

## CAMPAIGN TERMS & CONDITIONS HEBAT DEAL 3.0 RE-CONTRACTING BROADBAND WITH SMART DEVICE CAMPAIGN

These Specific Terms and Conditions for Hebat Deal 3.0 Re-contracting Broadband with Smart Device (“Campaign T&C”) shall be read together with the General Terms and Conditions for Unifi Home (“Unifi Home T&C”) and Consumer Terms and Conditions for Unifi Mobile (“Unifi Mobile 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 Campaign T&C shall prevail over the Unifi Home T&C and Unifi Mobile 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 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. All of the terms and conditions stated below will be applicable to all the Unifi service(s) subscribed by you in regards to the Campaign.

### 1. GENERAL

- a) Hebat Deal 3.0 Re-contracting Broadband with Smart Device (“Campaign”) is brought to you by TM Technology Services Sdn Bhd (Company No. 200201003726 (571389-H) (“TM”). The Campaign commences from 23<sup>rd</sup> October 2025 until 31<sup>st</sup> December 2026 (“Campaign Period”). However, TM may, at its sole and absolute discretion end or extend the Campaign Period without prior notice to Customer.
- b) The Campaign is exclusively offered to existing Unifi Home Broadband customer(s) who is a citizen of Malaysia (collectively referred as “Customer”) whose contract are beyond the Minimum Subscription Period (“MSP”).
- c) All subscriptions to the Campaign Package are subject to a Customer Payment Behavior Rating (CPBR) status check through TM systems. To be eligible for the Campaign Package, Customers must have a good payment record history with Unifi.
- d) The offering under the Campaign is at all times subject to TM infrastructure readiness and port availability at the customer’s installation address.
- e) Any subscription under the Campaign comes with a thirty-six (36) months MSP. The new MSP will begin upon successful installation and activation of the Unifi Home Broadband package at Customer’s registered address.
- f) Further, Customers may subscribe to the Campaign Package (as defined herein) through the following TM sales channel:
  - i. Tmpoint/Unifi Store;
  - ii. TM Sales Center
  - iii. Unifi portal via [www.unifi.com.my](http://www.unifi.com.my) or via MyUnifi app.
- g) All other existing terms and conditions for applicable Unifi services shall continue to apply.

## 2. CAMPAIGN OFFERINGS

a) Customers can maintain their internet speed from their current Unifi Home Broadband speed plan in order to be eligible under the Campaign.

b) Under this Campaign, Customer may subscribe to any of the following package:

i. Broadband Only plan:

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
<b>Broadband Price per Month</b>	RM89	RM129	RM149	RM239	RM319
<b>Voice</b>	20 sen/min	FREE 600 minutes to fixed & mobile lines. Beyond Call Rates: TM Fixed Lines: FREE Mobile/Other Fixed Lines: 10 sen/min			
<b>Smart Device at special price</b>	Smart TV 43" / Smart TV 55" / Smart TV 65"				
<b>MSP</b>	Thirty-six (36) months				

ii. Broadband with Unifi TV Pack plan:

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
<b>Broadband Price per Month</b>	RM89	RM129	RM149	RM239	RM319
<b>Unifi TV Packs (Choose one Pack)</b>	<p><u>Group 1*</u></p> <ul style="list-style-type: none"> <li>i. Wira Pack</li> <li>ii. Ying Xiong Pack</li> <li>iii. Veeran Pack</li> <li>iv. Kids Pack</li> <li>v. Sports Pack</li> <li>vi. Max Pack</li> </ul> <p><u>Group 2*</u></p> <ul style="list-style-type: none"> <li>i. Disney+ Pack</li> <li>ii. Max Plus Pack</li> </ul>				
<b>Voice</b>	20 sen/min	FREE 600 minutes to fixed & mobile lines. Beyond Call Rates: TM Fixed Lines: FREE Mobile/Other Fixed Lines: 10 sen/min			
<b>Smart Device at special price</b>	Smart TV 43" / Smart TV 55" / Smart TV 65"				
<b>MSP</b>	Thirty-six (36) months				

iii. Broadband with Unifi Mobile plan:

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
<b>Broadband Price per Month</b>	RM89	RM129	RM149	RM239	RM319
<b>Unifi Mobile</b>	UNI5G Postpaid 39				
<b>Voice</b>	20 sen/min	1. FREE 600 minutes to fixed & mobile lines. 2. Beyond Call Rates: i. TM Fixed Lines: FREE ii. Mobile/Other Fixed Lines: 10 sen/min			
<b>Smart Device at special price</b>	Smart TV 43" / Smart TV 55" / Smart TV 65"				
<b>MSP</b>	Thirty-six (36) months				

iv. Broadband with Unifi Mobile and Unifi TV Pack plan:

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
<b>Broadband Price per Month</b>	RM89	RM129	RM149	RM239	RM319
<b>Unifi Mobile</b>	UNI5G Postpaid 39				
<b>Unifi TV Packs (Choose one)</b>	<u>Group 1*</u> i. Wira Pack ii. Ying Xiong Pack iii. Veeran Pack iv. Kids Pack v. Sports Pack vi. Max Pack				
	<u>Group 2*</u> i. Disney+ Pack ii. Max Plus Pack				
<b>Voice</b>	20 sen/min	1. FREE 600 minutes to fixed & mobile lines. 2. Beyond Call Rates: i. TM Fixed Lines: FREE ii. Mobile/Other Fixed Lines: 10 sen/min			
<b>Smart Device at special price</b>	Smart TV 43" / Smart TV 55" / Smart TV 65"				
<b>MSP</b>	Thirty-six (36) months				

(The tables above shall individually or collectively be referred to as “Campaign Package”)

\*For Campaign Package with Unifi TV packs, Customers are allowed to switch to a different TV pack once a month **within the same group**.

- c) In addition to the smart device with this Campaign, Customer can still add another one (1) smart device under the same Unifi Home Broadband account provided the Customer has subscribed to the Campaign Package with minimum six (6) months period and maintain an active account status at the time of the add on. The add on smart device can be done through the Unifi portal or walk in to any TMpoint/Unifi Store Nationwide.
- d) TM reserves the absolute right to determine the model, brand, color and specifications of the smart device offered under this Campaign and is subject to stock availability.
- e) 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.
- f) However, the Campaign Offerings shall be subject to further changes, at TM's absolute discretion, without prior notice to Customer.
- g) 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.

### **3. CHANGE OF PLAN**

- a) Customers are not allowed to downgrade plan from Broadband with Unifi TV Pack or Broadband with Unifi Mobile plan to Broadband only plan.
- b) Customers are not allowed to downgrade to other Campaign Package during MSP.
- c) Any movement to any lower Unifi package (commercial plan) within the MSP is not allowed and is subject to TM's discretion.

### **4. DELIVERY OF THE SMART DEVICE**

- a) The processing and delivery of smart device will be completed within thirty (30) calendar days, starting from the date of order creation by TM 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 agrees 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 are no additional charges for delivery of the smart device and the delivery service is available nationwide unless the address falls under the non serviceable delivery area postcode.

- e) For any defective smart device received upon delivery, Customer is eligible for replacement of the smart device provided that a report to Unifi customer service is made by the Customer via live chat at Unifi.com.my or Unifi UniVerse app or by calling the Unifi Contact Centre at 100 within the following timeline:
  - i. Smart TV – within seven (7) days from the delivery date.
- f) The replacement of the defective smart device will be made within fourteen (14) working days subject to manufacturer’s stock availability and Customer’s location.
- g) If the report on defective smart device is made 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 smart device manufacturer.
- h) Customer is responsible to perform self-inspection and testing upon receiving the smart device.
- i) The smart device offered under this Campaign are supplied by third party partner.
- j) All delivered smart device is strictly not returnable or exchanged for cash or service with TM. TM shall not be liable for any claims, losses or damages arising from errors, negligence or any additional features or services provided by the smart device manufacturer.
- k) TM will make three (3) attempts to deliver the smart device to the Customer. If all of the three (3) the attempts are unsuccessful, TM will hold the smart device for additional one (1) month and Customer is required to contact and/or reach out to TM in order to collect the smart device in person. Failure to do so, the smart device order will be cancelled and the Customer will be required to submit a new order if they wish to subscribe to this Campaign.

## 5. SMART DEVICE WARRANTY

- a) The device comes with standard manufacturer warranty from respective device manufacturers as below table:

Smart Device	Warranty Period
TV 43-inch	24 months
TV 55-inch	
TV 65-inch	

- b) For any warranty claims related to the smart device, Customers are advised to liaise directly with respective manufacturer authorize service centres.

## 6. 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 device, Customers are required to contact respective manufacturer directly, as listed below:

SHARP TV	SAMSUNG TV *Effective 10 Jun 2025
<a href="#">COCORO Life App</a>	<a href="#">SAMSUNG Malaysia</a>
1-800-888-678	1-800-887-799
(Mon–Fri, 9.00am–6.00pm)	(Mon-Fri, 9.00am – 6.00pm)

## 7. CHARGES AND BILLING

- 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.
- Upon successful activation of the new Campaign Package, the pro-rate charges from Customer’s previous package will be reflected in the next billing cycle of the new package.
- The pro-rated charges and penalty (if any) shall form part of the amount due under the same bill together with the package charges.
- The payment for any additional add-ons on top of this Campaign will run as usual in the Customer’s monthly bill.
- TM Credit Limit Terms and Condition applies.

## 8. TERMINATION

- 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 Customer wishes to cancel/terminate their subscription to the Campaign Package while still serving the MSP, the Customer may submit the request for service termination via online medium Unifi portal, TM 100, Live chat, email and/or any TM social media with thirty (30) days termination notice upon submission of the termination request. Customer may also walk in to the nearest Unifi Store outlet. Existing Unifi Home T&C shall apply.
- If Customer terminates the subscription to the Campaign Package within the MSP, they will be charged with the Early Termination Penalty (ETP), calculated as follows:

(Device Recommended Retail Price (RRP) / 36 Months) X Remaining Contract Balance	+	Hebat Deal 3.0 Plan x Remaining Month(s)
--	---	--

## 9. 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 ETP for the smart device if the termination is within the MSP.
- c) Transfer of ownership is allowed after MSP ends, subject to terms and conditions for relocation and transfer of ownership. However, all streaming apps ownership are not transferable to the new owner.

## 10. 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 vary, supplement, delete, amend or modify any of the terms and conditions from time to time without prior notice for the Campaign

## 11. 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](#)

## 12. GOVERNING LAW AND JURISDICTION

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

## 13. 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.

## 14. 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.

#### 15. 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.

#### 16. 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 inquiries relating to the Campaign can be channeled to TM Live Chat at <https://maya.unifi.com.my/>, tweet us @helpmeUnifi, message us at <https://www.facebook.com/weareUnifi> for assistance or visit any Unifi Store/TMpoint outlets nationwide.

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

[End of Terms and Conditions]

[The rest of page is intentionally left blank]