

Terms & Conditions for Unifi Home & Unifi Biz 2Gbps & 1Gbps Plan

The Unifi Home & Unifi Biz 2Gbps & 1Gbps Plan (respectively referred to as the “Unifi Service”) is provision by TM based on the following terms and conditions. These terms and conditions are to be read together with the General [Unifi Home](#) & [Unifi Biz](#) terms and conditions for the Unifi Service. (“General Terms & Conditions”). In the event of any inconsistency between any of the General Terms & Conditions and these terms and conditions, these terms and conditions will prevail to the extent of any inconsistency. TM reserves the right to update or revise these terms and conditions from time to time and shall publish the latest version online. TM may give notice of such revision to the Customer in any manner that TM deems appropriate. By continuing to access or use of the Unifi Service, Customer shall signify as acceptance to the latest updated version of the terms and conditions.

1. Unifi 2Gbps & 1Gbps Plans Offering

- 1.1 The Unifi 2Gbps & 1Gbps Plans are offered to any NEW or existing Unifi Home & Unifi Biz customers with a twenty-four (24) month contract.
- 1.2 For every subscription, Customer will receive one (1) Certified Wi-Fi 6 Optical Network Router and one (1) Wi-Fi 6 certified Mesh.
- 1.3 Unifi 2Gbps & 1Gbps Plan provision of the service is based on best-effort basis. Customer is advised to use compatible devices that can support the bandwidth speed for best experience.
- 1.4 The promise on next day installation is not guaranteed and is still subject to the appointments slot availability.
- 1.5 2Gbps & 1Gbps Plans Customer will be entitled to a prioritized restoration where TM will restore the internet connection within 12 Business Hours (8.30AM – 5.30PM, Mon-Fri or according to state business days), however cut-off time for same day appointment is before 3.00PM.

2. Unifi 2Gbps bandwidth as aggregated offering

- 2.1 The Unifi 2Gbps Plan is offered based on aggregated bandwidth, which means each LAN port of the Certified Wi-Fi 6 Optical Network Router bandwidth will not exceed 1Gbps per device. However, if used in combination, Customer will experience up to 2Gbps bandwidth.
- 2.2 For Unifi 2Gbps Plan speed test purpose, Customer need to perform a concurrent wired speed test with minimum of two (2) separate devices (that can support up to 1Gbps speed per device) connected to two (2) separate LAN ports is required.
- 2.3 Alternatively, Customer may also run speed test using the D-Link Wi-Fi Air Apps (downloadable from Google Play Store or Apple Apps Store).

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