



## CAMPAIGN TERMS & CONDITIONS

### Unifi UniVERSE Q2 2025 Campaign

These Specific Terms and Conditions for **Unifi UniVERSE Q2 2025 Campaign** (“Specific Campaign T&C”) shall be read together with the General Terms and Conditions for Unifi Home (“Unifi Home T&C”), as available in [www.Unifi.com.my](http://www.Unifi.com.my) (subject to further changes, at TM’s absolute discretion, without prior notice to Customer). In the event of any discrepancies, this Specific Campaign T&C shall prevail over the Unifi Home T&C but only to the extent of such discrepancies only. Other terms that are not affected shall remain as is. TM reserves the right to vary, supplement, delete, amend or modify this Specific Campaign T&C, from time to time without prior notice to the customer. By participating in the Campaign, customers are deemed to have read, understood and agree to be bound by the terms and conditions herein and further agree that any decision by TM in relation to every aspect of the Campaign shall be final, binding and conclusive.

#### 1. GENERAL

- a) **Unifi UniVERSE Q2 2025 Campaign** (“Campaign”) is brought to you by TM Technology Services Sdn Bhd. (“TM”). The Campaign shall commence from **6 May 2025 until 31 December 2025** (“Campaign Period”). However, TM may, at its sole and absolute discretion ends or extends the Campaign Period without prior notice to Customer.
- b) The Campaign is offered to new and existing Unifi customer who subscribe to any of the Campaign Package (hereinafter defined) via available TM sales channel through TMpoint, Unifi Store , TM Sales Center, TM Reseller, TM Authorized Dealers, Unifi portal via [www.unifi.com.my](http://www.unifi.com.my) or via MyUnifi app.
- c) The services under this Campaign is at all times subjected to TM infrastructure readiness and port availability at the customer’s installation address.
- d) The Campaign Package (as hereinafter defined) comes with twenty-four (24) months minimum subscription period (“MSP”). The MSP for this offering will deemed to begin upon successful installation and activation of Unifi Broadband package at Customer’s registered address.

#### 2. CAMPAIGN OFFERINGS

- a) The offering under this Campaign, as per below:
  - i. Unifi Home Broadband with Entertainment Plan
  - ii. Unifi Home Broadband with Entertainment and Gaming Plan
  - iii. Unifi Home Broadband with Smart Home Pack
  - iv. Unifi Home Broadband with Netflix
  - v. Unifi Home Broadband with MAX; and
  - vi. Broadband Only Plan

*(Shall collectively or individually referred to as “Campaign Package”)*



- b) Customer that subscribe to any of the Campaign Package have options to add Mobile plan, Unifi TV Pack and/or Mesh Wi-Fi and be subject to the terms & conditions and contractual obligations of the add on.
- c) Unifi Home subscription of 300Mbps package and above will enjoy free 600 minutes of talk time to all mobile and fixed lines nationwide. Any calls beyond 600 minutes, charges will be as per below:
  - o Free calls from fixed to fixed; and
  - o RM0.10 from fixed to mobile
- d) Each Customer is allowed to subscribe maximum of two (2) accounts/lines per NRIC.
- e) The applicable discount offered under the Campaign Package will only be effective once Unifi Home is activated, where the bill may be subject to pro rated charges depending on Customer's billing cycle.
- f) The discount offered under the Campaign will be forfeited if Customer terminate any of the combination of service in the Campaign Package during the MSP. The remaining active service will be subject to prevailing retail price available at the time.

## **2.1 UNIFI HOME BROADBAND WITH ENTERTAINMENT PLAN**

- a) Customer who subscribe to Unifi Home Broadband with Entertainment Plan may choose own preferred Entertainment Pack. Customer may refer to this [link](#) to know more about the available Entertainment Pack.
- b) The minimum subscription period for entertainment pack under this Campaign Package is twenty-four (24) months ("MSP").
- c) Customer who sign up for Unifi Home Broadband with Entertainment is entitled for twenty-four (24) months Broadband discount. After the twenty four (24) months Broadband discount ends, the monthly subscription will revert to the prevailing commercial price offered at that time.

## **2.2 UNIFI HOME BROADBAND WITH ENTERTAINMENT AND GAMING PLAN**

- a) Customer who sign up for Unifi Home 300Mbps with Entertainment and Gaming is entitle for twenty-four months (24) months Broadband discount. After the twenty-four months (24) months Broadband discount ends, the monthly subscription will revert to the prevailing commercial price offered at that time.
- b) The minimum subscription period for entertainment pack, gaming bundle plan and Logitech F710 Wireless Gamepad under this Campaign Package is twenty-four (24) months ("MSP").



- c) Under this plan, customer will enjoy:
  - i. Unifi Home Broadband 300Mbps plan with discounted price
  - ii. Unifi TV Family Pack
  - iii. Blacknut cloud gaming; and
  - iv. 1 Logitech F710 Wireless Gamepad
- d) Customer may add on one (1) more Logitech F710 Wireless Gamepad at RM9 within 24 months contract period.
- e) Customer will own the Logitech F710 Wireless Gamepad upon completion of payment for twenty-four (24) months.
- f) The device is non- returnable once complete subscription.
- g) Please refer to the Blacknut Cloud Gaming & Logitech F710 Wireless Gamepad [FAQ](#) and [T&C](#) for a detailed explanation

### **2.3 UNIFI HOME BROADBAND WITH SMART HOME PLAN**

- a) Customer who sign up for Unifi Home 300Mbps with Unifi Smart Home Premium Pack is entitle for twenty-four months (24) months Broadband discount. After the twenty-four months (24) months Broadband discount ends, the monthly subscription will revert to the prevailing commercial price offered at that time.
- b) Any subscription of Unifi Home 300Mbps with Unifi Smart Home Premium Pack, Customer is subject to the minimum subscription period of twenty-four (24) months.
- c) Please refer to the Unifi Smart Home [FAQ](#) and [T&C](#) for a detailed explanation

### **2.4 UNIFI HOME BROADBAND WITH NETFLIX PLAN**

- a) Customer who sign up for Unifi Home Broadband with Netflix plan is entitle for twenty-four months (24) months Broadband discount. After the twenty-four months (24) months Broadband discount ends, the monthly subscription will revert to the prevailing commercial price offered at that time.
- b) Any subscription of Unifi Home Broadband with Netflix plan, Customer is subject to the minimum subscription period of twenty-four (24) months.

### **2.5 UNIFI HOME BROADBAND WITH MAX PLAN**

- a) Customer who sign up for 300Mbps Unifi Home Broadband with MAX plan is entitle for twenty-four months (24) months Broadband discount. After the twenty-four months (24) months Broadband discount ends, the monthly subscription will revert to the prevailing commercial price offered at that time.



- b) Any subscription of Unifi Home Broadband with MAX plan, Customer is subject to the minimum subscription period of twenty-four (24) months.

## **2.6 BROADBAND ONLY PLAN**

- a) Customer who sign up for Unifi Home Broadband plan is entitle for twenty-four months (24) months Broadband discount. After the twenty-four months (24) months Broadband discount ends, the monthly subscription will revert to the prevailing commercial price offered at that time.
- b) Any subscription of Unifi Home Broadband plan, Customer is subject to the minimum subscription period of twenty-four (24) months.
- c) Customer Broadband plan have option to add Mesh Wi-Fi.
- d) Customer will have the option to choose Broadband Only plan (with twenty-four (24) months discount); or
- e) Broadband Only Plan with 3 months waiver subscription plan (for speed 100Mbps, 300Mbps and 500Mbps only). Please refer to the Unifi Home Broadband with 3-Month Waiver Campaign [FAQ](#) and [T&C](#) for a detailed explanation.

## **3 CAMPAIGN SUBSCRIPTION**

- a) This Campaign is open to all Malaysia citizen, foreigners and permanent resident of Malaysia with minimum age of eighteen (18) years old at the time of such subscription.
- b) For any Unifi Home bundle plan application submitted by the customer without verification of MyKad Reader, an upfront payment of RM100 (for Malaysian citizen) and RM500 (for foreign customer who resides in Malaysia or a permanent resident of Malaysia) will be imposed and is payable within ten (10) days effective from the Unifi activation date. The upfront payment will be rebate back in customer's second month bill.
- c) Customer who subscribe to any of this Unifi Home bundle plan during the Campaign Period but installation is later than the Campaign Period will still be qualified to enjoy the Campaign discounts and benefits with the condition that the Unifi package installation is complete within fourteen (14) days from the expiry of the Campaign Period.
- d) By subscribing / purchase bundle of Unifi TV Box, Customer hereby agrees that Unifi TV Box will be delivered via TM Unifi installer. More details of Unifi TV Box is available in Unifi TV Box terms and condition.
- e) For Wi-Fi 6 Certified Mesh, the device will be provided based on selected package by TM and will be delivered and installed by TM Installer. TM will provide the after sales support



and Customer may contact Unifi Contact Centre (UCC), or visit the nearest TMpoint or Unifi Store for assistance. The Mesh Wi-Fi terms and conditions shall apply.

- f) Any existing subscription to Value Added Services (VAS) will be carried forward when the Customer opt-in to Campaign offering. The VAS is at all times subjected to Terms and Condition of the current existing VAS.
- g) Visual(s) of the Campaign Package shown in any advertisement, promotional publicity and other materials relating to this Campaign are solely for illustration purposes only and may not depict the actual item.

#### 4 CHANGE OF PLAN

- a) Any movement to Unifi Home Broadband package with Unifi TV pack, Unifi TV Box and or Mesh Wi-Fi 6 to Unifi Home Broadband package only without Unifi TV pack, Unifi TV Box or Mesh Wi-Fi 6 within the Contract Period **is strictly not allowed**. By removing Unifi TV Box or Wi-Fi 6 Certified Mesh from the Campaign Package, Customer will be charged with a penalty of remaining months of the Unifi TV pack, Unifi TV Box and downgrade fee for Wi-Fi 6 Certified Mesh.
- b) Upon subscribing to the Unifi plan during this Campaign, any change of plan can only be done under the following situation:
  - i. Any customer who is within the 24 months contract is **ONLY** allowed to change to higher package / add on additional VAS from the current subscription or upon TM's discretion.
- c) For the plan that comes with Unifi TV pack, Unifi TV Box and Wi-Fi 6 Certified Mesh, any movement only permitted to any other plans that comes together with Unifi TV pack and Wi-Fi 6 Certified Mesh.
- d) In the event of any request for downgrade from existing plan with add on smart device to any Unifi Home package offerings is subject to Unifi Home package contract refresh and early termination penalty of the device.

#### 5 CHARGES AND BILLING

##### 5.1 General

- a) Customer who subscribe to Unifi Home Broadband with add on Unifi Mobile Plan under this campaign will get two (2) separate bill for the monthly bill cycle:-
  - i. Unifi bill consist of the monthly fee of Unifi Home and Unifi TV pack; and
  - ii. Unifi Mobile bill



- b) Customer will need to make separate payments accordingly to their subscriptions and is subject to different credit limit.
- c) TM will automatically update Customer's billing information in terms of package name and price once Customer's new package is being activated and upon successful change of plan.
- d) Upon successful activation of the new Campaign Package, the pro-rate charges from Customer's previous package for existing customers will be reflected in the next billing cycle of the new package.
- e) The pro-rated charges and penalty (if any) shall form part of the amount due under the same bill together with the new package charges.
- f) The broadband waiver is not inclusive of any additional add-ons purchased on top of this Campaign. The payment for any additional add-ons on top of this Campaign will run as usual in Customer's monthly bill.
- g) TM Credit Limit Terms and Condition applies.

## 5.2 Netflix

- a) On 14 November 2024, Netflix announced new subscription plan rates which affect all Unifi subscribers who have Netflix streaming app via à la carte subscription or as a plan upgrade with Unifi TV Pack plans.
- b) Effective from 17 March 2025, **NEW** subscription for Unifi Home Broadband plans with Netflix plan will be updated, except for the 300Mbps plan, which remains unchanged. This adjustment is due to price revision by Netflix.

Category	Speed	Plan Name	New Netflix price affected	Old Price (RM)	New Price (RM)
Unifi Home Broadband with Netflix	100Mbps	Unifi Home 100Mbps Broadband with Netflix (24M)	Yes	117	118.9
	300Mbps	Unifi Home 300Mbps Broadband with Netflix (24M)	No	139	139
	500Mbps	Unifi 500Mbps - Home Broadband with Netflix	Yes	198.9	203.9
	1GB	Unifi Home 1Gbps Broadband with Netflix (24M)	Yes	288.9	293.9
	2GB	Unifi 2Gbps - Home Broadband with Netflix	Yes	358.9	363.9

- c) For existing Unifi customers who subscribed above plans before 17 March 2025 will not subject to the price revision.
- d) However, if Customers upgraded their Netflix plan after the price revision announcement, the additional monthly charges for Netflix plan upgrade will reflect the new pricing set by Netflix in your next billing cycle starting from December 2024.

## 6 DELIVERY OF THE SMART HOME DEVICES / LOGITECH WIRELESS GAMEPAD

- a) The order processing of the device will take place between thirty (30) business days upon Order Completed from TM for Customers and is subject to stock availability.
- b) In the event the delay is due to unforeseen circumstances and is outside of TM's control, TM shall have the right to cancel the order and at the same time provide no compensation for such delay nor the cancellation of the order.
- c) Customer hereby agree to receive an auto-generated email from TM with order summary inclusive of tracking number details upon successful Campaign order. Customer is responsible to manually track the delivery of the device using the order number i.e. the tracking number in Line Clear website at <https://lineclearxpress.com/my/tracking>.
- d) There is no additional charges for delivery of the device and the delivery service is available nationwide.
- e) For any defective device received upon delivery, Customer is eligible for replacement of the device provided if the Customer able to successfully lodge a report to Unifi customer service within seven (7) days upon receiving the device via live chat at Unifi.com.my or myUnifi app.
- f) Any replace of the defective device is fourteen (14) working days and it is subject to manufacturer's stock availability and Customer's location.
- g) If the report on defective device is after seven (7) days upon receiving the device, it will automatically be treated as manufacturer's warranty claim and is subject to assessment by the device manufacturer.
- h) Customer is responsible to perform self-inspection and testing upon receiving the device.
- i) The device offered for this Campaign are supplied by third party partner.
- j) Any delivered device is strictly not returnable or exchanged for cash or service with TM. TM is not liable for any liability claims because of any mistake or negligence or the additional feature service offered for the device by manufacturer/distributor.
- k) For the avoidance of doubt, TM will make three (3) attempts to deliver the device to the Customer. If all of the three (3) the attempts are unsuccessful, TM will hold the device for additional one (1) month and Customer is required to contact and/or reach out to TM in order to collect the device in person. Failure to do so, the device order will be cancelled and customer will be required to submit a new order if wish to subscribe to this Campaign.

## 7 DEVICE WARRANTY

### 7.1 Smart Home Devices

- a) New Customers who subscription for Unifi Home 300Mbps with Unifi Smart Home Premium Pack will entitle to get below devices:

Smart Home Pack	What's Included?	Device Warranty
Smart Home Premium Pack	<ul style="list-style-type: none"> <li>i. TP-Link Smart Hub with Chime</li> <li>ii. TP-Link Smart Door/ Window Sensor x2</li> <li>iii. TP-Link Smart Motion Sensor</li> <li>iv. TP-Link AI Home Security Wi-Fi Camera Premium</li> <li>v. TP-Link Outdoor Security Wi-Fi Camera</li> <li>vi. Xiaomi Smart Speaker IR Control</li> </ul>	24 months local warranty (Except for Smart Speaker, 12 months local warranty)

- b) For any warranty claims related to the device, Customers are advised to liaise directly with respective manufacturer authorize service centres. (Refer clause **8 (b)** for details.

### 7.2 Logitech Wireless Gamepad

- 7.2.1 New Customers who subscribed for Unifi Home 300Mbps with Entertainment and Gaming will entitle to get 1 Logitech F710 Wireless gamepad.
- 7.2.2 Logitech offers a 3-year limited hardware warranty for this product.
- 7.2.3 For any warranty claims related to the device, Customers are advised to liaise directly with respective manufacturer authorize service centres. (Refer clause **8 (c)** for details.

## 8 INSTALLATION & AFTER SALES SERVICE

- a) Customers are advised to perform self-installation for the device by following configuration and manuals provided.



- b) For any after sales support in relation to the **Smart Home devices**, Customers are required to contact respective manufacturer directly, as listed below:

Tapo by TP-Link	Xiaomi
i. TP-Link Smart Hub with Chime ii. TP-Link Smart Door/ Window Sensor iii. TP-Link Smart Motion Sensor iv. TP-Link Home Security Wi-Fi Camera Starter v. TP-Link AI Home Security Wi-Fi Camera Premium vi. TP-Link Outdoor Security Wi-Fi Camera	i. Xiaomi Smart Speaker IR Control
<a href="https://www.tapo.com/my/support/">https://www.tapo.com/my/support/</a> 1800 2288 87 Mon - Sun, 10.00am - 7.00pm (Except Public Holidays)	<a href="https://www.mi.com/my/support/">https://www.mi.com/my/support/</a> 1800 1801 12 Mon - Fri, 9.00am - 6.00pm

- c) For any after sales support in relation to the **Logitech Wireless gamepad** device, Customers are required to contact respective manufacturer directly, as listed below:

Logitech Wireless gamepad
<a href="https://www.mlink.com.my">https://www.mlink.com.my</a> 03-6143 0888/010-3216 691

## 9 TERMINATION

- a) Upon subscription to the Campaign Package, Customer must observe and fulfill the Contract Period as mentioned in Clause 1 (d) of this Terms and Conditions herein. However, if the Customer wish to cancel/terminate their subscription to the Campaign Package while still serving the contract, Customer may submit the request for service termination via online medium Unifi portal, Unifi Contact Centre (UCC), with thirty (30) days termination notice upon submission of the termination request. Customer may also walk-in to the nearest TM Point or Unifi Store outlet. Existing Unifi Home General Terms and Conditions shall apply.
- b) In the event of termination of Unifi TV pack in the Broadband with Entertainment Offering, any access to the complimentary streaming app will be revoked.
- c) In the event of termination of any element of the Campaign Package (i.e.: Unifi Home Broadband, Unifi Mobile Postpaid or Unifi TV pack) will result to discontinuation of Unifi Mobile discount and Unifi Home broadband discount (where applicable). Plan will revert to commercial plan and contract will be refreshed.



- d) Early termination charges based on the Campaign Package fee for remaining months (calculated based on price before discount) will be imposed upon termination within the contract period including penalty for any add-on such as Netflix, VAS, smart device, Disney +, Logitech F710 Wireless Gamepad, WiFi-6 Certified Mesh WiFi or entertainment pack.

## 10 RELOCATION AND TRANSFER OF OWNERSHIP

- a) Relocation of address is allowed subject to infra service availability when subscribing to the Campaign Package. However, if there are changes in terms of infra or technology (FTTH to VDSL), Customer may no longer be able to enjoy the same plan and will required to downgrade within the same family package.
- b) In the event , where relocation area do not have TM Infra , customer have the option to:
  - o Subscribe to Unifi Air; or
  - o Terminate current service and subject to early termination charges.
- c) Transfer of ownership is allowed, subject to terms and conditions for relocation and transfer of ownership. However, no streaming apps entitlement are transferable to the new owner.

## 11 VARIATION

- a) TM reserves the right to withdraw, cancel, suspend, extend or terminate the offering earlier either in whole or in part and further reserves the right to change, amend, vary, supplement, delete, or modify any of the terms and conditions from time to time without prior notice for the Campaign.

## 12 CONFIDENTIALITY

- a) Any personal data provided by the Customer to TM in connection with the Campaign shall be kept confidential. The Privacy Notice of TM shall apply. For reference, please visit [TM Privacy Notice](#)

## 13 GOVERNING LAW AND JURISDICTION

- a) The Malaysian law governs these terms and conditions and the courts in Malaysia have exclusive jurisdiction.

## 14 INDEMNITY

- a) Notwithstanding anything to the contrary, Customer will defend, indemnify and hold TM save and harmless from any and all claims, suits, actions, demands, costs, settlements, losses, damages, expenses and all other liabilities including reasonable attorney's fees (collectively "the Claims"), arising out of or resulting from its breach of this Terms and Conditions or the intentionally wrongful or negligent acts or omissions on your part, in the performance of or failure to perform your obligations under this Terms and Conditions or in relation to your use of the Campaign Package during the subscription.

## 15 FORCE MAJEURE

- a) TM shall not liable in any way for delay, failure in performance, loss or damage due to any of the following force majeure conditions: fire, strike, embargo, explosion, power blackout, earthquake, flood, war, labor disputes, civil or military authority, pandemic, epidemic, sabotages, acts of God or the public enemy, inability to secure raw materials, acts or omissions of other carriers or suppliers, or other causes beyond its reasonable control, whether or not similar to the foregoing.

## 16 SEVERABILITY

- a) If any provision herein contained should be found invalid, illegal or unenforceable under any applicable law, the legality and enforceability of the remaining provisions shall not be affected or impaired in any way and such invalid, illegal or unenforceable provision shall be deemed deleted.

## 17 MISCELLANEOUS

- a) Except for the specific terms and conditions for the Campaign stated herein, all other terms and conditions for Unifi Home Broadband and General Campaign terms and conditions shall continue to apply.
- b) Further enquiries relating to the Campaign can be channeled to TM Live Chat at <https://Unifi.com.my/chat/index.html>, tweet us @helpmeUnifi, message us at [facebook.com/weareUnifi](https://facebook.com/weareUnifi) for assistance or visit any TMPoint outlets or Unifi Store nationwide.

## 18 PRIORITIZATION OF DOCUMENTS

- a) In the event there is any inconsistency of the provisions under this terms and conditions, Unifi Home terms and conditions, General Campaign terms and conditions and the Terms of Use, the following order of precedence shall apply:



- i. Unifi UniVERSE Q2 2025 campaign Terms and Conditions;
- ii. Unifi Cloud Gaming Terms and Conditions;
- iii. Smart Home Terms and Conditions;
- iv. Unifi Home Terms and Conditions;
- v. Consumer Terms and Conditions For Unifi Mobile;
- vi. Unifi TV Pack Terms and Conditions;
- vii. General OTT Terms and Conditions;
- viii. Unifi Play TV app Terms and Conditions;
- ix. Mesh Wi-Fi Terms and Conditions;
- x. General Campaign Terms and Conditions; and
- xi. Terms of Use

[End of Terms and Conditions]

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