

MESH WI-FI TERMS & CONDITIONS

Thank you for choosing Unifi.

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 Device. By subscribing the Device, you acknowledge and agree that you have read, understood and agree to be bound by the terms herein ("Agreement"). 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.

1. GENERAL

- 1.1 Mesh Wi-Fi is a device ("Mesh Wi-Fi") offered by TM Technology Services Sdn Bhd ("TM") which enable unifi Customers to improve Wi-Fi signal and coverage in their home.
- 1.2 By subscribing to Mesh Wi-Fi either via unifi bundle or device add-on with twenty-four (24) months commitment period ("Subscription Period").
- 1.3 Customer will receive Mesh Wi-Fi (warranty applicable) subject to the terms and conditions contained herein.
- 1.4 This Device is only offered to new or existing unifi Customer.
- 1.5 TP-Link Malaysia ("TP-Link") is the official TM's partner in providing Mesh Wi- Fi device, together with TM's appointed Marketplace platform, and also TP-Link appointed delivery partner.
- 1.6 By subscribing Mesh Wi-Fi, Customer hereby agree on the order processing days and delivery process.
- 1.7 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.
- 1.8 The Mesh Wi-Fi device will be delivered to customer's delivery address within 14 working days from the order completed.
- 1.9 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.

2. THE DEVICE

- 2.1 There are two (2) types of Mesh Wi-Fi offered by TM i.e. Mesh Wi-Fi Deco BE65 and Mesh Wi-Fi Deco M9 Plus.
- 2.2 By subscribing Mesh Wi-Fi, Customer hereby agree that Mesh Wi-Fi is provided by TP-Link and will be delivered via TP-Link appointed delivery partner.

3. MESH WI-FI AS ADD-ON

- 3.1 Customer can subscribe to Mesh Wi-Fi as add-on through TM's registration 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 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.

- 3.5 Customer understands the order processing and delivery via online registration channel will take twelve (12) working days and TM will contact if any issues regarding processing only.

4. INSTALLATION & AFTER SALES SERVICE

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

TP Link Contact Technical Support:

Toll Free: 1800 22 8887 / 03-2141 4358 (Mon - Sun, 10am - 7pm)

Warranty & RMA support: 03-2141 4358 (Mon - Sun, 10am - 7pm)

E-mail: support.my@tp-link.com (Mon - Sun, 10am - 7pm)

Sales E-mail: request.malaysia@tp-link.com

Website: 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

- 5.1 Mesh Wi-Fi 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 Model	Monthly Subscription (RM)
Mesh Wi-Fi Deco BE65	65
Mesh Wi-Fi Deco M9 Plus	35

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

2. RELOCATION OF SERVICE ADDRESS

- 2.1 For any relocation of unifi service, Mesh Wi-Fi subscription will continue as usual despite the change to a new address. Any relocation and installation of Mesh Wi-Fi due to relocation of unifi service is strictly under the responsibility of the Customer.
- 2.2 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.

3. CANCELLATION AND TERMINATION OF SERVICE

- 3.1 Cancellation or early termination of Mesh Wi-Fi 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.
- 3.2 In the event of cancellation or early termination of Mesh Wi-Fi during the Subscription Period, Customer is subjected to early termination fee based on the remaining months balance of the Subscription Period.
- 3.3 The above penalty shall be reflected in TM's bill.

Customer agree to have read, understand & agreed to be bound by the T&C of this Mesh Wi- Fi & [TM Privacy Notice](#).

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