

Frequently Asked Questions (FAQ) Unifi Business Device Fiesta 2025

Section A: Campaign

1. What is the Unifi Business Device Fiesta 2025?

- The Unifi Business Device Fiesta 2025 is an exclusive, limited-time campaign for new Unifi Business customers. Enjoy the perfect start to your digital journey — sign up for a new broadband plan and get rewarded with a **free smart device** to power up your business!

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

- This campaign is open to all new TM customers.
- Eligible customers can subscribe to Unifi Business Broadband plans and enjoy a free smart device.
- All new subscribers to the campaign package are subject to a Credit Tip-Off Service (CTOS) status check. To qualify, you must have a CTOS status of *Good*, *Very Good* or *Excellent*. You must also acknowledge and consent to the CTOS status check at the time of application.

3. When is the campaign period?

- The campaign runs from 16 October 2025 until 30 June 2026.

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

- You can subscribe through the following channels:
 - Unifi Store / TMpoint outlets
 - Unifi website & MyUnifi app
 - TM Authorised Dealers (TAD) & TM Resellers
 - TM Biz Rovers sales representatives
 - Unifi Contact Centre (100)
 - Account Executives

Section B: Campaign Offerings

1. What are the available offerings?

Speed	300Mbps	500Mbps	1Gbps	2Gbps
Connectivity	Download: 300Mbps Upload: 50Mbps	Download: 500Mbps Upload: 100Mbps	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	Pay Per Use TM Fixed Lines: 20 sen/min Mobile / Other Fixed Lines: 20 sen/min			
Free Smart TV	Sharp TV 43"	Sharp TV 55"	Sharp TV 65"	Sharp TV 75"
Retail Price for Device	RM1,599	RM3,199	RM4,699	RM7,399
Contract Period	36 months			

Section C: Smart TV

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

- **43-inch TV**

Brand & Model	SHARP AQUOS 43 Inch Full HD Google TV
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
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
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
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	

2. Can I change the Smart TV 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.
- Please note that the device cannot be exchanged for cash.

3. How will I receive the Smart TV?

- 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.

4. Is there a delivery cost for the Smart TV, and can I change the delivery address?

- Delivery of the Smart TV 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.

5. 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

6. How can I check my order number and delivery tracking number?

- For tracking, enter your order number without "-" (e.g. 141205393843).
- 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.

7. Where can I report a faulty or damaged Smart TV?

- If your Smart TV is faulty or damaged, you can report it by contacting the Unifi Contact Centre at 100 or via Live Chat within seven (7) days of receiving the device.
- We will need the following information from you:

- i. Delivery Order
- ii. A photo of the delivery box
- iii. A photo clearly showing the defect or damaged part
- iv. The device's Serial Number
- v. Your contact number and an alternative contact number
- 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 time for replacement is between 7 to 21 working days, depending on stock availability and your location.
- Upon receiving your smart TV, 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 the smart device serial number. Please retain 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 centre:
 - i. Sharp: <https://www.cocorolife.my/>

8. How long is the Smart TV warranty?

- The Smart TV comes with a standard manufacturer's warranty provided by the respective brand.
- The warranty periods are as follows:

Device	Warranty Period
Smart TV 43"	24 months
Smart TV 55"	
Smart TV 65"	
Smart TV 75"	

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

9. Can I cancel or return the Smart TV 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. Can I change my subscription plan within the contract period?

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

2. 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 within the same package family.
- 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.

3. How will I be billed?

- You will receive a single bill covering both your Unifi Business Broadband and smart device subscriptions.

4. What should I know about service termination?

- You may request service termination by visiting any Unifi Store/TMpoint 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
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5. Who can I contact if I have further enquiries?

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

6. 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 FAQ apply
- The Mesh Wi-Fi T&Cs apply

<End of FAQ>