

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](#)
 - [Unifi Store/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
Operating System	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
Operating System	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 75 Inch 4K UHD Google TV
Recommended Retail Price	RM7,199
Specifications	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

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

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

65-inch TV

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

Brand & Model	SAMSUNG 65 inch Crystal UHD DU7000 4K Smart TV
Recommended Retail Price	RM3,499
Specifications	4K UHD Screen Size 65 Resolution: 3840 x 2160
Decoder	Adaptive Sound
Connectivity	USB: 1 Slot HDMI: 3 Slots Ethernet LAN Wireless
Weight	16.4kg (with Stand)
Warranty	2 years local warranty

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

55-inch TV

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

Brand & Model	SAMSUNG 55 inch Crystal UHD DU7000 4K Smart TV
Recommended Retail Price	RM2,799
Specifications	4K UHD Screen Size 55 Resolution: 3840 x 2160
Decoder	Adaptive Sound
Connectivity	USB: 1 Slot 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
Specifications	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	RM5,499
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 year local warranty

	SONY PlayStation®5 Digital Edition (Slim) + LG TV 55"	
Brand & Model	PS5® Digital Edition	SHARP 65 Inch 4K UHD Google TV <i>*same information & specifications as above</i>
Recommended Retail Price	RM5,817	
Product details	Wireless controller, 1TB SSD, 2 Horizontal Stand Feet, HDMI® cable, AC power cord, USB cable, printed materials, ASTRO's PLAYROOM (Preinstalled game)	4K UHD Screen Size 55 Resolution: 3840 x 2160 Dolby Audio
Warranty	1 year local warranty	2 years local warranty

	SONY PlayStation®5 Digital Edition (Slim) + SHARP TV 65"	
Brand & Model	PS5® Digital Edition	LG 55 Inch 4K UHD Smart TV <i>*same information & specifications as above</i>
Recommended Retail Price	RM7,117	
Specifications	Wireless controller, 1TB SSD, 2 Horizontal Stand Feet, HDMI® cable, AC power cord, USB cable, printed materials, ASTRO's PLAYROOM (Preinstalled game)	4K UHD Screen Size 65 Resolution: 3840 x 2160 Dolby Audio
Warranty	1 year local warranty	2 years local warranty

6. How many smart devices can I register?

You can add up to **two (2)** smart devices at a time per Unifi Home subscription.

7. How can I determine my eligibility for a two (2) device subscription?

No.	Current Subscription	Eligible for Single (1) Smart Device Add-On	Eligible for Bundle Smart Device Add-On
1.	No current device	Yes	Yes
2.	Bundle Smart Device contract has ended	Yes	Yes
3.	Single Smart Device contract has ended	Yes	Yes
4.	Single Smart Device contract is active	Yes ⁽ⁱ⁾	No
5.	Bundle Smart Device contract is active	No	No

Note : ⁽ⁱ⁾ You must complete at least six (6) months of your current device contract before becoming eligible for a new device subscription.

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

Yes, you may keep the smart device after completing your 24-month or 36-month contract and fully settling the device payment.

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

Don't worry, there are no additional charges for delivering the device to your doorstep, nationwide.

10. What are the monthly charges for the smart devices?

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
Broadband 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						

		ASUS						SAMSUNG TAB S9 FE				ACER		PS5 + Smart TV			
Monthly (RM)	Speed	TUF		ROG Ally		Expertbook		5G/LTE + Wi-Fi		Wi-Fi Only		Predator		PS5 + LG TV 55"		PS5 + SHARP TV 65"	
		24m	36m	24m	36m	24m	36m	24m	36m	24m	36m	24m	36m	24m	36m	24m	36m
Broadband Only Plans	100M/300M	250		141		109	112	75	87	60	226		236	159	256	166	
	500M			138		99							228	150	233	153	
	1GB/2GB																
Convergence Plans	100M/300M			141		109							236	159	243	159	
	500M			138		99							228	150	233	153	
	1GB/2GB																

- We recommend subscribing to our convergence plans, which include Unifi Home with Unifi TV or Unifi Mobile, to enjoy **additional monthly discounts**.
- All charges include **complimentary shipping** to your doorstep, nationwide.
- The device will be **charged twice in the first bill** as it is not prorated.

11. When will I receive the smart device?

For existing customers, your smart device will be delivered to your delivery address within 60 calendar days after the order is completed and is subject to stock availability

12. How do I check the smart device delivery status?

Your smart device will be delivered by our partner, Line Clear Express.

You can track the delivery status at <http://lineclearexpress.com/my/tracking>

Please enter your Unifi order number (*without the “-”*), e.g., 141205393843

13. I have subscribed to the home smart device. Can I cancel or return the smart device within the contract period?

We are sorry, but no cancellation or return is allowed during the contract period.

If you are still tied to the smart device contract, a penalty will be charged, calculated based on the remaining monthly balance of the smart device's recommended retail price (RRP).

14. I have seen this offer, but why am I not eligible to subscribe?

Thank you for your interest. However, this offer is only available to selected Unifi Home customers, as listed in Question 2 above. Please visit our official website unifi.com.my to explore other offers that may better suit your lifestyle needs.

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

If you terminate your plan during the contract period, you will be charged 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:

Sample calculation for a laptop (RRP = RM2,950) with five (5) months remaining:

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

*Penalty Fee: RM122.90 x 5 months = **RM614.50***

16. Where should I report a defective or damaged smart device?

If you receive a defective smart device, please lodge a report through any of the following channels within seven (7) working days of receiving it:

- Email: help@tm.com.my
- [Facebook](#)
- [X \(Twitter\)](#)
- Call the Unifi Contact Centre at 100
- Visit any [Unifi Store/TMpoint outlet](#) nationwide

The following information will be required from the customer:

- Delivery Order
- A photo of the delivery box
- A photo of the defective/damaged part
- The device's Serial Number
- The customer's contact number and an alternative contact number

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

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

To request a copy of your Delivery Order (DO), please email Unifi.orders@mmag.com.my with the following details:

- i. Your Unifi order number
- ii. Your name
- iii. Your contact number

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

We advise you to seek assistance directly from the manufacturer's support channels listed below:

LG TV	SAMSUNG	SHARP TV	ASUS	ACER	SONY
LG Support 1300 82 2822 (Mon-Fri, 9.00am – 6.00pm)	SAMSUNG Support 1800 889 999 (24 Hours / 7 days)	COCORO Life app 03-8026 6228 (Mon-Fri, 9.00am – 6.00pm)	ASUS Website 1300 88 9900 (Mon-Fri, 9.00am – 6.00pm)	ACER Care 1800 88 1918 (Mon-Fri, 9.00am – 6.00pm)	SONY Support 1300 88 1233 Mon-Fri, 9am - 6pm (excluding Public Holidays)

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

Don't worry, the required user manual, including the installation guide, is provided in the TV box.

20. Can I upgrade or downgrade my Unifi Home plan with a home smart device?

Yes, you can upgrade your Unifi Home plan at any time during the contract period. However, a penalty will be applied if you downgrade your Unifi Home plan within the contract period.

21. Under what circumstances will I be charged a penalty?

You will be charged for the smart device's remaining balance if any of the following occur during the contract period:

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

22. Why am I being double charged in my first (1st) bill for the smart device subscription?

In your first bill, you may notice a double charge for the smart device subscription because the charges for the device are not prorated.

Example scenario for Sharp TV at RM129/month:

- Month 1 bill: RM129 (Month 1) + RM129 (Month 2) = RM258
- Month 2 to Month 23 bills: RM129 per month
- Total Charges: You will still only be charged for 24 months in total.

The charges are based on the number of calendar months. You may refer to the "Start Date" and "End Date" on your bill for the actual period. Rest assured, you will only be billed for the 24-month subscription period.

Advance Payment for Smart Device & Others

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

If you are an existing customer, you will not be required to make an advance payment. However, the waiver will depend on your Unifi Credit Rating.

24. Where can I learn more about this offer?

To find out more, please contact us through any of the following channels:

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