smart devices offered</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 laptop or TV (maximum three (3) devices).</li></ul>



	<p><b>under the SME Smart Device?</b></p>	<p><u>Details of the Laptop:</u></p> <table border="1"> <tr> <td><b>Brand &amp; Model</b></td> <td colspan="2">ASUS Expertbook Laptop B3402FB-AEC0242X</td> </tr> <tr> <td><b>Offered Price</b></td> <td colspan="2">RM4,392.00</td> </tr> <tr> <td><b>Device Warranty</b></td> <td colspan="2">12 Months</td> </tr> </table> <p><u>Details of the TV:</u></p> <table border="1"> <tr> <td><b>Brand &amp; Model</b></td> <td colspan="2">Sharp 60" 4K UHD Android TV 4TC60CK1X</td> </tr> <tr> <td><b>Offered Price</b></td> <td colspan="2">RM3,696.00</td> </tr> <tr> <td><b>Device Warranty</b></td> <td colspan="2">24 Months</td> </tr> </table>	<b>Brand &amp; Model</b>	ASUS Expertbook Laptop B3402FB-AEC0242X		<b>Offered Price</b>	RM4,392.00		<b>Device Warranty</b>	12 Months		<b>Brand &amp; Model</b>	Sharp 60" 4K UHD Android TV 4TC60CK1X		<b>Offered Price</b>	RM3,696.00		<b>Device Warranty</b>	24 Months				
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<p><b>6.</b></p>	<p><b>How many smart devices can I sign-up via this SME Smart Device programme?</b></p>	<ul style="list-style-type: none"> <li>You may only subscribe up to three (3) devices at one time, for each unifi Business account under this campaign.</li> </ul>																					
<p><b>7.</b></p>	<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 SME Smart Device at a <b>promotional price</b> (exclusive of 6% ST) as per below table:</li> </ul> <table border="1"> <thead> <tr> <th>Device</th> <th>ASUS Expertbook B3 FLIP</th> <th>Sharp 60" 4K UHD Android TV</th> </tr> </thead> <tbody> <tr> <td><b>Offered Price</b></td> <td>RM4,392.00</td> <td>RM3,696.00</td> </tr> <tr> <td><b>Contract Terms</b></td> <td colspan="2">12/24/36 months</td> </tr> <tr> <td colspan="3"><b>Monthly fee</b></td> </tr> <tr> <td><b>12 months</b></td> <td><b>RM366.00</b></td> <td><b>RM308.00</b></td> </tr> <tr> <td><b>24 months</b></td> <td><b>RM183.00</b></td> <td><b>RM154.00</b></td> </tr> <tr> <td><b>36 months</b></td> <td><b>RM122.00</b></td> <td><b>RM102.67</b></td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>We would recommend you to subscribe to our All-in-One plan which includes unifi Business, unifi TV and unifi Mobile to enjoy additional <b>monthly discount</b>.</li> <li>All charges are inclusive of <b>complimentary shipping</b> to your doorstep nationwide.</li> </ul>	Device	ASUS Expertbook B3 FLIP	Sharp 60" 4K UHD Android TV	<b>Offered Price</b>	RM4,392.00	RM3,696.00	<b>Contract Terms</b>	12/24/36 months		<b>Monthly fee</b>			<b>12 months</b>	<b>RM366.00</b>	<b>RM308.00</b>	<b>24 months</b>	<b>RM183.00</b>	<b>RM154.00</b>	<b>36 months</b>	<b>RM122.00</b>	<b>RM102.67</b>
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		<ul style="list-style-type: none"><li>▪ The charges will be reflected in your unifi Business bill after successful delivery.</li><li>▪ The device will be charged twice in the first bill since it is not prorated.</li></ul>
8.	<b>Will there be any additional fees for the delivery service?</b>	<ul style="list-style-type: none"><li>▪ Don't worry, there won't be any charges for the delivery of the devices.</li></ul>
9.	<b>Do I get to keep the smart device after my contract ends?</b>	<ul style="list-style-type: none"><li>▪ Yes, you may keep the smart device after the completion of your 12 / 24 / 36 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 one (1) year warranty while the TV comes with two (2) years warranty period from their respective manufacturers.</li><li>▪ You may contact respective manufacturers to claim the warranty:<ul style="list-style-type: none"><li>a. <b>Asus Technical Support (Laptop):</b> Careline: 1300-88-9900 (Mon - Fri, 9am - 6pm) Enquiry form: <a href="https://www.asus.com/support/Product/ContactUs/Services">https://www.asus.com/support/Product/ContactUs/Services</a> Website: <a href="https://www.asus.com/my/">https://www.asus.com/my/</a></li><li>b. <b>Sharp Technical Support (Android TV) / Sharp Customer Service:</b> Hotline: 03-8026 6228 (Mon - Fri, 9am - 6pm) Email: <a href="mailto:sharpcs_support@my.sharp-world.com">sharpcs_support@my.sharp-world.com</a> Website: <a href="https://my.sharp/sharp-warranty-registration">https://my.sharp/sharp-warranty-registration</a></li></ul></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 14 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 14 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: <a href="https://lineclearexpress.com/tracker">https://lineclearexpress.com/tracker</a></li><li>▪ Please insert your unifi order number (without "-") e.g. 141205393843</li></ul>



		<ul style="list-style-type: none"><li>You will receive an auto-generated email from TM's appointed Marketplace platform with order summary inclusive of tracking number details upon successful SME Smart Device order.</li></ul>
13.	<b>Can I send three (3) devices to three (3) different addresses?</b>	<ul style="list-style-type: none"><li>No, you can only submit on delivery address for an order. If you wish to send the device to separate delivery address, you must submit different order.</li><li>Please be note that you can only submit new order once the 1<sup>st</sup> add on device order is completed.</li></ul>
14.	<b>I have ordered three (3) devices, but I have only received two (2) and I have yet to receive one (1) more. How can I check the delivery status?</b>	<ul style="list-style-type: none"><li>TM Courier Partner will send all devices in same Order Number on one delivery. If you did not received complete quantity of devices as per your order, kindly do not accept or sign the delivery order and report it to our Live Chat at <a href="https://maya.unifi.com.my/">https://maya.unifi.com.my/</a>.</li></ul>
15.	<b>I have subscribed to SME 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 within the smart device contract period, you will be charged with a penalty calculated based on the remaining monthly balance of the smart device's offered price. You may keep the device and do not need to return it to TM.</li></ul>
16.	<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 the SME Smart Device plan within the contract period of 12/24/36 months, you will be subjected to early termination penalty which will be calculated as follows: - <b>[Device offered price ÷ 12/24/36 months] x Remaining Month(s)</b></li><li>If you request for early termination for the SME Smart Device together with unifi Business Package while serving the 24 months contract, the early termination fee will also include the penalty for unifi Business which is package fee remaining months' balance.</li></ul>
17.	<b>Where should I make a report for any 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 <a href="https://maya.unifi.com.my/">https://maya.unifi.com.my/</a> within seven (7) working days upon receiving it.</li></ul>



		<ul style="list-style-type: none"><li>▪ After seven (7) working days, you may contact or visit the nearest Sharp or ASUS 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>
18.	<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) copy, please email to <a href="mailto:unifi.orders@mmaq.com.my">unifi.orders@mmaq.com.my</a> . Please specify the details below in your email:<ul style="list-style-type: none"><li>a. unifi order number</li><li>b. Your name</li><li>c. Your contact number</li></ul></li></ul>
19.	<b>Who do I contact if I face issues with the smart device?</b>	<ul style="list-style-type: none"><li>▪ For any after sales support in relation to the device, you may contact respective manufacturers directly, as listed below:<ul style="list-style-type: none"><li>a. <b>Asus Technical Support (Laptop):</b>  Careline: 1300-88-9900 (Mon - Fri, 9am - 6pm) Enquiry form: <a href="https://www.asus.com/support/Product/ContactUs/Services">https://www.asus.com/support/Product/ContactUs/Services</a> Website: <a href="https://www.asus.com/my/">https://www.asus.com/my/</a></li><li>b. <b>Sharp Technical Support (Android TV) / Sharp Customer Service:</b>  Hotline: 03-8026 6228 (Mon - Fri, 9am - 6pm) Email: <a href="mailto:sharpcs_support@my.sharp-world.com">sharpcs_support@my.sharp-world.com</a> Website: <a href="https://my.sharp/contact_us">https://my.sharp/contact_us</a></li></ul></li></ul>
20.	<b>How can I perform the installation for my smart TV?</b>	<ul style="list-style-type: none"><li>▪ Worry not, all required user manual is provided in the TV box including the installation guide.</li><li>▪ Alternatively, you may visit <a href="https://my.sharp/">https://my.sharp/</a> for user guideline.</li></ul>
21.	<b>How can I perform the Microsoft installation on my laptop?</b>	<ul style="list-style-type: none"><li>▪ The laptop is not pre-installed with Microsoft applications. If you wish to install Microsoft software, you may self-purchase from Microsoft website or its authorised dealers.</li></ul>
22.	<b>Can I upgrade or downgrade my unifi Business plan with SME Smart Device?</b>	<ul style="list-style-type: none"><li>▪ Yes, you are able to upgrade or downgrade your unifi Business plan anytime during the contract period and the package contract will be renewed.</li></ul>

23.	<b>Under what circumstances will the Smart Device be charged with the penalty?</b>	<ul style="list-style-type: none"> <li>▪ The smart device's remaining months' balance will be charged if any of the following occurs during the contract period:               <ul style="list-style-type: none"> <li>a. Termination of Business broadband before the contract ends</li> <li>b. Smart Device transfer of ownership</li> </ul> </li> </ul>
24.	<b>Why am I being double charged in the first bill for the Smart Device subscription?</b>	<ul style="list-style-type: none"> <li>▪ In your first bill, you may find that there is a double charge of Smart Device monthly fee as the charges for the device are not prorated. This scenario example for Sharp TV at RM129/month for a commitment contract of 24 months is further illustrated below:               <ul style="list-style-type: none"> <li>a. Bill for month 1: RM129 (month 1) + RM129 (month 2)</li> <li>b. Bill for month 2 until month 23: RM129</li> <li>c. In total, you will still be charged for 24 times only</li> </ul> </li> <li>▪ The charges are based on the number of calendar months, so you may refer to "Start Date" and "End Date" for the actual period. Rest assured that you will only be billed for 24 months subscription period.</li> </ul>

### ADVANCE PAYMENT FOR SMART DEVICE

25.	<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. You can make the advance payment for the smart device via all TM's authorised <u>payment channels</u>.</li> <li>▪ If you are an existing customer, you will not be imposed with an advance payment. However, the approval will be based on your unifi credit rating.</li> </ul>
26.	<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 you on your successful payment through SMS and the payment will be reflected in your next bill.</li> </ul>
27.	<b>Will the advance payment be refunded to me?</b>	<ul style="list-style-type: none"> <li>▪ The advance payment made will be deducted from the total charges for the device and will be reflected in your next bill.</li> </ul>



<b>28.</b>	<b>What if I did not manage to make the advance payment for the device within 10 days?</b>	<ul style="list-style-type: none"><li>▪ The delivery of your smart device will be within 14 working days after the advance payment is made.</li><li>▪ If advance payment is not made within ten (10) days:<ul style="list-style-type: none"><li>• Your smart device order will be pending for delivery</li><li>• Your account status will be on a temporary suspension</li><li>• You will get an SMS reminder to pay your advance payment</li><li>• If advance payment is not paid at day 30 of calendar days, your account will be terminated and your smart device order will be cancelled.</li></ul></li></ul>
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**OTHERS**

<b>29.</b>	<b>Where can I learn more about SME Smart Device?</b>	<ul style="list-style-type: none"><li>▪ To find out more, please visit <a href="https://biz.unifi.com.my/business/biz/fibre-broadband">https://biz.unifi.com.my/business/biz/fibre-broadband</a></li><li>▪ You can also contact us via these channels below:<ul style="list-style-type: none"><li>• Live Chat via the myunifi app or <a href="https://maya.unifi.com.my/">https://maya.unifi.com.my/</a></li><li>• Facebook at <a href="https://www.facebook.com/weareunifi">facebook.com/weareunifi</a></li><li>• Twitter at <a href="https://twitter.com/helpmeunifi">@helpmeunifi</a></li><li>• Email at <a href="mailto:help@tm.com.my">help@tm.com.my</a></li><li>• Walk in to TMpoint outlets nationwide.</li></ul></li></ul>
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