

## CAMPAIGN TERMS & CONDITIONS

Unifi Home 100mbps with Smart Home

These Specific Terms and Conditions for **Unifi Home 100mbps with Smart Home** ("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

In these Terms and Conditions, Parties agree on the following use and definition regarding the terms reproduced in this article.

- 1.1 This **Unifi Home 100mbps with Smart Home** ("Campaign") is brought to you by TM Technology Campaigns Sdn Bhd (formerly known as webe Digital Sdn Bhd) ("TM") with a collaboration with Radiant Arc to offer Blacknut cloud gaming to TM customers (hereinafter referred to as "Campaign").
- 1.2 This Campaign is a monthly subscription n shall commence from 9<sup>th</sup> May 2025 until 31 July 2025 ("Campaign Period"). However, TM may, at its sole and absolute discretion ends or extends the Campaign Period without prior notice to Customer.
- 1.3 The Campaign is exclusively offered to new and existing TM customer(s) ("Customer") who subscribe to Campaign package with affordable monthly commitment, except for the following:
  - a) TM business customers.
  - b) Unifi Home with speed above 100mbps
- 1.4 By subscribing to the Campaign, Customer hereby agree on the Campaign processing days as advice by TM from time to time.
- 1.5 Each Unifi Home account with different billing email address can subscribe to one (1) Campaign plan at one time.
- 1.6 This Campaign can be subscribed via below TM available sales channels:
  - a) Unifi Store; or

b) Unifi Selfcare portal or Unifi Universe app

- 1.7 Further enquiries relating to the Campaign can be channeled to TM Live Chat at [Unifi.com.my/chat](https://unifi.com.my/chat), visit any Unifi Store outlets nationwide, tweet us @helpmeUnifi or message us at [facebook.com/weareUnifi](https://facebook.com/weareUnifi) for assistance.
- 1.8 TM reserves the right to withdraw, cancel, suspend, extend or terminate the Campaign offering earlier either in whole or in part and further reserves the right to vary, supplement, delete, amend or modify any of the terms and conditions from time to time without prior notice to Customers.
- 1.9 The Customer hereby acknowledges that TM shall have the right to share and use the Customer's data and personal information within TM and/or its related companies for the purpose of marketing activities in respect of products and Campaigns of TM and/or its related companies from time to time as TM deems fit. The TM Privacy Notice applies, for further information on the Privacy Notice of TM's group of companies, please visit Privacy Notice for details.

## 2. CAMPAIGN OFFERING

- 2.1 The available plans offered for the Campaign are as follows:

Retail Price	RM99/month
Contract period	24 months
Discounted Price	a) RM95/month (all channel except online) b) RM89/month (Online exclusive)  Notes: Discounted price only for 24 months contract period. After 24months, Retail Price RM99 is applied.
What's included?	a) 100mbps/50Mbps b) Wi-fi 6 Combo Box c) 24 hours service guaranteed d) 1x unit of AI Home Security Wi-fi Indoor Camera <ul style="list-style-type: none"><li>• <b>Smart AI Detection &amp; Notification</b> – Smart AI Identifies people, pets and vehicles while also recognizing abnormal sounds, notifying users as needed</li><li>• <b>Smart Motion Tracking</b> – Tracks and follows a subject, keeping it within the camera's field of view</li><li>• <b>Pan and Tilt</b> – Provides 360 horizontal field of view</li><li>• <b>Two-ways audio</b> – Enables communication through a built-in microphone and speaker</li></ul>

- 2.2 The services under this Campaign is at all times subjected to TM infrastructure readiness and port availability at the customer's installation address.
- 2.3 For Campaign plan subscription 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.
- 2.4 For the avoidance of doubt, during the contract period, TM shall own the device. Customer will only obtain the ownership of the device upon full twenty-four (24) months contract period. For ala-carte device add on subscription, Customer will own the device upon the full payment of the device
- 2.5 TM reserves the absolute rights to determine the model, brand, color and specifications of the device offered under this campaign.
- 2.6 Visual(s) used in any advertisement, promotional materials and other materials relating to this Campaign are solely for illustration purposes only and may not depict the actual device offered.

### **3. DELIVERY OF THE DEVICE**

- 3.1 This Campaign is offered together with 1x unit of AI Home Security Wi-fi Indoor Camera ("Device")
- 3.2 The order processing and delivery of the devices will take place within thirty (30) working day via TM appointed delivery partner.
- 3.3 Customer hereby agree to receive an auto-generated SMS from TM with order summary inclusive of tracking number details upon successful subscription of the Campaign. 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>.
- 3.4 There are no additional charges for delivery of the device and the delivery service is available nationwide.
- 3.5 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.

- 3.6 Estimated duration to replace the defective device is fourteen (14) working days and it is subject to manufacturer's stock availability and Customer's location.
- 3.7 If the report is made after seven (7) days, it will automatically be treated as warranty claim process and will be based on reported defect after assessment by the device manufacturer.
- 3.8 Customer is responsible to do self-inspection and testing upon receiving the device.
- 3.9 The device offered for this offerings are supplied by third party partner.
- 3.10 TM is not liable for any liability claims with regards to the additional feature service offered for the device.

#### **4. DEVICE WARRANTY**

- 4.1 The device comes with standard manufacturer warranty from respective device manufacturer.
- 4.2 The warranty of AI Home Security Wi-fi Indoor Camera is **24 months**
- 4.3 For any warranty claims related to the device, Customer are advised to liaise directly with respective manufacturer authorize service centres.

#### **5. INSTALLATION & AFTER SALES SERVICE**

- 5.1 Customers are advised to perform self-installation for the device by following configuration and manuals provided.
- 5.2 For any after sales support in relation to the device, Customers are required to contact respective manufacturer directly.

Company	TPLINK DISTRIBUTION MALAYSIA SDN BH 201301020258(1050088K)
Warranty & RMA support	1800 2288 87 Mon - Sun, 10am - 7pm (except public holiday)
Email	support.my@tp-link.com
Website	<a href="https://www.tp-link.com/my/">https://www.tp-link.com/my/</a>
Address	Lot 3.01 - Lot 3.02, 3rd Floor, Podium Block, Plaza Berjaya, 12, Jalan Imbi 55100 Kuala Lumpur
Note	Lunch Hour (2pm - 3pm)

## 6. CHARGES, PAYMENT & BILLING

- 6.1 TM will automatically update Customer's billing information in terms of name and price once Customer's subscription to the Campaign and/or Device is activated.
- 6.2 TM Credit Limit terms and conditions applies.

## 7. RELOCATION AND TRANSFER OF OWNERSHIP

- 7.1 For any relocation of Unifi Campaign, the Campaign subscription will continue despite the change to new address. Any relocation and installation of the Device due to relocation of Unifi Home plan is strictly under the responsibility of Customers.
- 7.2 The Device is not transferable to the new owner. Such request shall be treated as termination and the Customer is responsible to pay for penalty for the Device.

## 8. CANCELLATION AND TERMINATION OF CAMPAIGN AND DEVICE

- 8.1 The Campaign and/or Device can only be terminated via Unifi Store outlets nationwide.
- 8.2 For removal of the Campaign plan within contract period, there will be penalty as below:

Activity	Treatment
Terminate bundle	Penalty charges for c) Broadband based on remaining months x

	package price (RM89/RM95) d) Device based on device price fixed price (RM199)
Change of plan	Penalty charges for a) Device based on device fixed price (RM199)

## 9. PROHIBITED USE

### 7.1 The Customer shall:

- a) Not use the Campaign for any unlawful purpose including without limitation for any criminal purposes;
- b) Not infringe any intellectual property rights of TM, its related companies and subsidiaries or any third party;
- c) Not share the Campaign with any person including a company or corporation without the prior written approval of TM and shall use the Campaign only for the purpose for which it is subscribed;
- d) Not resell or sublet the Campaign to any third parties;
- e) Not use the Campaign in any manner, which in the opinion of TM may adversely affect the use of the Campaign by other customers or efficiency or security as a whole.

- 7.2 TM reserves the right to suspend the Customer's access to Campaign or to terminate the Campaign if the Customer is found to have committed any action that falls within the prohibited use mentioned in this Clause 7.1 and TM shall not be liable for any cost or loss incurred by the Customer due to such suspension or termination.

## 10. VARIATION

- 10.1 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 vary, supplement, delete, amend or modify any of the terms and conditions from time to time without prior notice for the Campaign and Device offering.

## 11. CONTACT INFORMATION

- 11.1 For any inquiries, clarification, report, complaint, questions, comments or suggestions, you may reach out to us via myUnifi App /Unifi Portal or email to [help@tm.com.my](mailto:help@tm.com.my). Or call to Unifi Contact Center.

## 12. GOVERNING LAW AND JURISDICTION

- 12.1 This terms and conditions are governed by the Malaysian law and courts in Malaysia shall have exclusive jurisdiction.

### **13. PRIORITIZATION OF DOCUMENTS**

- 13.1 In the event there is any inconsistency of the provisions under these terms and conditions and the Unifi Home Terms and Conditions and the Terms of Use, the following order of precedence shall apply:

- a) Unifi Home 100mbps with Smart Home Terms and Conditions;
- b) Unifi Home Terms and Conditions;
- c) Terms of Use.

- 14.** Customer agrees to have read, understand & agreed to be bound by the Terms & Conditions of Unifi Cloud Gaming and [TM Privacy Notice](#).

*[End of Terms and Conditions]*