

CAMPAIGN TERMS & CONDITIONS FAMILY BUNDLE CAMPAIGN 2024

These Specific Terms and Conditions for Family Bundle Campaign (“Campaign T&C”) shall be read together with the General Terms and Conditions for Unifi Home (“Unifi Home T&C”), Unifi Mobile (“Unifi Mobile T&C”) and Unifi TV Pack (“Unifi TV Pack 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 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) Family Bundle Campaign 2024 (“Campaign”) is brought to you by TM Technology Services Sdn Bhd (Company No. 200201003726 (571389-H) (“TM”). The Campaign commences from **14th June 2024 (for existing Unifi customer – Home Broadband with Unifi Mobile Family Plan 2 SIMs) and 12th July 2024 (for the rest of the plan under Family Bundle Campaign). This campaign runs until further notice** (“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 new and existing Unifi customers who are interested to subscribe to Family Bundle Campaign (“Customer”).
- c) The Campaign comes with Unifi Home Broadband 500Mbps with Netflix (standard plan), Unifi TV free channels (20+ complimentary Unifi TV Channels) with free Unifi TV box and Unifi Mobile Family Plan (4 SIMs/3 SIMs/2 SIMs) (“Campaign Package”).
- d) The Campaign Package is at all times subject to TM infrastructure readiness and port availability at the customer’s installation address.
- e) The Campaign Package comes with a twenty-four (24) month subscription period (“MSP”). The MSP for this offering will begin upon successful installation and activation of the Unifi Home Broadband and Unifi Mobile package at Customer’s registered address.
- f) Upon successful installation and activation of the Campaign Package, Customer is not encouraged to request for downgrade of Campaign Package to other Unifi package within the subscription period (subject to penalty).
- g) Customer can subscribe to the Campaign Package at below touchpoints nationwide during the Campaign Period:
 - i. Unifi Store/TMpoint
 - ii. Reseller

- iii. TM Authorized Dealer
- iv. TM Sales & Retention Center
- v. Unifi Call Centre (100)
- vi. OKB (TM affiliate portal)
- vii. Digital channel:
 - a. [Campaign website](#)
 - b. MyUnifi app or [Unifi portal](#)

2. CAMPAIGN OFFERINGS

- a) Under this Campaign, Customer will be entitled to:
 - o Unifi Home Broadband 500Mbps with Netflix (standard plan), Unifi TV free channels (20+ complimentary Unifi TV Channels) with free Unifi TV box and Unifi Mobile Family Plan (4 SIMs/3 SIMs/2 SIMs) (“Campaign Offerings”).
- b) However, the Campaign Offerings shall be subject to further changes, at TM’s absolute discretion, without prior notice to Customer.

3. CAMPAIGN SUBSCRIPTION

- a) The Campaign is offered to any new and existing Unifi customers that agree to subscribe to Unifi with a minimum age of eighteen (18) years old at the time of such subscription.
- b) For any application submitted by the Customer without verification of MyKad Reader, customer will need to pay upfront payment. The upfront payment will be rebated back in the customer’s second month bill.
 - i. Unifi Home Broadband: Upfront payment of RM100 (for Malaysian citizen) and RM500 (for a 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.
 - ii. Unifi Mobile: Upfront payment of RM100 (for Malaysian citizen) and RM500 (for a 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.
- c) Customer who subscribe to any of this Campaign Offerings 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 package installation is completed within fourteen (14) days from the expiry of the Campaign Period.
- d) Customers are allowed to upgrade to other plans or add on any TV Pack after Contract Period has ended.

- e) Under Family Bundle mobile plan (Uni5G 129/159/189), you are not allowed to add on mobile device due to SIM already tied with contract except for new mobile subscription with device.
- f) Customers are not allowed to upgrade/downgrade to other plans within Family Bundle Plan for both services (home broadband or mobile) during Contract Period.
- g) Any movement to any lower Unifi package within the Contract Period **is not allowed and is subject to TM's discretion.**

4. 30 DAYS COOLING OFF PERIOD

- a) Effective from 20th September, upon subscribing to any Family Bundle plan, eligible Customer shall automatically enjoy a 30 days Cooling Off Period ("Cooling Off Period") for mobile plan (UNI5G 129/159/189).
- b) Cooling Off Period will start upon order completion of Unifi Mobile plan. Customer has option to continue or discontinue Unifi Mobile within the 30 days Cooling Off Period.
- c) Within Cooling Off Period, discontinuation of Unifi Mobile service only accepted without any Early Termination charges.
- d) Within the Cooling Off Period, other additional services such as calls to special numbers, SMS, add on pass or any add on services is still chargeable and will be reflected in the bill.
- e) After Cooling Off Period ended, if Customer wish to discontinue the mobile plan, Customer will be imposed with mobile early termination penalty.
- f) Customer's Home Broadband plan will also revert to the standard commercial plan without the campaign discount once the mobile subscription ends.
- g) Early Termination charges will still appear in Customer's mobile bill after requesting for discontinuation as the adjustment still in progress.
- h) The adjustment for Early Termination is calculated based on Unifi Mobile remaining contract months. Customer will have to settle final bill amount if the final amount after adjustment has positive balance.

5. CHARGES AND BILLING

- a) Upon successful activation of the Campaign Package, the pro-rate charges will be reflected in the first billing cycle of the package.

- b) TM Credit Limit Terms and Condition applies.

6. TERMINATION

- a) Upon subscription to the Campaign Package, Customer must observe and fulfill the Contract Period as mentioned in Clause 1 (e) of this Terms and Conditions herein. However, if the Customer wishes to cancel/terminate their subscription to the Campaign Package while still serving the contract, 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.
- b) Early termination charges based on the Campaign Package fee remaining months of Unifi Home Plan and Unifi Mobile Family Plan (calculated based on price before discount) will be imposed for termination within the contract period including any add-on such as WiFi-6 Certified Mesh WiFi or entertainment pack.

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 to non-fibre plan.
- 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 early termination charges.
- c) Transfer of ownership is allowed, subject to terms and conditions for relocation and transfer of ownership. However, all OTTs entitlement (if any) are not transferable to the new owner.

8. 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.

9. 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](#)

10. GOVERNING LAW AND JURISDICTION

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

11. 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.

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://maya.unifi.com.my>, tweet us @Unifi, message us at facebook.com/Unifi for assistance or visit any Unifi Store outlets 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. Family Bundle Campaign 2024 Terms and Conditions;
- ii. Unifi Home Terms and Conditions;
- iii. Unifi Mobile Consumer Terms and Condition;
- iv. Unifi TV Pack Terms and Conditions;
- v. General OTT Terms and Conditions;
- vi. Unifi Play TV app Terms and Conditions;
- vii. General Campaign Terms and Conditions; and
- viii. Terms of Use

[End of Terms and Conditions]

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