

Frequently Asked Questions (FAQ)

Unifi Business Device Fiesta 2025 – Loyalty Campaign

Section A: Campaign

1. What is the Unifi Business Device Fiesta 2025 – Loyalty Campaign?

- The Unifi Business Device Fiesta 2025 – Loyalty Campaign is a special campaign to thank our loyal Unifi Business customers. Stay on your current broadband plan or upgrade to the next level of Unifi Broadband speed and enjoy **special deals on smart devices!**

2. Who is eligible to apply for the Unifi Business Device Fiesta 2025 – Loyalty Campaign?

- This campaign is open to existing TM customers (S10-S40) who are currently out of contract.
- To be eligible, you must:
 - Have a good payment history with Unifi
 - Agree to a 36-month contract renewal

3. When is the campaign period?

- The campaign runs from 16 October 2025 until 31 December 2025.

4. I'm interested! How can I subscribe?

- You can subscribe through any of the following channels:
 - Unifi Store / TMpoint outlets
 - Unifi Contact Centre (100)
 - Account Executives
 - MyUnifi app or Unifi Selfcare portal

5. Will I be tied to a contract when subscribing to this campaign?

- Yes, a 36-month contract will apply based on the campaign offering you choose.

Section B: Campaign Offerings

1. What are the available offerings?

- Device Add-On: Maintain your current broadband speed and enjoy the option to add on smart devices at a special price.

Speed	100Mbps	300Mbps	500Mbps	800Mbps	1Gbps	2Gbps
Connectivity	Download: 100Mbps Upload: 50Mbps	Download: 300Mbps Upload: 50Mbps	Download: 500Mbps Upload: 100Mbps	Download: 800Mbps Upload: 200Mbps	Download: 1Gbps Upload: 500Mbps	Download: 2Gbps Upload: 1Gbps
Devices	Combo Box (RG-BTU) + MESH WiFi 6				Combo Box (RG-BTU) + MESH WiFi 7	
Voice Plan	SVP50		SVP70			
	Free Calls Worth RM50 Additional Call Rates: TM Fixed Lines: Free Mobile / Other Fixed Lines: 8 sen/min		Free Calls Worth RM70 Additional Call Rates: TM Fixed Lines: Free Mobile / Other Fixed Lines: 8 sen/min			
Smart Device & Add-On Price	Smart Device			Add-On Price		
	Sharp TV 43"			RM1		
	Sharp TV 55"			RM15		
	Sharp TV 65"			RM20		
	Apple iPad (A16) Wi-Fi 128GB			RM20		

	Sharp TV 75"	RM25
Contract	36 months	

Section C: Smart Device Model, Charges and Delivery

1. What are the specifications of the free devices offered in this bundle?

- **43-inch TV**

Brand & Model	SHARP AQUOS 43 Inch Full HD Google TV
SKU Code	2TC43GH3000X
Recommended Retail Price (RRP)	RM1,599
Specification	• 4K UHD Screen Size 43" • Resolution: 1920 x 1080
Decoder	Dolby Audio
Connectivity	• USB: 2 slots • HDMI: 2 slots • Ethernet LAN
Warranty	2-year local warranty

- **55-inch TV**

Brand & Model	SHARP 55 Inch UHD Google TV
SKU Code	4TC55HJ6000X
Recommended Retail Price (RRP)	RM3,199
Specification	• 4K UHD Screen Size 55" • Resolution: 3840 x 2160
Decoder	Adaptive Sound
Connectivity	• USB: 2 slots • HDMI: 4 slots • Ethernet LAN (Wireless)
Warranty	2-year local warranty

- **65-inch TV**

Brand & Model	SHARP 65 Inch 4K UHD Google TV
SKU Code	4TC65FJ1X
Recommended Retail Price (RRP)	RM4,699
Specification	• 4K UHD Screen Size 65" • Resolution: 3840 x 2160
Decoder	Dolby Audio
Connectivity	• USB: 2 slots • HDMI: 4 slots • Ethernet LAN (Wireless)
Warranty	2-year local warranty

- **75-inch TV**

Brand & Model	SHARP 75-inch UHD Aquos 4K Google Smart TV 2025
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SKU Code	4TC75HJ6000X
Recommended Retail Price (RRP)	RM7,399
Specification	4K UHD Screen Size 75" - Resolution: 3840 x 2160
Decoder	Dolby Audio
Connectivity	- USB: 2 slots - HDMI: 4 slots - Ethernet LAN (Wireless)
Warranty	2-year local warranty

- **Apple iPad 11" (A16)**

Model	11-inch iPad Wi-Fi
Recommended Retail Price (RRP)	128GB: RM1,599
Camera	12MP Wide camera, <i>f</i> /1.8 aperture 4K Video Front Camera; Landscape 12MP Center Stage
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
Colour	Silver, Blue, & Pink
Warranty	1-year local warranty

- For more details, you may check the smart device specifications on the respective manufacturer's website.

2. Will I get to keep the smart device after my bundle contract ends?

- Yes, you will get to keep the smart device once you have completed the 36-month bundle contract and fully settled all device payments. After the device contract ends, you will only be charged the monthly fee for your Unifi Business Broadband plan.

3. Can I change the smart 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 the device's end-of-life status.
- In the event that the selected smart TV is out of stock, TM reserves the right to replace it with a similar model or brand of equivalent value.
- Please note that the device cannot be exchanged for cash.

4. How will I receive the smart device?

- You will receive a phone call or text message from our appointed courier partner (MMAG) when your smart device is on its way.
- Delivery will be done within 30 calendar days upon successful creation of order Unifi service, subject to stock availability.

5. Is there a delivery cost for the smart device, and can I change the delivery address?

- Delivery of the smart device is free of charge and available nationwide.

- However, the delivery address cannot be changed. Your device will be sent to the same address provided for your Unifi service installation, unless the postcode falls under an area not currently covered by our delivery partner.

6. I was told my area is not eligible for smart device delivery. What should I do?

- Some areas are currently not serviceable for smart device delivery due to limitations from our logistics partner.
- If your address falls within one of these areas, you can still proceed with your order by providing an alternative delivery address in a serviceable area, for example, a family member's or friend's location.
- A list of the affected postcodes is provided below:

State	Postcode
Johor	81610,
Melaka	75720, 75910
Negeri Sembilan	70720, 70730, 70740, 70750
Sabah	90740, 91040, 91050, 88760, 88780, 88790
Sarawak	93700, 93710, 93720, 93730, 93740, 93750, 93760, 93900, 93910, 94850, 96010, 97010, 98060, 98070, 98800, 93990, 94600
Kelantan	18200, 15740
Terengganu	20720, 21090, 20910, 20920, 20990

7. 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 also check it at any Unifi customer touchpoint.
- To track your delivery, simply visit the Biz Care portal (<https://bizcare.unifi.com.my/bcsc/login/user>) or Line Clear Portal using the order number provided.

8. What should I do if the smart device is faulty or damaged, and where can I report it?

- If you receive a faulty device upon delivery, please report it to Unifi customer service via live chat at maya.unifi.com.my or by calling the Unifi Contact Centre at 100, within the following timelines:
 - Smart TV – within seven (7) days from the delivery date
 - iPad – report directly to the manufacturer, Apple. Claims are subject to Apple's warranty terms and claim process
- Reports made after the stated timelines for smart TVs will be treated as warranty claims and are subject to the manufacturer's defect assessment. Replacement is not guaranteed and will depend on the outcome of the assessment.
- The estimated replacement period is between 7 to 21 working days, depending on stock availability and your location.
- Upon receiving your smart device, you will be provided with a confirmation slip. This slip serves as your proof of purchase and includes details such as the purchase date, price paid and smart device serial number. Please keep this slip throughout the warranty period, as it is required when seeking support from the authorised device manufacturer.
- For warranty claims, you are advised to contact the respective authorised service centres:
 - Apple: <https://support.apple.com/en-my/ipad>
 - Sharp: <https://www.cocorolife.my/>

9. How long is the smart device warranty?

- The warranty period for each smart device is based on the terms set by the respective manufacturer.

- The warranty periods are as follows:

Smart Device	Warranty Period
Sharp TV 43-inch	24 months
Sharp TV 55-inch	
Sharp TV 65-inch	
Sharp TV 75-inch	
Apple iPad (A16) Wi-Fi 128GB	12 months

- For warranty claims, please contact the respective manufacturer's authorised service centre.

10. Can I cancel or return the smart device within the contract period?

- Cancellations or returns are not possible during the contract period.
- If you choose to cancel while still under the device contract, a penalty fee will be charged based on the remaining monthly balance of the device's recommended retail price (RRP).

Section D: General Information

1. Why am I being double-charged in my first (1st) bill for the Add-on Device plan subscription?

- In your first bill, you may notice a double charge for the device because the smart device subscription is not prorated. Only your Unifi Business broadband charges are prorated.
- Here is an example based on the iPad 11" WiFi 128GB at RM20/month, with a 300Mbps plan on a 36-month contract:
Month 1 bill: RM20 (Month 1) + RM20 (Month 2) = RM40
Month 2 to Month 36 bills: RM20 per month
Total charges for the iPad: RM1,599—you are still only be charged for 36 months in total.
- The charges are based on calendar months. You can refer to the "Start Date" and "End Date" on your bill to check the actual billing period. Rest assured, even though the first (1st) bill reflects two (2) months of device charges, you will only be billed for the full 36-month subscription period and not more.

2. Can I change my subscription plan within the contract period?

- Plan changes are not possible within the contract period.
- If you downgrade or change your Unifi Business package speed within the 36-month contract period, a penalty fee will apply based on the remaining months of the device's retail price.

3. Is relocation or transfer of ownership allowed during the contract period?

- Relocating your service is allowed, subject to service availability in your new area. However, if there are changes in infrastructure or technology (e.g., FTTH to VDSL), you may no longer be able to maintain the same plan and may need to downgrade to another package.
- If your new location does not have TM infrastructure, you have the following options:
 - Subscribe to Unifi Air.
 - Terminate your current service (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, streaming app (OTT) entitlements, if applicable, are not transferable to the new owner.

4. How will I be billed?

- You will receive a single bill for your subscriptions.

5. What should I know about service termination?

- You may request service termination by visiting any Unifi Store outlet or calling the Unifi Contact Centre at 100.
- Early termination is not allowed. If you proceed, a fee will cover the remaining subscription and the early termination charge for the free smart device will be based on the remaining contract months, using the Recommended Retail Price (RRP).

Early Termination Penalty			
(Current Unifi Business Monthly Subscription Plan Price <i>(calculated based on the price before discounts)</i> X Remaining Contract Period in months)	+	(Device Recommended Retail Price (RRP) / 36 months X Remaining Contract Balance)	=
			Early Termination Penalty

Sample case:

Unifi Business Broadband package price: RM139.00 (Unifi 300Mbps)
 Device recommended retail price: RM1,599.00 (Apple iPad (A16) Wi-Fi 128GB)
 Remaining contract: 12 months

Penalty Calculation:

$(RM139.00 \times 12 \text{ months}) + [(RM1,599.00 / 36 \text{ months}) \times 12 \text{ months}]$
 = RM1,668.00 + RM533.00
 Total early termination penalty = RM2,201.00

6. Who can I contact if I have further enquiries?

- You can reach out to us via the following channels:
 - Live chat at <https://maya.unifi.com.my/> or via the MyUnifi/Unifi UniVerse app
 - Any Unifi Store/TMpoint outlet nationwide
 - Unifi Contact Centre (Dial 100)

7. What are the Terms and Conditions (T&Cs) related to this campaign?

- The Unifi Business Device Fiesta 2025 T&Cs apply
- The Unifi Business Broadband T&Cs apply
- The Mesh Wi-Fi T&Cs and FAQ apply

<End of FAQ>