

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
#UNIFIYOURWORLD WITH SMART DEVICE**

NO.	QUESTION	ANSWER																		
1.	Can you tell us more about #unifiYourWorld with home smart device?	<ul style="list-style-type: none"> ▪ #unifiYourWorld now comes with smart devices, unlocking the unlimited possibilities to enrich your digital lifestyle. ▪ Starting 15 April 2022, we are offering customers with a new home smart device programme that allows you to get unlimited unifi Home internet and a smart device with an easy payment plan (EPP) to enjoy saving of up to RM1300. 																		
2.	Who is eligible for this offer?	<ul style="list-style-type: none"> ▪ This programme is offered to all new and existing unifi Home customers subscribing to unifi 100Mbps and above. ▪ 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 open to Malaysians only. 																		
3.	Will I be tied to any contract?	<ul style="list-style-type: none"> ▪ Yes, all subscriptions to #unifiYourWorld with Smart Device come with a 24-months contract. 																		
4.	I'm interested! How can I sign-up to #unifiYourWorld with home smart device?	<ul style="list-style-type: none"> ▪ You can sign-up via the following touchpoints: <ul style="list-style-type: none"> • unifi.com.my • myunifi app • TMpoint outlets nationwide • TM Authorised Dealer • TM Contact Centre at 100 (press 4) • TM Authorised Reseller • TM Staff 																		
SMART DEVICE, CHARGES AND DELIVERY																				
5.	What are the smart devices offered under #unifiYourWorld with home smart device?	<ul style="list-style-type: none"> ▪ Currently, we are offering two (2) smart devices for your selection. You can choose to add-on either a laptop or TV. <p><u>Details of the laptop:</u></p> <table border="1" data-bbox="507 1509 1466 2002"> <tbody> <tr> <td data-bbox="507 1509 906 1565">Brand & Model</td> <td data-bbox="906 1509 1466 1565">ASUS Expertbook 14"</td> </tr> <tr> <td data-bbox="507 1565 906 1621">Recommended Retail Price</td> <td data-bbox="906 1565 1466 1621">RM2,950</td> </tr> <tr> <td data-bbox="507 1621 906 1677">Processor</td> <td data-bbox="906 1621 1466 1677">Intel Core i3</td> </tr> <tr> <td data-bbox="507 1677 906 1733">RAM</td> <td data-bbox="906 1677 1466 1733">4 GB DDR4</td> </tr> <tr> <td data-bbox="507 1733 906 1789">Storage</td> <td data-bbox="906 1733 1466 1789">256 GB SSD</td> </tr> <tr> <td data-bbox="507 1789 906 1845">Display</td> <td data-bbox="906 1789 1466 1845">14" LED HD (1,920 x 1,080)</td> </tr> <tr> <td data-bbox="507 1845 906 1901">Operating System</td> <td data-bbox="906 1845 1466 1901">Windows 10 Home 64-bit</td> </tr> <tr> <td data-bbox="507 1901 906 1957">Warranty Period & Type</td> <td data-bbox="906 1901 1466 1957">2 year local warranty</td> </tr> <tr> <td data-bbox="507 1957 906 2013">Complimentary</td> <td data-bbox="906 1957 1466 2013">Free ASUS Backpack</td> </tr> </tbody> </table>	Brand & Model	ASUS Expertbook 14"	Recommended Retail Price	RM2,950	Processor	Intel Core i3	RAM	4 GB DDR4	Storage	256 GB SSD	Display	14" LED HD (1,920 x 1,080)	Operating System	Windows 10 Home 64-bit	Warranty Period & Type	2 year local warranty	Complimentary	Free ASUS Backpack
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6.	<p>How many smart devices can I sign-up via #unifiYourWorld with home smart device?</p>	<ul style="list-style-type: none"> You are allowed to add-on only one (1) laptop OR one (1) TV per unifi subscription at any one time. 																																		
7.	<p>How much are the monthly charges for the smart device?</p>	<ul style="list-style-type: none"> You can subscribe to #unifiYourWorld with Smart Device at a promotional price (exclusive of 6% ST) as per below table: <table border="1"> <thead> <tr> <th>Plans</th> <th>Plan Speed</th> <th>TV Price (/month)</th> <th>Laptop Price (/month)</th> </tr> </thead> <tbody> <tr> <td>Broadband Only</td> <td>100M</td> <td>RM129</td> <td>RM109</td> </tr> <tr> <td rowspan="4">Broadband Entertainment (Ultimate/VAR) +</td> <td>100M</td> <td>RM129</td> <td>RM109</td> </tr> <tr> <td>300M</td> <td>RM129</td> <td>RM109</td> </tr> <tr> <td>500M</td> <td>RM119</td> <td>RM99</td> </tr> <tr> <td>800M</td> <td>RM119</td> <td>RM99</td> </tr> <tr> <td rowspan="4">All-in-One</td> <td>100M</td> <td>RM119</td> <td>RM99</td> </tr> <tr> <td>300M</td> <td>RM109</td> <td>RM89</td> </tr> <tr> <td>500M</td> <td>RM99</td> <td>RM79</td> </tr> <tr> <td>800M</td> <td>RM99</td> <td>RM79</td> </tr> </tbody> </table> <ul style="list-style-type: none"> We would recommend you to subscribe to our All-in-One plan which includes unifi Home, unifi TV and unifi Mobile to enjoy additional monthly discount. All charges are inclusive of complimentary shipping to your doorstep nationwide. The charges will be reflected in your unifi Home bill upon 14 days of subscription to the plan. 	Plans	Plan Speed	TV Price (/month)	Laptop Price (/month)	Broadband Only	100M	RM129	RM109	Broadband Entertainment (Ultimate/VAR) +	100M	RM129	RM109	300M	RM129	RM109	500M	RM119	RM99	800M	RM119	RM99	All-in-One	100M	RM119	RM99	300M	RM109	RM89	500M	RM99	RM79	800M	RM99	RM79
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8.	Will there be any additional fees for the delivery service?	<ul style="list-style-type: none"> ▪ There is no additional charges for the delivery of the device.
9.	Do I get to keep the smart device after my contract ends?	<ul style="list-style-type: none"> ▪ Yes, you may keep the smart device after the completion of your 24-months contract.
10.	How long is the warranty period for the device?	<ul style="list-style-type: none"> ▪ The laptop comes with a one (1) year warranty while the TV comes with a two (2) years warranty period from their respective manufacturers.
11.	How will I receive the smart device?	<ul style="list-style-type: none"> ▪ For new sign-ups, your smart device will be delivered to your delivery address within 30 working days upon successful installation and settlement of the device upfront payment. ▪ For existing customers, your smart device will be delivered to your delivery address within 30 working days.
12.	How do I check the smart device delivery status?	<ul style="list-style-type: none"> ▪ You may track the smart device delivery status via: <ol style="list-style-type: none"> i. http://lineclearexpress.com/my/tracking ii. Live Chat via unifi.com.my or myunifi app iii. Call 100 ▪ Please indicate your unifi order number (without "-") e.g. 141205393843
13.	I have subscribed to #unifiYourWorld with home smart device, can I cancel or return the smart device within the contract period?	<ul style="list-style-type: none"> ▪ If you are still tied to the smart device contract period, you will be charged with a penalty calculated based on the remaining monthly balance of the smart device's recommended retail price (RRP).
14.	How much is the penalty amount if I breach or terminate the plan within the contract period?	<ul style="list-style-type: none"> ▪ 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. <p>Example as below:</p> <p><i>[Smart Device recommended retail price (RRP)</i></p> <p><i>Sample calculation (Laptop's RRP = RM2950):</i></p> <p><i>[(RM2950) ÷ 24 months] x Remaining Month(s)</i> <i>→ [RM122.90] x 5 months = RM614.50</i></p> <p><i>Sample calculation (TV's RRP = RM3699):</i></p> <p><i>[(RM3699) ÷ 24 months] x Remaining Month(s)</i> <i>→ [RM154.10] x 5 months = RM770.50</i></p>

15.	Where should I make a report for any defective/damaged smart device?	<ul style="list-style-type: none"> ▪ In the event that you have received a defective smart device, please lodge a report to us via Live Chat at unifi.com.my or myunifi app within seven (7) working days upon receiving it. ▪ Alternatively, you may visit the nearest Sharp or ASUS Support Centre for immediate replacement. 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)?	<ul style="list-style-type: none"> ▪ To request for a Delivery Order (DO), please email to unifi.orders@mrag.com.my. Please specify the below details in your email: <ol style="list-style-type: none"> i. unifi order number ii. Customer name iii. Contact number
17.	Who do I contact if I face any issues with the smart device?	<ul style="list-style-type: none"> ▪ We would advise you to refer and seek assistance from the manufacturer's support channel: Laptop: https://as-rma.asus.com/my 1300-88-9900 (Mon-Fri, 9.00am – 6.00pm) TV: COCORO Life app https://play.google.com/store/apps/details?id=my.cocorolife.app https://apps.apple.com/my/app/cocoro-life/id1549818559 https://appgallery.huawei.com/app/C104015911 03-8026 6228 (Mon-Fri, 9.00am – 6.00pm)
18.	How can I perform the installation for my smart TV?	<ul style="list-style-type: none"> ▪ 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?	<ul style="list-style-type: none"> ▪ Yes, you are allowed to 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 that I will be charged with the penalty?	<ul style="list-style-type: none"> ▪ The smart device's remaining balance will be charged if any of the following occurs during the contract period: <ol style="list-style-type: none"> i. Termination before contract ends ii. Transfer of ownership iii. Downgrade to lower speed plan iv. Downgrade to lower package v. Termination of unifi Mobile (for subscription to bundled package with Home Broadband, Entertainment and Mobile Postpaid)
ADVANCE PAYMENT FOR SMART DEVICE		
21.	Do I need to make an advance payment for the smart device?	<ul style="list-style-type: none"> ▪ Yes, an advance payment of RM200 will be imposed for all new sign-ups with a smart device add-on. You can make the advance payment for the smart device via all TM's authorised payment channels. ▪ Existing customers will not be imposed with an advance payment, however the approval will be based on their unifi Credit Rating.

22.	How will you charge the advance payment?	<ul style="list-style-type: none"> ▪ The advance payment needs to be paid within ten (10) days from the date of service activation. ▪ We will notify all customers on successful payment made through SMS and the payment will be reflected in your next bill.
23.	Will the advance payment be refunded to me?	<ul style="list-style-type: none"> ▪ The advance payment made will be deducted from the total charges for the device and will be reflected in your next bill.
OTHERS		
24	I have seen this offer, but why am I not offered to subscribe?	<ul style="list-style-type: none"> ▪ Thank you for your interest, however this offer is only eligible for selected unifi Home Broadband customers. ▪ Please visit unifi.com.my to find out on other suitable offers for your connectivity needs.
25	Where can I learn more on #unifiYourWorld with smart device?	<ul style="list-style-type: none"> ▪ To find out more, please visit unifi.com.my/smartdevice. ▪ You can also contact us via these channels as below: <ul style="list-style-type: none"> • Live Chat via unifi.com.my or myunifi app • Community at community.unifi.com.my/ • Facebook at facebook.com/weareunifi • Twitter at @helpmeunifi • Walk in to TMpoint outlets nationwide.