

Frequently Asked Questions (FAQ) Unifi Business Ultra with Free TV

Section A: Campaign

1. What is the Ultra Campaign for Business?

- We're excited to introduce Unifi Business Ultra with Free TV! The package combines Business Broadband, a free Smart TV and Unifi TV content to enhance your digital lifestyle.

2. Who is eligible to apply for Unifi Business Ultra TV with Free TV?

- The campaign is open to all new TM customers.
- Eligible customers can enjoy selected Unifi Business Broadband plans with high speeds (1Gbps & 2Gbps), along with a free Smart TV and Unifi TV content.
- 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 acknowledge and consent to the CTOS status check at the time of application.

3. When is the campaign period?

- The campaign runs from 17 March 2025 until 31 May 2026.

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

- You can subscribe through the following channels:
 - Unifi Store / TMpoint outlets
 - Unifi website and 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 am a new Unifi Business customer. What are the available offerings?

- As a new customer, you can choose a package with or without Unifi TV content, depending on your preferences and needs.

<u>Without Unifi TV Content</u>		
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	
Free Smart TV	Sharp TV 65"	Sharp TV 75"
Retail Price for Device	Up to RM4,699	Up to RM7,399
Contract Period	36 months	

With Unifi TV Content		
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	
Unifi TV Content	Biz Fun Pack (Premium channels in HD)	
Free Smart TV	Sharp TV 65"	Sharp TV 75"
Retail Price for Device	Up to RM4,699	Up to RM7,399
Contract Period	36 months	

Section C: Smart TV

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

- **65-inch TV**

Brand & Model	SHARP AQUOS 65-inch 4K UHD Google TV	
Recommended Retail Price	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 AQUOS 75-inch 4K UHD	
Recommended Retail Price	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	

Brand & Model	SHARP AQUOS 75-inch 4K UHD Google TV	
Recommended Retail Price	RM7,199	

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?

- Delivery will be done within 14 calendar days (Peninsular Malaysia) or 21 calendar days (Sabah & Sarawak) once your Unifi service order is completed depending on stocks 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. 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.
- 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>) and use the order number provided.

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

- If your Smart TV is defective or damaged, you can log a complaint 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 of 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 TVs, 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 centres:
 - i. Sharp: <https://www.cocorolife.my/>

8. How long is the Smart TV warranty?

- The Smart TV comes with a standard manufacturer warranty from the respective brand.
- The warranty periods are as follows:

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

- 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: Unifi TV Biz Content (Biz Fun Pack)

1. What is the Biz Fun Pack and how many channels are included?

- The Biz Fun Pack offers a diverse selection of channels, bringing 100% fun and entertainment with movies, variety shows, kids' programmes, and news. It is perfect for places like gyms, cafés, service centres, and kindergartens.
- Upon subscription, you will receive 12 free channels and a complimentary Unifi TV Box (Android TV Box) worth RM250.

2. How do I get the free Unifi TV Box bundled with the TV Pack?

- Once your subscription order is successful, you will receive an SMS with your delivery tracking reference number and Unifi TV app ID.
- The SMS will be sent to you within seven (7) working days from the date of your subscription.
- Delivery is free of charge. Since the Unifi TV Box is plug-and-play and DIY, no installation fees will be charged.

3. How do I track the delivery of my Unifi TV Box?

- You can check the delivery status via the Skynet portal: <https://www.skynet.com.my/track>
- The delivery tracking reference number can be found in the SMS you receive upon successful subscription.

Section E: General Information

4. 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.

5. Can I add on value-added services to my existing subscription package?

- Yes! You can add on value-added services (e.g., digital solutions or Unifi Business TV content) to your existing package under this campaign.
- The available digital solutions and TV Biz Pack add-ons are:

Solutions	Description	Price per Month	Contract
Unifi Cloud Storage	Unifi Cloud Storage offers full control over your online storage.	From RM11/month	12 months
Kaspersky Small Office Security	PC protection with security features to keep your business safe.	From RM30/month	12 months
Unifi eCommerce Hub	Unifi eCommerce Hub offers a one-stop centre for managing multiple online marketplaces like Lazada and Shopee with ease.	From RM49/month	12 months
Digital Marketing Solutions (DMS)	DMS helps you connect with potential customers through digital platforms like social media to promote your business.	From RM50/month	12 months
Unifi Business TV	IPTV service delivering digital TV content via the internet.	From RM70/month	24 months

6. 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.

7. How will I be billed?

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

8. What should I know about service termination?

- You may request service termination by visiting any Unifi Store outlet or contacting the Unifi Call 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 without TV Biz Pack

$$\begin{array}{l} \text{(Current Unifi Business Monthly} \\ \text{Subscription Plan Price (calculated based} \\ \text{on the price before discounts) X} \\ \text{Remaining Contract Period in months)} \end{array} + \begin{array}{l} \text{(Device Recommended} \\ \text{Retail Price (RRP) / 36} \\ \text{months x Remaining} \\ \text{Contract Balance)} \end{array} = \begin{array}{l} \text{Early} \\ \text{Termination} \\ \text{Penalty} \end{array}$$

- Unifi TV Packs with a bundled Unifi TV Box have a minimum contract period of 24 months for all newly subscribed Unifi TV Packs.
- Early termination of a Unifi TV Pack will result in a penalty of RM70 X remaining months of your Unifi TV Pack contract.

Early Termination Penalty with TV Biz Pack

$$\begin{array}{l} \text{(Current Unifi Business Monthly} \\ \text{Subscription Plan Price (Calculated} \\ \text{based on the price before} \\ \text{discounts) X} \\ \text{Remaining Contract Balance)} \end{array} + \begin{array}{l} \text{(Device} \\ \text{Recommended Retail} \\ \text{Price (RRP) / 36} \\ \text{months X} \\ \text{Remaining Contract} \\ \text{Balance)} \end{array} + \begin{array}{l} \text{RM70} \\ \text{X} \\ \text{remaining} \\ \text{months of} \\ \text{your Unifi} \\ \text{TV Pack} \\ \text{contract.} \end{array} = \begin{array}{l} \text{Early} \\ \text{Termination} \\ \text{Penalty} \end{array}$$

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

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

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

- The Unifi Business Ultra with Free TV T&Cs apply
- The Unifi Business Broadband T&Cs apply
- The Unifi TV Content T&Cs apply
- The Mesh Wi-Fi FAQ apply
- The Mesh Wi-Fi T&C apply

<End of FAQ>

