

## Your questions answered

We have put together some commonly asked questions to give you more information about the latest Unifi campaign: **Unifi Home Plus 2025 Campaign**.

### General

#### 1. How long is the campaign period?

- This campaign runs from 17 June 2025 to 31 December 2026.

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

- This offer is open to Malaysian citizens aged 18 and above only.
  - All new customers are subject to a credit status check. To qualify, your credit status must be *Good*, *Very Good* or *Excellent*. You will also need to acknowledge and consent to the credit status check at the time of application.
  - Existing Unifi Home customers who wish to upgrade their plans must:
    - Have no outstanding bills, and
    - Have consistently paid their bills in full before the due date for at least six (6) consecutive months.

If you are currently on a lower speed plan (below 100Mbps) or a Unifi Home Broadband-only plan, you will need to upgrade to a convergence plan to enjoy this offer. (Please refer to the offerings table in Question 4.)

#### 3. Will I be tied to a contract if I subscribe to this campaign?

- Yes, all plans come with a minimum contract period of 36 months.

#### 4. Can you tell me more about the offers?

- Eligible customers can subscribe to plans starting from 100Mbps, along with other bundled packages as follows:

##### 1. Unifi Home Plus with Mobile UNI5G 39 1 SIM Plan + Smart Device

Speed	100Mbps	300Mbps	500Mbps
Price	RM128	RM168	RM188
Mobile Plan	UNI5G Postpaid 39 x 1 SIM 30GB (4G+5G) Data, Unlimited Calls		
Add Device (Choose 1 only)	Smart TV 43" – RM20/month OR Smart TV 65" – RM55/month OR iPad 256GB – RM42/month		
Minimum Subscription Period (MSP)	36 Months		
Voice	20 sen/min	1. FREE 600 minutes to fixed and mobile lines. 2. Beyond Call Rates: <ul style="list-style-type: none"><li>TM Fixed Lines: FREE</li><li>Mobile/Other Fixed Lines: 10 sen/min</li></ul>	

## 2. Unifi Home Plus with Mobile UNI5G 39 2 SIMs Plan + Smart Device

Speed	100Mbps	300Mbps	500Mbps
Price	RM167	RM207	RM227
Mobile Plan	UNI5G Postpaid 39 x 2 SIMs 30GB (4G+5G) Data, Unlimited Calls		
Add Device (Choose 1 only)	Smart TV 43" – RM1/month OR Smart TV 65" – RM35/month OR iPad 256GB – RM22/month		
Minimum Subscription Period (MSP)	36 Months		
Voice	20 sen/min	1. FREE 600 minutes to fixed and mobile lines. 2. Beyond Call Rates: <ul style="list-style-type: none"> <li>▪ TM Fixed Lines: FREE</li> <li>▪ Mobile/Other Fixed Lines: 10 sen/min</li> </ul>	

## 3. Unifi Home Plus with New TV Pack Plan + Smart Device

Speed	100Mbps	300Mbps	500Mbps
Price	RM119	RM159	RM179
Unifi TV Pack	New TV Pack (switchable once a month and without Unifi TV Box): <ul style="list-style-type: none"> <li>▪ Wira Pack</li> <li>▪ Veeran Pack</li> <li>▪ Yong Xiong Pack</li> <li>▪ Max Pack (Default pack in bundle plan)</li> <li>▪ Sports Pack</li> <li>▪ Kids Pack</li> </ul>		
Add Smart Device (Choose 1 only)	Smart TV 43" – RM29/month OR Smart TV 65" – RM70/month OR iPad 11-inch WiFi 256GB – RM52/month		
Minimum Subscription Period (MSP)	36 Months		
Voice	20 sen/min	1. FREE 600 minutes to fixed and mobile lines. 2. Beyond Call Rates: <ul style="list-style-type: none"> <li>▪ TM Fixed Lines: FREE</li> <li>▪ Mobile/Other Fixed Lines: 10 sen/min</li> </ul>	

*Note: You can update your TV Pack once a month. After each change, a one (1)-month cooling period applies before you can switch again – this follows your billing cycle. For more details, please refer to the [Unifi TV Pack information](#).*

## 4. Unifi Home Plus with Mobile UNI5G 39 and New TV Pack Plan + Smart Device

Speed	100Mbps	300Mbps	500Mbps
Price	RM158	RM198	RM218
Mobile Plan	UNI5G Postpaid 39 x 1 SIM 30GB (4G+5G) Data, Unlimited Calls		
Unifi TV Pack	New TV Pack (switchable once a month and without Unifi TV Box): <ul style="list-style-type: none"> <li>▪ Wira Pack</li> <li>▪ Veeran Pack</li> <li>▪ Yong Xiong Pack</li> </ul>		

		<ul style="list-style-type: none"> <li>▪ Max Pack (<i>Default pack in bundle plan</i>)</li> <li>▪ Sports Pack</li> <li>▪ Kids Pack</li> </ul>
<b>Add Smart Device (Choose 1 only)</b>		<p>Smart TV 43" – RM15/month OR Smart TV 65" – RM50/month OR iPad 11-inch WiFi 256GB – RM40/month</p>
<b>Minimum Subscription Period (MSP)</b>		36 Months
<b>Voice</b>	20 sen/min	<ol style="list-style-type: none"> <li>1. FREE 600 minutes to fixed and mobile lines.</li> <li>2. Beyond Call Rates: <ul style="list-style-type: none"> <li>▪ TM Fixed Lines: FREE</li> <li>▪ Mobile/Other Fixed Lines: 10 sen/min</li> </ul> </li> </ol>

- You may add on other TV Packs such as Ultimate Max Pack, Ultimate Plus Pack, Ultimate Pack, Movies Pack, Sports Pack and Kids Pack under the Home Broadband Plus with UNI5G 39 (1 or 2 SIMs) bundle. For more details, please refer to the [Unifi TV Pack information](#).
- For new customers, smart devices will be delivered to your home within 30 calendar days after the RM100 advance payment is made (*if applicable*).

## 5. Unifi Home Plus with Mobile UNI5G 69 Plan + Smart Device

Speed	100Mbps	300Mbps	500Mbps
<b>Price</b>	RM148	RM188	RM208
<b>Mobile Plan</b>	UNI5G Postpaid 69 x <b>1 SIM</b> Unlimited (4G+5G) Data, Unlimited Calls		
<b>Add Device (Choose 1 only)</b>	<p>Smart TV 43" – RM18/month OR Smart TV 65" – RM60/month OR iPad 256GB – RM42/month</p>		
<b>Minimum Subscription Period (MSP)</b>	36 Months		
<b>Voice</b>	20 sen/min	<ol style="list-style-type: none"> <li>1. FREE 600 minutes to fixed and mobile lines.</li> <li>2. Beyond Call Rates: <ul style="list-style-type: none"> <li>▪ TM Fixed Lines: FREE</li> <li>▪ Mobile/Other Fixed Lines: 10 sen/min</li> </ul> </li> </ol>	

## 5. How will my bill look when I subscribe to this campaign?

- If you subscribe to any plan under this campaign, you will receive one (1) single bill that includes the monthly fees for Unifi Home, Unifi Mobile, Unifi TV Pack and the smart device.
- Smart device charges may appear on either your first (1<sup>st</sup>) or second (2<sup>nd</sup>) bill, depending on your billing cycle. Please refer to the [Smart Home FAQ](#) for more details.

## 6. How do I register for this campaign?

- a. You may walk in to any nearest:
  - [Unifi Store / TMpoint](#)
  - TM Resellers or TM Authorised Dealers (TAD)

- b. Subscribe via our digital channels:
  - [Campaign website](#)
  - Unifi UniVerse app – tap the menu icon (☰) at the top left, select ‘Shop’ and tap ‘All-in-one Bundle’.
  - [Unifi Selfcare portal](#)
- c. Call the Unifi Contact Centre (dial 100 and press 3)

**7. Are there any supporting documents needed?**

- Yes, you will need to submit a copy of your NRIC. Please ensure your registration details for both Unifi Home and Unifi Mobile match to qualify for this campaign.

**8. For bundles with the UNI5G 69 mobile subscription plan, can I get a free mobile device?**

- This campaign does not include any free mobile device offers.

**Smart Device, Charges and Delivery**

**9. What smart devices are offered under this campaign?**

- Under this campaign, you can choose one (1) smart device at a special price, subject to stock availability:
  - i. Smart TV 43-inch (Samsung or Sharp), or
  - ii. Smart TV 65-inch (Samsung or Sharp), or
  - iii. iPad A16 Wi-Fi 256GB
- If you wish to add an additional smart device, it will be charged at the commercial price as listed on the [Unifi website](#).

**10. I already have a smart device with my current Unifi Home plan. Can I subscribe again to get another smart device?**

- At the moment, you will need to complete your current contract that includes a smart device before you can subscribe to this campaign and receive another device under your name.

**11. Do I get to keep the smart device after the contract ends?**

- Yes, the smart device is yours to keep once you have completed the 36-month contract and fully paid for the device.

**12. Will there be any additional fees for the smart device delivery, and can I change the delivery address?**

- Don't worry, there are no extra charges for delivering the device to your doorstep, anywhere nationwide.
- However, the delivery address cannot be changed. Your device will be sent to the same address provided for your Unifi service installation, unless the postcode falls under an area not currently covered by our delivery partner.

**13. 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

#### 14. What are the monthly charges for the smart devices under this offer?

- In addition to your monthly Unifi Home Broadband, Unifi Mobile and/or Unifi TV Pack charges, you will pay a monthly smart device fee for 36 months, based on the plan selected:

100Mbps, 300Mbps & 500Mbps	TV 43-inch	TV 65-inch	iPad 256GB
Home Broadband + UNI5G 39	RM20.00	RM55.00	RM42.00
Home Broadband + UNI5G 39 x 2 SIMs	RM1.00	RM35.00	RM22.00
Home Broadband + TV Pack	RM29.00	RM70.00	RM52.00
Home Broadband + UNI5G 39 + TV Pack	RM15.00	RM50.00	RM40.00
Home Broadband + UNI5G 69	RM18.00	RM60.00	RM42.00

- The device fee will be charged twice in your first (1<sup>st</sup>) bill, as it is not prorated after the smart device is successfully delivered to you. Please refer to Question 17 for details.
- All charges include free nationwide delivery.

#### 15. When will I receive my smart device?

- Your smart device will be delivered to your registered delivery address within 30 calendar days of order creation, subject to stock availability.
- Please check the condition of the device upon delivery before signing the delivery order. If the device is faulty or damaged, you may request a replacement within seven (7) days — terms and conditions apply.

#### 16. How can I check the delivery status of my smart device?

- There are two (2) ways to track your delivery:
  - **Option 1: Unifi UniVerse app**
    1. Log in using your email
    2. [Link your Unifi account](#)
    3. Go to **My Activity > My Orders**
  - **Option 2: Line Clear Express website**
    1. Visit <https://lineclearexpress.com/tracker>
    2. Enter your tracking number in this format: **UNIFI<OrderNumber>** (e.g. **UNIFI2504000065104520**)

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

- You may notice what looks like a double charge in your first (1<sup>st</sup>) bill because smart device charges are not prorated.
- [Sample Scenario](#)

Subscribing to the 100Mbps Unifi Home Plus with New TV Pack plan (RM119) + Smart Device 65" (RM70):

- i. Month 1 bill: RM119 + RM70 (Month 1) + RM70 (Month 2) = RM259
- ii. Month 2 until Month 35 bill: RM119 + RM70 = RM189
- iii. Total Charges: You will still only pay for 36 months in total.
- The charges follow a calendar month basis. You can refer to the "Start Date" and "End Date" on your bill for the exact charge period. Rest assured, you will only be billed for the 36-month subscription duration.

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

- If you end your plan before the contract is completed, you will be charged early termination fees for:
  - **A. Unifi Home Broadband**  
You will be charged the full monthly subscription fee (calculated after discount) for the remaining months of your contract.

<b>Early Termination Penalty (ETP) = Remaining contract months × Monthly subscription fee (after discount)</b>
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Example:

100Mbps Home Plus with TV Pack

5 months remaining:

$5 \times \text{RM119} = \text{RM595}$

- **B. Smart Device**

You will also be charged for the remaining device cost, calculated based on the device's Recommended Retail Price (RRP).

<b>Early Termination Penalty (ETP) = (Device RRP ÷ 36 months) × Remaining contract months</b>
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Example:

Samsung TV 65-inch

RRP = RM3,499

5 months remaining:

$(\text{RM3,499} \div 36) \times 5 = \text{RM485.97}$

Total penalty fee:

**RM595 (Unifi Home Broadband) + RM485.97 (Device) = RM1,080.97**

*Note: The ETP amount may vary depending on the prorated charge for your Unifi Home Broadband.*

#### 19. What should I do if I receive a damaged or faulty smart device?

- If your smart device is damaged or not working when it arrives, please report it within seven (7) working days of receiving it through any of the following channels:
  - i. Email: [help@tm.com.my](mailto:help@tm.com.my)
  - ii. Facebook: [facebook.com/weareunifi](https://facebook.com/weareunifi)
  - iii. X (formerly Twitter): [@Unifi](https://twitter.com/AtUnifi)
  - iv. Call Unifi Contact Center at 100 (press 3)
  - v. Visit any [Unifi Store/TMpoint](#) outlet nationwide

**Important note:** Please prepare the following details:

- i. Delivery Order (DO)

- ii. A photo of the delivery box
- iii. A photo of the damaged or faulty part
- iv. The device's serial number
- v. Your contact number and an alternative contact number

- After seven (7) days, please bring the smart device and your original DO to the manufacturer's service centre for immediate replacement.

## 20. 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
Sharp TV	24 months
Samsung TV	
iPad A16 Wi-Fi 256GB	12 months

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

- To request a copy of your Delivery Order, please email [unifi.orders@mmag.com.my](mailto:unifi.orders@mmag.com.my) with the following details:
  - i. Your Unifi Order Number
  - ii. Your name
  - iii. Your contact number

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

- For technical support, you may contact the manufacturer directly:

SHARP TV	SAMSUNG TV	APPLE
<a href="#">COCORO Life App</a>	<a href="#">SAMSUNG Malaysia</a>	<a href="#">Apple Malaysia</a>
1-800-888-678	1-800-887-799	1-800-806-419
(Mon–Fri, 9.00am–6.00pm)	(Mon–Fri, 9.00am–6.00pm)	(Mon–Fri, 9.00am–6.00pm)

## Support

## 23. If I have any further enquiries or need assistance, who should I contact?

- For support, please contact us via:
  - Live Chat: [maya.unifi.com.my](http://maya.unifi.com.my) or via the Unifi UniVerse app
  - Facebook: [facebook.com/weareunifi](http://facebook.com/weareunifi)
  - X (formerly Twitter): [@Unifi](http://@Unifi)You can also visit any [Unifi Store / TMpoint](#) outlet nationwide.
- For FAQs on Unifi products and services, please refer to the following links:
  - [Unifi Home Broadband](#)
  - [Unifi Mobile Postpaid](#)
  - [Unifi TV Pack](#)
  - [Smart Device](#)