



CAMPAIGN TERMS & CONDITIONS

Unifi Raya Online Exclusive: RM30 e-Voucher Giveaway

These Specific Terms and Conditions for Unifi Raya Online Exclusive: RM30 e-Voucher Giveaway (“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 (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. 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 Raya Online Exclusive: RM30 e-Voucher Giveaway (“Campaign”) is brought to you by TM Technology Services Sdn Bhd. (“TM”). The Campaign shall commence from 1 March 2025 until 30 April 2025 (“Campaign Period”). However, TM may, at its sole and absolute discretion end or extend the Campaign Period without prior notice to the Customer.
- b) The Campaign is open to existing Unifi customers who add-on Family Pack, Ultimate Max and Ultimate Plus or upgrade/new Home Broadband Speed Plan with Family Pack via www.unifi.com.my website, MyUnifi app, Self-Care Portal or Unifi UniVerse app.
- c) The service under this Campaign is at all times subject to TM infrastructure readiness and port availability at the customer’s installation address.
- d) The Campaign Home Broadband speed upgrade plans and Unifi TV Packs comes with twenty-four (24) months minimum subscription period (“MSP”). The MSP for this offering will be deemed to begin upon successful installation and activation of Unifi Broadband package at Customer’s registered address.
- e) The minimum contract period for the Unifi TV service will be in accordance with your Unifi Home Broadband contract. For monthly-based subscription TV Packs, the subscription will only be cancelled or terminated upon the customer's request. Proration will be applicable for monthly-based subscription content in the event of a termination.
- f) Customers are subject to the standard Home Broadband Terms and Conditions found at [General-TnC-unifi-Home-25-March-2022.pdf](#) and Unifi TV subscription Terms and Conditions [here](#)

2. CAMPAIGN OFFERING

- a) The offering under this Campaign, are as below:
 - i. Maintain current Home Broadband plan or upgrade Home Broadband speed AND add-on any of the following Unifi TV Packs:
 - Ultimate Max Pack
 - Ultimate Plus Pack
 - Family Pack
 - ii. Subscription to new Home Broadband Plan with Unifi TV Family Pack

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

- b) First 1,000 customers who subscribe or upgrade to any of the Campaign Package will receive RM30 e-Voucher.
- c) Customers who subscribe or upgrade to any of the Campaign Package are required to make the first month bill payment after successful subscription to be entitled to the RM30 e-voucher.
- d) The eligibility to get RM30 e-voucher 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.
- e) Customers are to contact the voucher provider for any further guidance or help related to the voucher redemption. TM is not liable for any issues related to the voucher redemption and is subject to the provider’s usage terms and conditions.
- f) In the event of a termination of the Unifi TV Pack in this Campaign, any access to accompanying complimentary streaming app(s) will also be revoked.

3. CHARGES AND BILLING

- a) TM will automatically update Customer’s billing information in terms of package name and price once Customer’s new package is activated upon successful change of plan.
- b) Upon successful activation of the Campaign Package, the pro-rate charges will be reflected in the next billing cycle of the package.
- c) The pro-rated charges and penalty (if any) shall form part of the amount due under the same bill together with the package charges.
- d) The payment for any additional charges on top of this Campaign will run as usual in Customer’s monthly bill.
- e) TM Credit Limit Terms and Condition applies.

4. DISQUALIFICATION

We may disqualify your participation, at any point in time, without notice, without liability, if in our sole and absolute discretion we believe, with or without evidence, that:-

- a. you are ineligible to participate;
- b. you had tampered with the entry process;
- c. you had tampered with the Campaign Offering;
- d. in our sole determination, we believe that you have attempted to undermine the operation of Campaign by fraud, cheating or deception;
- e. you have breached the terms and conditions of the Campaign Terms;
- f. you have violated any applicable Law; and/or
- g. for any other reasons we deemed fit.



We may but have no obligation, in our discretion deems fit, conduct any investigation regarding the above. Our findings shall be final and conclusive and binding on you and shall not be questioned by you on any account. If we find that you have committed any of the above, we shall forthwith, with or without notice, disqualify your participation. In the event we find that you have not committed any of the above, we may, but do not have such an obligation, allow you to resume participation. You shall have no claim against us, our Affiliate, directors, officers, employees, servants, agents, assignees, sponsors, and/or representative (collectively known as "Indemnified Party") whatsoever, that arises during the period of suspension.

We may terminate or suspend Campaign at any time at our own absolute discretion in which case, we may elect not to award any Campaign giveaway. Such termination or suspension will not give rise to any claim by you against the Indemnified Party, regardless of the situation. If the Campaign is resumed, you shall abide by our decision regarding resuming the Campaign and disposition of the Campaign giveaway.

5. YOUR REPRESENTATION AND WARRANTIES

You represent and warrant to us the following:-

- a. unless otherwise prescribed in the Specific Terms, you are at least 18 years of age at the time of entry;
- b. all information furnished by you to us are true, current, complete and accurate in every material aspect and are not false, misleading, deceptive, defamatory and/or unlawful and we may but have no obligation, whether express or implied, to verify the accuracy and authenticity of any information provided by you;

6. VARIATION

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.

7. CONFIDENTIALITY

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](#)

8. GOVERNING LAW AND JURISDICTION

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

9. INDEMNITY

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.

10. FORCE MAJEURE

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.

11. SEVERABILITY

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.

12. MISCELLANOUS

- 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://www.facebook.com/weareUnifi) for assistance or visit any TMPoint outlets or Unifi Store nationwide.

13. GOVERNING LAW

The Contest Terms is governed by the laws of Malaysia without regard to principles of conflicts of law, you and we submit to the exclusive jurisdiction of the courts of Malaysia, and you waive any objections on the ground of venue or forum non-convenience or any similar grounds.

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