

## Your questions answered

We've put together some commonly asked questions to give you more information about Smart Device Add-on with Unifi Home plan.

### General

#### 1. What is the offer about?

Unifi now offers various smart devices as add-on selection, unlocking exclusive deals to enrich your digital lifestyle. These latest smart devices come with an easy payment plan (EPP) to allow you to enjoy saving of up to RM3,400.

#### 2. Who is eligible for this offer?

Existing Unifi Home customers subscribing to Unifi plans 100Mbps and above who are:

- With minimum of 6 months tenure with Unifi Home subscription
- With good payment record with Unifi

If you are currently subscribing to the lower speed plans (below Unifi 100Mbps), you will need to upgrade your plan to enjoy this offer. This offer is for Malaysians only.

#### 3. Will I be tied to any contract?

Yes, all subscriptions with smart devices come with a 24 months or 36 months contract.

#### 4. I'm interested! How can I take up the smart devices?

- You can sign up via the following touchpoints:
  - Digital: MyUnifi App or [Selfcare portal](#)
  - [TMpoint outlets](#) nationwide
  - Unifi Contact Centre at 100 (press 4)

## Smart Device, Charges & Delivery

#### 5. What are the smart devices offered with Unifi Home plan?

##### Tablet

Brand & Model	Samsung Galaxy Tab S9 FE (Wi-Fi Only)
Recommended Retail Price	RM2,099
Camera	8MP Camera
Memory RAM	8 GB
Storage	256 GB
Display	10.9" Screen
OS	Android 13.0
Warranty Period	1 year local warranty

Brand & Model	Samsung Galaxy Tab S9 FE (5G/LTE + Wi-Fi)
Recommended Retail Price	RM2,699
Camera	8MP Camera
Memory RAM	8 GB
Storage	256 GB
Display	10.9" Screen
OS	Android 13.0
Warranty Period	1 year local warranty

### **Laptop**

Brand & Model	ASUS Expertbook 14"
Recommended Retail Price	RM2,950
Processor	Intel Core i3
RAM	4 GB DDR4
Storage	256 GB SSD
Display	14" HD Anti-Glare 16:9
Operating System	Windows 11 Home 64-bit
Warranty Period	1 year local warranty
Complimentary	Free ASUS Backpack

### **75 inch TV**

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
Weight	23kg (with Stand)
Warranty	2 years local warranty

<b>Brand &amp; Model</b>	SAMSUNG 75 inch Crystal UHD DU7000 4K Smart TV
<b>Recommended Retail Price</b>	RM5,299
<b>Specification</b>	4K UHD Screen Size 75 Resolution: 3840 x 2160
<b>Decoder</b>	Adaptive Sound
<b>Connectivity</b>	USB: 1 Slots HDMI: 3 Slots Ethernet LAN Wireless
<b>Weight</b>	26kg (with Stand)
<b>Warranty</b>	2 years local warranty

<b>Brand &amp; Model</b>	LG 75 Inch 4K UHD Smart TV
<b>Recommended Retail Price</b>	RM7,799
<b>Specification</b>	4K UHD Screen Size 75 Resolution: 3840 x 2160
<b>Decoder</b>	Dolby Audio
<b>Connectivity</b>	USB: 2 Slots HDMI: 4 Slots Ethernet LAN Wireless
<b>Weight</b>	28kg (with Stand)
<b>Warranty</b>	2 years local warranty

### 65inch TV

<b>Brand &amp; Model</b>	SHARP AQUOS 65 Inch 4K UHD Google TV
<b>Recommended Retail Price</b>	RM4,699
<b>Specification</b>	4K UHD Screen Size 65 Resolution: 3840 x 2160
<b>Decoder</b>	Dolby Audio
<b>Connectivity</b>	USB: 2 Slots HDMI: 4 Slots Ethernet LAN Wireless
<b>Weight</b>	17.3kg (with Stand)
<b>Warranty</b>	2 years local warranty

<b>Brand &amp; Model</b>	SAMSUNG 65 inch Crystal UHD DU7000 4K Smart TV
<b>Recommended Retail Price</b>	RM3,099
<b>Specification</b>	4K UHD Screen Size 65 Resolution: 3840 x 2160
<b>Decoder</b>	Adaptive Sound
<b>Connectivity</b>	USB: 1 Slots HDMI: 3 Slots Ethernet LAN Wireless
<b>Weight</b>	16.4kg (with Stand)
<b>Warranty</b>	2 years local warranty

<b>Brand &amp; Model</b>	LG 65 Inch 4K UHD Smart TV
<b>Recommended Retail Price</b>	RM4,399
<b>Specification</b>	4K UHD Screen Size 75 Resolution: 3840 x 2160
<b>Decoder</b>	Dolby Audio
<b>Connectivity</b>	USB: 2 Slots HDMI: 3 Slots Ethernet LAN Wireless
<b>Weight</b>	21.6kg (with Stand)
<b>Warranty</b>	2 years local warranty

### 55 inch TV

<b>Brand &amp; Model</b>	SHARP AQUOS 55 Inch 4K UHD Google TV
<b>Recommended Retail Price</b>	RM3,099
<b>Specification</b>	4K UHD Screen Size 55 Resolution: 3840 x 2160
<b>Voice Command/Search</b>	Google Assistant, Disney+, Apple TV
<b>Connectivity</b>	USB: 2 Slots HDMI: 4 Slots Ethernet LAN Wireless
<b>Weight</b>	13kg (with Stand)
<b>Warranty</b>	2 years local warranty

Brand & Model	SAMSUNG 55 inch Crystal UHD DU7000 4K Smart TV
Recommended Retail Price	RM2,599
Specification	4K UHD Screen Size 55 Resolution: 3840 x 2160
Decoder	Adaptive Sound
Connectivity	USB: 1 Slots HDMI: 3 Slots Ethernet LAN Wireless
Weight	11.6kg (with Stand)
Warranty	2 years local warranty

Brand & Model	LG 55 Inch 4K UHD Smart TV
Recommended Retail Price	RM3,399
Specification	4K UHD Screen Size 55 Resolution: 3840 x 2160
Decoder	Dolby Audio
Connectivity	USB: 2 Slots HDMI: 3 Slots Ethernet LAN Wireless
Weight	14.1kg (with Stand)
Warranty	2 years local warranty

### Gaming

Brand & Model	ACER Predator Helios NEO 16
Recommended Retail Price	RM6,299
Processor	Intel® Core™ i7-14700HX
Memory RAM	16GB DDR5
Storage	1 TB
Display	16 inch 165Hz WUXGA Ultra Slim Design Display
Operating System	Windows 11 Home
Warranty	2 years local warranty

Brand & Model	ASUS TUF Gaming F16
Recommended Retail Price	RM5,999
Processor	Intel® Core™ i7-13650HX
Memory RAM	16GB DDR5-4800
Storage	1 TB
Display	16 inch 165Hz WUXGA Anti Glare Display
Operating System	Windows 11 Home
Warranty	2 years local warranty

Brand & Model	ASUS ROG Ally
Recommended Retail Price	RM3,399
Processor	AMD Ryzen™ Z1 Extreme
Memory RAM	16GB LPDDR5
Storage	512GB
Display	7 inch FHD Display
Operating System	Windows 11 Home
Warranty	1 years local warranty

#### 6. How many smart devices can I sign up?

You are allowed to add on only one (1) smart device per Unifi home subscription at any one time.

#### 7. Do I get to keep the smart device after my contract ends?

Yes, you may keep the smart device after the completion of your 24 months contract and full settlement of the device payment.

#### 8. Will there be any additional fees for the delivery service?

There are no additional charges for the delivery of the device to your doorstep, nationwide.

## 9. How much are the monthly charges for the smart device?

Monthly (RM)	Speed	SHARP TV						LG TV						SAMSUNG TV					
		75 inch		65 inch		55 inch		75 inch		65 inch		55 inch		75 inch		65 inch		55 inch	
		24m	36m	24m	36m	24m	36m	24m	36m	24m	36m	24m	36m	24m	36m	24m	36m	24m	36m
BB Only Plans	100M/ 300M/ 500M	173	113	123	80	96	63	228	151	154	88	118	78	215	147	128	85	107	70
	1GB/ 2GB	159	104			88	58	213	141			108	71						
Convergence Plans	100M/ 300M/ 500M	165	108			91	60	220	146			112	74						
	1GB/ 2GB	159	104			88	58	213	141			108	71						

Monthly (RM)	Speed	ASUS						SAMSUNG TAB S9 FE				ACER	
		TUF		ROG Ally		Expertbook		5G/LTE + Wi-Fi		Wi-Fi Only		Predator	
		24m	36m	24m	36m	24m	36m	24m	36m	24m	36m	24m	36m
BB Only Plans	100M/ 300M/ 500M	250	N/A	141	N/A	109	N/A	112	75	87	60	258	N/A
	1GB/ 2GB			138		99							
Convergence Plans	100M/ 300M/ 500M			141		109							
	1GB/ 2GB			138		99							

- We would recommend you to subscribe to our convergence plans, which includes Unifi Home with Unifi TV or Unifi Mobile to enjoy **additional monthly discount**.
- All charges are inclusive of **complimentary shipping** to your doorstep, nationwide.
- The device will be **charged twice in the first bill** since it is not prorated.

## 10. When will I receive the smart device?

For existing customers, your smart device will be delivered to your delivery address within 14 working days.

## 11. How do I check the smart device delivery status?

Your smart device will be delivered by our partner, Line Clear Express.  
You may track the smart device delivery status via <http://lineclearexpress.com/my/tracking>

Please enter your Unifi order number (*without "-"*) e.g. 141205393843

## 12. I have subscribed to home smart device; can I cancel or return the smart device within the contract period?

We are sorry. No cancellation or return is allowed during the contract period.  
If you are still tied to the smart device contract, you will be charged with a penalty calculated based on the remaining monthly balance of the smart device's recommended retail price (RRP).

### 13. I have seen this offer, but why am I not offered to subscribe?

Thank you for your interest, however this offer is only eligible for selected Unifi Home customers as listed in Question 2 above. Please visit our official website Unifi.com.my to find out more suitable offers for your lifestyle needs.

### 14. How much is the penalty amount if I terminate the plan within the contract period?

If you terminate your plan during your contract period, you will be charged with early termination fees based on the remaining months of the contract.

$$[\text{Device recommended retail price (RRP)} \div 24 \text{ months}] \times \text{Remaining Month (s)}$$

Example as below:

Sample calculation for Laptop (RRP = RM2950) with 5 months remaining contract:

$$(\text{RM}2950 \div 24 \text{ months}) \times \text{Remaining Month(s)}$$

Penalty Fee:  $\text{RM}122.90 \times 5 \text{ months} = \text{RM}614.50$

### 15. Where should I make a report for any defective/damaged smart device?

In the event that you have received a defective smart device, please lodge a report to us via any of our channels within seven (7) working days upon receiving it:

- Email at [help@tm.com.my](mailto:help@tm.com.my)
- [Facebook](#)
- [Twitter](#)
- Call Unifi Contact Centre at 100
- [TMpoint outlets](#) nationwide

After the seven (7)-day period, you may visit the nearest manufacturer support centre for immediate replacement (*refer Question 17 for the details*). Please remember to bring along the smart device together with the original copy of your Delivery Order (DO).

### 16. How can I get a copy of my Delivery Order (DO)?

To request for a copy of your Delivery Order (DO), please email to [Unifi.orders@mmag.com.my](mailto:Unifi.orders@mmag.com.my). Please specify the details below in your email:

- i. Unifi order number
- ii. Customer name
- iii. Contact number

### 17. Who do I contact if I face any issues with the smart device?

We would advise you to refer and seek assistance from the manufacturer's support channel.

LG TV	SAMSUNG	SHARP TV	ASUS	ACER
<a href="#">LG Support</a>	<a href="#">SAMSUNG Support</a>	<a href="#">COCORO Life app</a>	<a href="#">ASUS Website</a>	<a href="#">ACER Care</a>
1300 82 2822 (Mon-Fri, 9.00am – 6.00pm)	1800 889999 (24 Hours / 7 days)	03-8026 6228 (Mon-Fri, 9.00am – 6.00pm)	1300 88 9900 (Mon-Fri, 9.00am – 6.00pm)	1800 88 1918 (Mon-Fri, 9.00am – 6.00pm)



## 18. How can I perform the installation for my smart TV?

Worry not, all required user manual is provided in the TV box including the installation guide.

## 19. Can I upgrade or downgrade my Unifi Home plan with home smart device?

Yes, you can upgrade your Unifi Home plan anytime during the contract period. However, you will be charged with a penalty if you downgrade your Unifi Home plan within the contract period.

## 20. Under what circumstances will I be charged with the penalty?

The smart device's remaining balance will be charged if any of the following occurs during the contract period:

- i. Termination before contract ends
- ii. Transfer of ownership
- iii. Downgrade to a lower speed plan / lower package
- iv. Termination of Unifi Mobile or Unifi TV (for All-in-One plan subscription)

## 21. Why am I being double charged in my first (1<sup>st</sup>) bill for the smart device subscription?

In your first bill, you may find that there is a double charge of smart device subscription as the charges for the device are not prorated.

A sample of scenario for Sharp TV at RM129/month:

- o Bill for month 1: you will see RM129 (month 1) + RM129 (month 2) charged in the bill
- o Bill for month 2 until month 23: you will see RM129 being charged in the bill each month
- o So in total, you will still be charged for 24 times only

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.

## Touch 'N Go eWallet Credit Offer (SAMSUNG TV & LG TV)

### 22. How can I get the Touch 'N Go eWallet credit?

You can get the Touch N' Go eWallet credit by subscribing to any of our SAMSUNG or LG smart TVs over 24 months or 36 months contract period.

### 23. Is there any limit of Touch 'N Go eWallet credit giveaway?

Yes all Touch 'N Go eWallet credit are based on first come first serve basis while stocks last.

### 24. How much is the Touch 'N Go eWallet credit giveaway?

You will be rewarded with Touch N' Go eWallet credit as per below table:

Smart TV	Touch 'N Go eWallet
SAMSUNG 75 Inch TV	RM400
SAMSUNG 65 Inch TV	RM200
SAMSUNG 55 Inch TV	RM150
LG Smart TV (All sizes)	RM100

## 25. How do I receive the Touch 'N Go eWallet credit?

Your Touch N' Go eWallet credit will be emailed to your registered email address from [unifi.orders@mmag.com.my](mailto:unifi.orders@mmag.com.my).

## 26. How do I check if I have not received the Touch 'N Go eWallet credit?

You can email your enquiries directly to us at [tmdelivery@tm.com.my](mailto:tmdelivery@tm.com.my).

## Advance Payment for Smart Device & Others

### 27. Do I need to make an advance payment for the smart device?

Existing customers will not be imposed with an advance payment; however, the waiver will be based on their Unifi Credit Rating.

### 28. Where can I learn more about this offer?

To find out more, please contact us at any of our channels:

- <https://Unifi.com.my/>
- [TMpoint/Unifi Store outlets](#) nationwide
- [Live Chat](#)