



CAMPAIGN TERMS & CONDITIONS

Unifi UniVERSE Campaign

These Specific Terms and Conditions for **Unifi UniVERSE Campaign** (“Specific Campaign T&C”) shall be read together with the General Terms and Conditions for Unifi Home (“Unifi Home T&C”), Unifi Home Shield Exclusive Campaign Terms and Conditions (“Unifi Home Shield Exclusive Campaign T&C”), General Terms and Conditions for Unifi TV Pack(s) Subscription (“Unifi TV Pack T&C”) and General Terms and Conditions for Unifi Over-The-Top (OTT) App Subscription (“General OTT 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 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 Campaign** (“Campaign”) is brought to you by TM Technology Services Sdn Bhd. (“TM”). The Campaign shall commence from **6 May 2025 until 31 March 2026** (“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 (“Customers”) 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 or via MyUnifi app.
- c) The Campaign is at all times subjected to TM infrastructure readiness and port availability at the customer’s installation address.
- d) The Campaign Package comes with twenty-four (24) months Minimum Subscription Period (“MSP”). The MSP will commence upon successful installation and activation of Unifi Broadband at Customer’s registered address.
- e) The Campaign Package shall be subject to further changes, at TM’s absolute discretion, without prior notice to Customers.

2. CAMPAIGN OFFERINGS

- a) The offered packages under this Campaign are as per below:

- i. **Unifi Home Broadband with Value TV Pack Plan***

Speed	300Mbps
Unifi TV Pack	Value TV Pack:



	Max Plus Pack or Disney+ Pack
Bundled Streaming Apps	Unifi TV 2.0, HBO Max (Standard plan) or Disney+ Hotstar (Basic plan), BBC Player, beIN SPORTS, SPOTV NOW, SIAR and CMGO
Promo	Discounted Price for 24 Months
Voice	1. FREE 600 minutes to fixed & mobile lines. 2. Beyond Call Rates: <ul style="list-style-type: none"> TM Fixed Lines: FREE Mobile/Other Fixed Lines: 10 sen/min
MSP	24 Months

*Customers who subscribe to Unifi Home Broadband with TV Pack Plan may choose their own preferred TV Pack either Max Plus Pack or Disney+ Pack. Customers may refer to the FAQ to know more about the available through this link [Unifi TV Pack](#).

*Customers are allowed to switch between Max Plus Pack and Disney+ Pack once every month based on their billing cycle date.

*Customers may subscribe to more than one (1) Value TV Pack or add-on any other streaming apps.

ii. Unifi Home Broadband with Netflix**

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Netflix	Netflix Basic (Watch on 1 device at the same time)		Netflix Standard (Watch on 2 devices at the same time)		
Promo	Discounted Price for 24 Months			Discounted Price for 24 Months	
Voice	20 sen/min	1. FREE 600 minutes to fixed & mobile lines. 2. Beyond Call Rates: <ul style="list-style-type: none">TM Fixed Lines: FREEMobile/Other Fixed Lines: 10 sen/min			
MSP	24 Months				

iii. Unifi Home Broadband with HBO Max**

Speed	300Mbps
HBO Max Plan	HBO Max Standard
Promo	Discounted Price for 24 Months
Voice	1. FREE 600 minutes to fixed & mobile lines. 2. Beyond Call Rates: <ul style="list-style-type: none"> TM Fixed Lines: FREE Mobile/Other Fixed Lines: 10 sen/min



MSP	24 Months
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******Customers who subscribe to Unifi Home Broadband with Netflix Plan or HBO Max Plan may add-on other streaming apps. For more details, please refer to [Streaming Apps information](#).

iv. **Broadband Only Plan**

Speed	1Gbps	2Gbps
Promo	Discounted price for 24 months	N/A
MSP	24 Months	
Voice	1. FREE 600 minutes to fixed & mobile lines. 2. Beyond Call Rates: <ul style="list-style-type: none"> ▪ TM Fixed Lines: FREE ▪ Mobile/Other Fixed Lines: 10 sen/min 	

v. **Broadband with Smart Home Plan*****

Speed	300Mbps
Promo	Discounted price for 24 months
MSP	24 Months
Smart Home Plan	Advance Plan
Warranty	Lifetime as long as the plan remains active
Smart Home Device Total devices: 5	<ul style="list-style-type: none"> ○ Smart Home AI Indoor Camera (7 days video Cloud Storage) x1 ○ Smart Home Solar Outdoor Camera (7 days video Cloud Storage) x1 ○ Smart Home Smart Hub x1 ○ Smart Home Motion Sensor x1 ○ Smart Home Door/Window Sensor x1
Voice	1. FREE 600 minutes to fixed & mobile lines. 2. Beyond Call Rates: <ul style="list-style-type: none"> ▪ TM Fixed Lines: FREE ▪ Mobile/Other Fixed Lines: 10 sen/min
Installation	Self-installation RM120 one-time charge for installation by TM

*******For more details on the delivery, installation and warranty of the Smart Home Devices, kindly refer to [Unifi Home Shield Exclusive Campaign T&C](#).

(The above packages shall collectively or individually be referred to as "Campaign Package")



- a) Customers who subscribe to any of the Campaign Package have options to add on Unifi TV Pack, Streaming Apps, Mesh Wi-Fi etc and be subject to the terms & conditions and contractual obligations of the add on.
- b) The applicable discount offered under the Campaign Package will only be effective once Unifi Home is activated, where the bill may be subject to prorated charges depending on Customer's billing cycle.
- c) Customers who sign up for the Campaign Package are 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.

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 subject to any other applicable rules as per the [General Terms & Conditions for Unifi Home](#).
- b) Customer who subscribe to any of the Campaign Package 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 Broadband installation is complete within fourteen (14) days from the expiry of the Campaign Period.
- c) By subscribing / purchasing 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 conditions](#).
- d) Any existing subscription to Value Added Services (VAS) will be carried forward when the Customers opt-in to Campaign offering. The VAS is at all times subjected to Terms and Condition of the existing VAS.
- e) 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.

3.1 Advance Payment

- a) For Unifi Services application made without verification through MyKad Reader (including online application), an advance payment of RM100 is required for Malaysian citizen and will be imposed and payable within fourteen (14) days from the Unifi service activation date.



- b) The advance payment will be credited in Customer's Unifi Service account in the first or second bill depending on the billing cycle. TM reserve the right to terminate the Unifi Service account in the event of non-payment as required above.

3.2 Deposit

- a) For Customer who is a non-citizen or permanent resident of Malaysia, a deposit of RM500 is required and must be paid during registration of Unifi account.
- b) TM reserves the absolute right to impose payment or requirement or deposit by way of cash or bank guarantee or such other form of payment as may be acceptable by TM.
- c) The Customer agrees that the deposit may be forfeited or set off or call upon by TM against any fees and other charges outstanding from the Customer in the event of termination or suspension of the Unifi Service due to breach of terms and conditions herein or for the purpose of set off for any undisputed outstanding fee or charges under any other account for other service subscribed by Customer with TM.

4. CHANGE OF PLAN

- a) For Campaign Package with Unifi TV pack and Unifi TV Box any movement only permitted to any other plans that comes together with Unifi TV pack and Unifi TV Box.
- b) Any movement within MSP to other plans that require removing of Unifi TV Pack or Unifi TV Box from the Campaign Package **is strictly not allowed**. Customers will be charged with a penalty of remaining months of the Campaign Package and Unifi TV Box.
- c) Any Customer who is within the MSP is only allowed to change to higher package / add on additional VAS from the current subscription upon TM's discretion.
- d) Any downgrade request within MSP from existing plan to any other Unifi Home package offerings is subject to:
 - i) Unifi Home package contract refresh AND;
 - ii) Early termination penalty of the smart device (if applicable).

5. CHARGES AND BILLING

- a) Customers who subscribe to the Campaign Package under this Campaign will get a Unifi bill consist of the monthly fee of Unifi Home and Unifi TV pack/Streaming Apps/Smart Home devices;



- b) 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 subscription or change of plan.
- c) Upon successful activation of the Campaign Package, a pro-rate charges will be reflected in the Customer's first billing cycle.
- d) 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.
- e) TM Credit Limit Terms and Condition applies.

6. TERMINATION

- a) Upon subscription to the Campaign Package, Customer must observe and fulfill the MSP as mentioned in Clause 1 (d) of this Terms and Conditions herein. However, if the Customers wish to cancel/terminate their subscription to the Campaign Package while still serving the MSP, Customer may submit the request for service termination via online medium Unifi portal, Unifi Contact Centre (UCC), with thirty (30) days termination notice. Customers may also walk-in to the nearest TM Point or Unifi Store outlet. Existing General Terms and Conditions for Unifi Home shall apply.
- b) The discount offered under the Campaign will be forfeited if Customer terminate the Campaign Package during the MSP.
- c) Early Termination Penalty (ETP) based on the Campaign Package fee of the remaining months for termination within the MSP. Additionally, for Customers subscribing to a Campaign Package with smart device, they will be charged with ETP for the smart device.
- d) The ETP will be calculated based on the following:

Broadband Early Termination Penalty (ETP) = Remaining contract months × Monthly subscription fee (after discount)
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Smart Device Early Termination Penalty (ETP) = (Device RRP ÷ 24/36 months) × Remaining contract months

7. 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 , Customers have the option to:
 - o Subscribe to Unifi Air with fresh MSP; or
 - o Terminate current service and subject to early termination charges if the termination is within MSP.
- c) Transfer of ownership of Unifi account is allowed after MSP ends, subject to terms and conditions for relocation and transfer of ownership. However, no streaming apps are transferable to the new owner.

8. VARIATION

- a) TM reserves the right to withdraw, cancel, suspend, extend or terminate the Campaign offerings 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.

9. CONFIDENTIALITY

- a) Any personal data provided by the Customers 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](#)

10. GOVERNING LAW AND JURISDICTION

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

11. INDEMNITY

- a) Notwithstanding anything to the contrary, Customers 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.

12. 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.

13. 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.

14. 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 for assistance or visit any TMPoint outlets or Unifi Store nationwide.

15. 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 campaign Terms and Conditions;
 - ii. [General Terms & Conditions for Unifi Home](#);
 - iii. [Unifi Home Shield Exclusive Campaign T&C](#);
 - iv. [Unifi TV Pack T&C](#);
 - v. [General OTT Terms and Conditions](#); and
 - vi. Terms of Use

[End of Terms and Conditions]