

Frequently Asked Questions (FAQ) Ultra with Free TV Campaign

Section A: Campaign

1. What is the Ultra with Free TV Campaign?

- The Ultra with Free TV Campaign offers Unifi Business Broadband plans with a complimentary Smart TV, based on the selected broadband speed.

2. Who is eligible for the Ultra with Free TV Campaign?

- The campaign is open to all new TM customers.
- Eligible customers can enjoy Unifi Business Broadband plans with a complimentary Smart TV, subject to the selected broadband speed.
- All new subscribers are subject to a Credit Tip-Off Service (CTOS) check. To qualify, your CTOS status must be Good, Very Good or Excellent. You will also need to acknowledge and consent to the CTOS check when you submit your application.

3. When is the campaign period?

- The campaign runs from 1 October 2025 until 28 February 2027.

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

- You can subscribe through the following authorised 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. I'm a new Unifi Business customer. What are the available offers?

- Choose the Unifi Business Broadband bundle that best suits your business needs.

Speed	1Gbps	2Gbps
Connectivity	Download: 1Gbps Upload: 500Mbps	Download: 2Gbps Upload: 1Gbps
Devices	Combo Box (RG-BTU) + MESH WiFi 6	
Voice Plan	Pay Per Use TM Fixed Lines: 20 sen/min Mobile / Other Fixed Lines: 20 sen/min	
Complimentary Smart TV	Sharp Smart TV 65" or similar	Sharp Smart TV 75" or similar
Retail Price of Device	RM4,999	RM6,999
Contract Period	36 months	

Section C: Smart Device

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

- Below are the key specifications for the available devices:
- 65-inch TV**

Brand & Model	SHARP AQUOS 65-inch 4K UHD Google TV	
Recommended Retail Price (RRP)	RM4,699	
Specification	4K UHD Screen Size 65" - Resolution: 3,840 x 2,160	
Decoder	Dolby Audio	
Connectivity	- USB: 2 slots - HDMI: 4 slots	Ethernet LAN (Wireless)
Warranty	2-year local warranty	

Brand & Model	SAMSUNG 65-inch Crystal UHD DU7000 4K Smart TV	
Recommended Retail Price	RM3,799	
Specification	4K UHD Screen Size 75" - Resolution: 3840 x 2160	
Decoder	Adaptive Sound	
Connectivity	- USB: 1 x USB-A - HDMI: 3 slots	Ethernet LAN
Warranty	2-year local warranty	

- **75-inch TV**

Brand & Model	SHARP AQUOS 75-inch 4K UHD	
Recommended Retail Price (RRP)	RM7,399	
Specification	4K UHD Screen Size 75" - Resolution: 3,840 x 2,160	
Decoder	Dolby Audio	
Connectivity	- USB: 2 slots - HDMI: 4 slots	Ethernet LAN (Wireless)
Warranty	2-year local warranty	

Brand & Model	SAMSUNG 75-inch Crystal UHD DU7000 4K Smart TV	
Recommended Retail Price	RM5,299	
Specification	4K UHD Screen Size 75" - Resolution: 3840 x 2160	
Decoder	Adaptive Sound	
Connectivity	- USB: 1 x USB-A - HDMI: 3 slots	Ethernet LAN
Warranty	2-year local warranty	

2. 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.
- Please note that the device offered cannot be exchanged for cash or replaced with another device.

3. How and when will I receive my smart device?

- Your smart device will be delivered within 14 calendar days (Peninsular Malaysia) or 21 calendar days (Sabah & Sarawak) after your Unifi service order has been completed, subject to stock availability.

4. 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. The device will be delivered 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.
- The affected postcodes are as follows:

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?

- Your order number will be provided when you subscribe to a 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>) and enter your order number without "-" (e.g. 141205393843)

7. Where can I report a faulty or damaged smart device?

- If your smart device is faulty or damaged, please report it within seven (7) days of the delivery date by calling the Unifi Contact Centre at 100.
- If your smart device has a screen or body crack and you report it within the 7-day period, TM will arrange to collect and replace the device.
- Please do not return your device to a Unifi Store.
- For issues other than screen or body cracks (such as hardware, motherboard or display issues), please contact the respective manufacturer for support.
- If you report the issue after the 7-day period, it will be handled under the manufacturer's warranty.
- All smart devices are covered by the standard manufacturer's warranty. For warranty support, please contact the respective authorised service centre:

- Samsung: <https://www.samsung.com/my/support>
- Sharp: <https://www.cocorolife.my/>

8. What should I do if I receive a different device from the one I ordered?

- Smart devices are generally non-returnable and non-exchangeable.
- However, if you receive a different device from the one you ordered, we will review your request on a case-by-case basis, subject to verification.
- If the request is successful:
 - Collection can be arranged from your premises, provided the device remains unopened and the original seal is intact.
 - The device must be in good condition.
 - Devices with opened packaging are not eligible for return or exchange, as the manufacturer's warranty is activated once the original seal has been broken.

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
Smart TV 65-inch	24 months
Smart TV 75-inch	

- For warranty claims, you can 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. Can I change my subscription plan within the contract period?

- You are not allowed to change your plan during the contract period.
- If you downgrade or change your Unifi Biz package speed within the contract period, a penalty fee will apply based on the remaining months of the device's retail price.

2. Can I relocate my service or transfer ownership during the contract period?

- Yes. You can relocate your service, subject to service availability at your new address. However, if your new address requires a different network infrastructure or technology (e.g., FTTH to VDSL), you may not be able to continue with the same plan and may need to downgrade within the same package family.
- If TM infrastructure is not available at your new address, you can:
 - Subscribe to Unifi Air; or
 - Terminate your current service. If you terminate your service within the contract period, early termination charges for the smart device will apply.
- You can transfer ownership only after your contract period has ended, subject to the applicable terms and conditions. Please note that streaming app (OTT) entitlements, if applicable, cannot be transferred to the new owner.

3. How will I be billed?

- You will receive a single bill for all your subscriptions.

4. What should I know before terminating my service?

FAQ Ultra with Free TV Campaign/Updated 1Oct2026

- You may request to terminate your service by visiting any Unifi Store outlet or calling the Unifi Contact Centre at 100.
- We recommend keeping your subscription until the end of your contract. If you choose to terminate your service early, an Early Termination Penalty (ETP) will apply. This includes:
 - Charges for the remaining subscription period; and
 - Charges for the complimentary smart device based on the remaining contract months, calculated using the device's Recommended Retail Price (RRP).

<u>Early Termination Penalty</u>			
(Current Unifi Business monthly subscription plan price before discounts X Remaining contract period in months)	+	(Device Recommended Retail Price (RRP) / 36 months x Remaining contract period)	=
			Early Termination Penalty

Sample case

Unifi Business Broadband Package Price: RM319.00 (Unifi 1Gbps)
 Device Recommended Retail Price: RM4, 999.00 (Sharp TV 65 inch)
 Remaining MSP: 12 months

Penalty Calculation:

$(RM319.00 \times 12\text{months}) + [(RM4,999.00/36\text{months}) \times 12\text{months}]$
 = RM3,828.00 + RM1,666.30
 Total early termination penalty = RM5,494.30

5. Who can I contact if I have enquiries?

- You can reach out to us via the MyUnifi app or Unifi website.

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

- The following Terms & Conditions and FAQs shall apply:
 - Ultra Campaign T&Cs
 - Unifi Business Broadband T&Cs
 - Mesh Wi-Fi T&Cs & FAQ

<End of FAQ>