

MESH WI-FI TERMS & CONDITIONS

Thank you for choosing Unifi.

Mesh Wi-Fi 6 and Mesh Wi-Fi Deco ("Mesh Wi-Fi") offered by TM Technology Services Sdn Bhd ("TM"), that enable unifi Customers to experience faster and wider Wi-Fi coverage and is offered to new or existing unifi Customer.

These Terms and Conditions is incorporated and forms part of Mesh Wi-Fi terms of use, thus binding on you. Kindly read the agreement carefully before subscribing the Mesh Wi-Fi. By subscribing the Mesh Wi-Fi, you ("Customer") acknowledge and agree that you have read, understood and agree to be bound by the terms herein ("Agreement") and [TM Privacy Notice](#). All of the terms and conditions stated below will be applicable to all the unifi service(s) subscribed by you in regards to the Mesh Wi-Fi. All other existing General Terms and Conditions for unifi Home Fibre Broadband, unifi Business Fibre Broadband, Campaign and Promotion Terms and Conditions shall continue to apply.

A. MESH WI-FI 6

1. GENERAL

- 1.1 Customer may obtain the Mesh Wi-Fi from TM via monthly subscription to any unifi bundle packages, or as add-on to existing unifi account with twenty-four (24) months commitment period ("Subscription Period").
- 1.2 Also, Customer may opt a one-time purchase to buy the Mesh Wi-Fi and no monthly commitment is impose to Customer.
- 1.3 Customer will receive the Mesh Wi-Fi (warranty applicable) subject to the terms and conditions contained herein.
- 1.4 By subscribing Mesh Wi-Fi, Customer hereby agree on the order processing days and delivery process. The Mesh Wi-Fi device will be delivered to customer's delivery address within fourteen (14) working days from the order submission date.

2. THE DEVICE

- 1.1 There are two (2) types of Mesh Wi-Fi 6 models offered by TM i.e. Mesh Wi-Fi 6 for ultra speed and Mesh Wi-Fi 6 for non-ultra speed. All available Mesh Wi-Fi is subject to stock availability.
- 2.1 By subscribing Mesh Wi-Fi, Customer hereby agree that Mesh Wi-Fi is provided by TM and will be delivered and installed by TM appointed installer.

3. SALES CHANNEL

- 3.1 Customer may subscribe or purchase the Mesh Wi-Fi through any of TM's sales channels namely, Unifi Store /TM Point, online registration, TM Contact Centre nationwide, myunifi app and add-on request via TM Reseller during New Installation order (for new Customer only).
- 3.2 Customer will have an option to add, up to a maximum of two (2) Mesh Wi-Fi in one unifi service account, subject to existing customer's add-on subscription quota.
- 3.3 Customer understand that Mesh Wi-Fi can only be subscribed for unifi package with unlimited quota.
- 3.4 After the end of the Subscription Period, Customer will own the Mesh Wi-Fi.

4. INSTALLATION & AFTER SALES SERVICE

- 4.1 TM installer is to perform installation and configuration of Mesh Wi-Fi.
- 4.2 Any after sales service support with regards to Mesh Wi-Fi, Customer is required to contact TM via Live Chat, call 100 or visit any nearby Unifi Store/TMpoint outlet.
- 4.3 For any request on the first time on-site Mesh Wi-Fi installation by unifi Elite team, Customer is chargeable with RM120 service fee and this charge will be reflected in unifi's monthly bill.

5. WARRANTY

All Mesh Wi-Fi 6 comes with one (1) year warranty from TM.

6. CHARGES, PAYMENT & BILLING

- 6.1 The monthly subscription fee of the Mesh Wi-Fi are as per table below: -

Mesh Wi-Fi 6 Model	Monthly Subscription Fee (RM)
Mesh Wi-Fi 6 (for ultra speed)	20
Mesh Wi-Fi 6 (for non-ultra speed)	15

- 6.2 The monthly subscription fee for the Mesh Wi-Fi will be reflected in unifi monthly bill.

7. RELOCATION OF SERVICE ADDRESS

- 7.1 For any relocation of unifi service, the Mesh Wi-Fi subscription will continue as usual despite the change to a new address. Any relocation and installation of the Mesh Wi-Fi due to relocation of unifi service is strictly under the responsibility of the Customer.
- 7.2 Mesh Wi-Fi is not transferable to the new owner. In the event of transfer of ownership, Customer is responsible to pay for the early termination fee which will be based on remaining months balance of the Mesh Wi-Fi subscription.

8. CANCELLATION AND TERMINATION OF THE MESH Wi-Fi

- 8.1 Cancellation or early termination of the Mesh Wi-Fi subscription is not allowed once you have agreed and consented to subscribe to the same and TM will not be responsible for any lost or damage of the device while on transit, delivery or installation process.
- 8.2 In the event of cancellation or early termination of the Mesh Wi-Fi subscription during the Subscription Period, Customer is subjected to early termination fee based on the remaining months balance of the Subscription Period.
- 8.3 The above penalty shall be reflected in TM's bill.

B. MESH WI-FI DECO

1. GENERAL

- 1.1 Customer may obtain the Mesh Wi-Fi from TM via monthly subscription to any unifi bundle packages, or as add-on to existing unifi account with twenty-four (24) months commitment period ("Subscription Period").
- 1.2 Customer will receive the Mesh Wi-Fi (warranty applicable) subject to the terms and conditions contained herein.
- 1.3 TP-Link Malaysia ("TP-Link") is the official TM's partner in providing Mesh Wi-Fi device, and also TP-Link appointed delivery partner.
- 1.4 By subscribing the Mesh Wi-Fi, Customer hereby agree on the order processing days and delivery process.
- 1.5 Customer hereby agree to receive an auto-generated email from TM's appointed marketplace platform with tracking number details and manually track the delivery in the TP-Link appointed delivery partner tracking Portal.
- 1.6 The Mesh Wi-Fi device will be delivered to customer's delivery address within fourteen (14) working days from the order completed.

2. THE DEVICE

- 2.1 There are two (2) types of Mesh Wi-Fi DECO models offered by TM i.e. Mesh Wi-Fi Deco BE65 and Mesh Wi-Fi Deco XE75. All available Mesh Wi-Fi is subject to stock availability.
- 2.2 By subscribing the Mesh Wi-Fi, Customer hereby agree the Mesh Wi-Fi is provided by TP-Link and will be delivered via TP-Link appointed delivery partner.

3. SALES CHANNEL

- 3.1 Customer may subscribe the Mesh Wi-Fi through any of TM's sales channels namely, Unifi Store /TM Point, online registration, TM Contact Centre nationwide, myunifi app and add-on request via TM Reseller during New Installation order (for new Customer only).
- 3.2 Customer will have an option to add, up to a maximum of five (5) Mesh Wi-Fi in one unifi service account, subject to existing customer's add-on subscription quota.
- 3.3 Customer understand that the Mesh Wi-Fi can only be subscribed for unifi package with unlimited quota.
- 3.4 After the end of the Subscription Period, Customer will own the Mesh Wi-Fi.

4. INSTALLATION & AFTER SALES SERVICE

- 4.1 Customer is advised to perform self-installation by downloading TP-Link Deco app for configuration and manuals.
- 4.2 Any after sales support with regards to Mesh Wi-Fi, Customer is advised to contact TP-Link directly via:

TP Link Contact Technical Support:

- i. Warranty & RMA support: Toll Free: 1800 22 8887 (Mon - Sun, 10am - 7pm) except Public Holidays
- ii. E-mail: support.my@tp-link.com
- iii. Address: Lot 3.01 - Lot 3.02, 3rd Floor, Podium Block, Plaza Berjaya, 12, Jalan Imbi 55100 Kuala Lumpur
- iv. Website: <https://www.tp-link.com.my>

- 4.3 For any request on the first time on-site Mesh Wi-Fi installation by unifi Elite team, Customer is chargeable with RM120 service fee and this charge will be reflected in unifi's monthly bill.

5. WARRANTY

All Mesh Wi-Fi DECO comes with three (3) years manufacturing warranty guarantee from TP-Link Malaysia.

6. CHARGES, PAYMENT & BILLING

- 6.1 The monthly subscription fee of the Mesh Wi-Fi are as per table below: -

Mesh Wi-Fi DECO Model	Monthly Subscription Fee (RM)
Mesh Wi-Fi Deco BE65	65
Mesh Wi-Fi Deco XE75	45

- 6.2 All Mesh Wi-Fi models comes with twenty-four (24) months Subscription Period. One-time/outright purchase is strictly not allowed.
- 6.3 The monthly subscription fee for the Mesh Wi-Fi will be reflected in unifi monthly bill.

7. RELOCATION OF SERVICE ADDRESS

- 7.1 For any relocation of unifi service, the Mesh Wi-Fi subscription will continue as usual despite the change to a new address. Any relocation and installation of the Mesh Wi-Fi due to relocation of unifi service is strictly under the responsibility of the Customer.
- 7.2 The Mesh Wi-Fi is not transferable to the new owner. In the event of transfer of ownership, Customer is responsible to pay for the early termination fee which will be based on remaining months balance of the Mesh Wi-Fi subscription.

8. CANCELLATION AND TERMINATION OF SERVICE

- 8.1 Cancellation or early termination of Mesh Wi-Fi subscription is not allowed once you have agreed and consented to subscribe to the same and TM will not be responsible for any lost or damage of the device while on transit, delivery or installation process.
- 8.2 In the event of cancellation or early termination of the Mesh Wi-Fi subscription during the Subscription Period, Customer is subjected to early termination fee based on the remaining months balance of the Subscription Period.
- 8.3 The above penalty shall be reflected in TM's bill.

[The remaining of this page is intentionally left blank]