



## CAMPAIGN TERMS & CONDITIONS UNIFI HOME PRO CAMPAIGN

These Specific Terms and Conditions for **Unifi Home Pro Campaign** (“Specific Campaign T&C”) shall be read together with the General Terms and Conditions for Unifi Home (“Unifi Home T&C”) and Unifi TV Pack (“Unifi TV Pack 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 and Unifi TV Pack 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) Unifi Home Pro Campaign (“Campaign”) is brought to you by TM Technology Services Sdn Bhd. (“TM”). The Campaign shall commence from **15 June 2026 until 31 December 2026** (“Campaign Period”). However, TM may, at its sole and absolute discretion ends or extends the Campaign Period without prior notice to Customer.
- b) The Campaign is offered to existing Unifi Home customer (“Customers”) who subscribe to any of the Campaign Package (hereinafter defined) via available TM sales channel through TMpoint / Unifi Store, Digital platforms (Unifi website, Selfcare portal & Unifi UniVerse app) and TM’s authorized resellers.
- c) The services under this Campaign are at all times subject to TM infrastructure readiness and port availability at the customer’s installation address.
- d) Any subscription to the Campaign Package comes with twenty-four (24) or thirty-six (36) months Minimum Subscription Period (“MSP”). The MSP will begin to run upon successful activation of the Campaign Package.
- e) The Campaign Package shall be subject to further changes, at TM’s absolute discretion, without prior notice to Customers.
- f) Where applicable and by signing up for the Campaign Package plan the Customers hereby consent to TM conducting credit checks on the Customers.
- g) 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 services 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.



- h) All other existing terms and conditions for applicable Unifi Services shall continue to apply.

## 2. CAMPAIGN PACKAGE

- a) Customers may subscribe to any of the following packages:

### i. Unifi Home Pro with TV Pack Plan

Speed	300Mbps	500Mbps	800Mbps
Price (after discount)	RM129	RM149	RM189
Voice	1. FREE 600 minutes to fixed and mobile lines. 2. Beyond Call Rates: <ul style="list-style-type: none"> <li>▪ TM Fixed Lines: FREE</li> <li>▪ Mobile/Other Fixed Lines: 10 sen/min</li> </ul>		
Unifi TV Pack	New TV Pack (switchable once a month and without Unifi TV Box): <ul style="list-style-type: none"> <li>▪ Wira Pack</li> <li>▪ Veeran Pack</li> <li>▪ Yong Xiong Pack</li> <li>▪ Max Pack (Default pack in bundle plan)                             <ul style="list-style-type: none"> <li>▪ Sports Pack</li> <li>▪ Kids Pack</li> </ul> </li> </ul>		
Minimum Subscription Period (MSP)	24 Months		
Contract Rollover	Applicable (upon Change of Plan from this plan)		

### ii. Unifi Home Pro with TV Pack Plan + Smart Device

Speed	300Mbps	500Mbps
Price (after discount)	RM129	RM149
Voice	1. FREE 600 minutes to fixed and mobile lines. 2. Beyond Call Rates: <ul style="list-style-type: none"> <li>▪ TM Fixed Lines: FREE</li> <li>▪ Mobile/Other Fixed Lines: 10 sen/min</li> </ul>	
Unifi TV Pack (Choose 1 only)	New TV Pack (switchable once a month and without Unifi TV Box): <ul style="list-style-type: none"> <li>▪ Wira Pack</li> <li>▪ Veeran Pack</li> <li>▪ Yong Xiong Pack</li> <li>▪ Max Pack (Default pack in bundle plan)                             <ul style="list-style-type: none"> <li>▪ Sports Pack</li> <li>▪ Kids Pack</li> </ul> </li> </ul>	
Add Device (Choose 1 only)	<b>RM3/month</b> Smart Home Shield (Essential Pack) – indoor camera x1 7 days video cloud storage	<b>RM40/month</b> Smart TV 43-inch, or vivo Y11 5G, or Nubia Air 5G, or Redmi Note 15 5G
		<b>RM70/month</b> Smart TV 65-inch, or Realme 15 Pro 5G



Minimum Subscription Period (MSP)	36 Months
Contract Rollover	Not Applicable (upon Change of Plan from this plan)

iii. Unifi Home Pro (Speed Upgrade) with TV Pack Plan + Smart Device

Speed	500Mbps		800Mbps	
Price (after discount)	RM149		RM189	
Voice	1. FREE 600 minutes to fixed and mobile lines. 2. Beyond Call Rates: <ul style="list-style-type: none"> <li>▪ TM Fixed Lines: FREE</li> <li>Mobile/Other Fixed Lines: 10 sen/min</li> </ul>			
Unifi TV Pack <i>(Choose 1 only)</i>	New TV Pack <i>(switchable once a month and without Unifi TV Box)</i> : <ul style="list-style-type: none"> <li>▪ Wira Pack</li> <li>▪ Veeran Pack</li> <li>▪ Yong Xiong Pack</li> <li>▪ Max Pack <i>(Default pack in bundle plan)</i></li> <li>▪ Sports Pack</li> <li>▪ Kids Pack</li> </ul>			
Add Device <i>(Choose 1 only)</i>	<u>RM1/month</u> Smart Home Shield (Essential Pack) – indoor camera x2 7 days video cloud storage	<u>RM19/month</u> Smart TV 43-inch, or Vivo Y11 5G, or Nubia Air 5G, or Redmi Note 15 5G	<u>RM42/month</u> iPad 11-inch WiFi 256GB	<u>RM54/month</u> Smart TV 65-inch, or Realme 15 Pro 5G
Minimum Subscription Period (MSP)	36 Months			
Contract Rollover	Not Applicable (upon Change of Plan from this plan)			

*(The above tables shall hereinafter be referred to as “Campaign Package”)*

- b) Customers who sign up for any of the Campaign Package are entitled for the offered price in perpetuity. After MSP ends, the bundle price will be charged without the Smart Device special price.
- c) Customers who subscribe to any of the Campaign Package have options to add on Unifi TV Pack, Streaming Apps, Mesh Wi-Fi etc and be subject to the terms & conditions and contractual obligations of the add on.



- d) The Campaign Package shall be subject to further changes as advertised in Unifi website or other platforms from time to time in response to recent market changes, at TM's absolute discretion, without prior notice to customer.

### 3 CAMPAIGN SUBSCRIPTION

- a) To be eligible to subscribe to the Campaign Package, Customers must fulfil the following conditions to subscribe to the Campaign Package:
  - i. A good paymaster of Unifi Account; and/or
  - ii. A Unifi customer length of stay for 6 months and above.
- b) Where one or both conditions under 3(a) are not fulfilled, TM shall conduct credit score checking on the Customers to determine their eligibility.
- c) The method and process used by TM to assess the Customer's eligibility to subscribe to the Campaign Package pursuant to the credit score checking are determined solely at TM's discretion.
- d) Customers may subscribe to the Campaign Package through TMpoint / Unifi Store, Digital platforms (Unifi website, Selfcare portal & Unifi UniVerse app), TM's Telesales and TM's authorized resellers.
- e) Each Customer is allowed to subscribe to a maximum of three (3) accounts/lines per NRIC. Each account may have up to two (2) Smart Devices under the Unifi service plans.
- f) Customers who are currently serving the MSP of any discounted bundle plan with device, content or mobile are **not eligible** to subscribe to this Campaign.
- g) Customers who have purchased any add-on Smart Device with their existing Unifi Home Broadband plan are eligible to sign up for the Campaign Package under this Campaign. "Smart Device" in this context refers to devices such as Smart TV, Smart Phone, iPad, Unifi Cloud Gaming, Laptop & Tablet or WiFi Booster.
- h) Any existing subscription to Value Added Services (VAS) will be carried forward when the Customer opt-in to the Campaign Package. The VAS is at all times subjected to Terms and Condition of the current existing VAS.
- i) TM reserves the right, at its sole and absolute discretion, to block, suspend, disable, or otherwise restrict the use, access, or functionality of the Device under any of the following circumstances:



- i. Upon successful subscription to this Package, the Customer fails to make full payment of any amount due to TM within fourteen (14) days from the statement due date;
  - ii. If Customer is suspected of fraud or found to have committed fraud;
  - iii. Whenever Customer reports to TM that the Device is missing or has been stolen and requests TM to block or restrict the Device.
- j) Visual(s) of the Campaign Package shown in any advertisement, promotional publicity and other materials relating to this Campaign are solely for illustration purposes only and may not depict the actual item.
- k) Any other processes and requirements for subscription of the services under the Campaign Package shall follow the applicable provisions under General Terms and Conditions for Unifi Home, Consumer Terms and Conditions for Unifi Mobile and General Terms and Conditions for Unifi TV Packs) Subscription where applicable.

#### 4 UPGRADE/DOWNGRADE

- a) Upon subscribing to the Campaign Package during the Campaign Period, any change of plan can only be made under the following situation:
- i. Any Customer whose subscription is still within the MSP is ONLY allowed to upgrade to higher package from the Campaign Package or upon TM's discretion and the MSP will be refreshed.
  - ii. Any Customer who downgrades from the Campaign Package, the customer will be subject to ETP (as defined herein).
- b) Under certain circumstances, if there is a change of plan by the Customer from broadband plan with Contract Rollover features be made within the Customer's contract MSP, the Customer's remaining contract term will be carried to the new plan.

Sample Scenario:

Current plan: Unifi 300Mbps Home Pro with Value Pack 30 plan with 24-month contract with 6 months remaining contract.

New plan: Unifi 500Mbps Home Plus with Value TV Pack 60 plan with 36-month contract.

Total new contract will be: 6 months + 36 months = **42 months**

#### 5 CHARGES AND BILLING

- a) Customer who subscribes to any Campaign Package under this Campaign will get one (1) bill for the monthly bill cycle:-
- i. Unifi bill consist of the monthly fee of Unifi Home, Unifi TV pack and/or Smart Device subject to Customer's Campaign Package subscription.



- b) TM will automatically update Customer's billing information in terms of package name and price once Customer's Campaign Package is being activated and upon successful subscription or change of plan.
- c) For existing Customers, the pro-rate charges from their previous package will be reflected in the next billing cycle of the new package.
- d) Customer will be charged with Smart Device monthly fee only after the device is successfully delivered to Customer's delivery address and will be charged twice in the first bill as Smart Device fee is not prorated.
- e) The pro-rated charges and penalty (if any) shall form part of the amount due under the same bill together with the new package charges.
- f) In the event of monthly bill payment default by the Customers or upon discovery of fraud or suspected fraud throughout the subscription, TM reserves the absolute right to terminate Customer's subscription. TM has the right to charge the ETP.
- g) TM Credit Limit Terms and Condition applies.

## **6 DELIVERY OF THE SMART DEVICE**

- a) The order processing of the Smart Device will take place within thirty (30) calendar days upon Order Creation from 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. In such case, the Customer's subscription will be reverted to another plan without Smart Device. No ETP will be charged on the Customer.
- c) Customers hereby agree to receive an auto-generated email from TM with order summary inclusive of tracking number details upon successful Campaign Package order. Customer is responsible to manually track the delivery of the Smart Device using the order number i.e. the tracking number in Line Clear website at <https://lineclearxpress.com/my/tracking> or GDEX website at <https://gdexpress.com/tracking/>.
- d) There are no additional charges for delivery of the Smart Device and the delivery service is available nationwide except for certain postcodes that are outside delivery service area. Non delivery service area postcode are as follows



State	Postcode
Johor	81610
Melaka	75720, 75910
Negeri Sembilan	70720, 70730, 70740, 70750
Sabah	90740, 91040, 91050, 88760, 88780, 88790
Sarawak	93700, 93710, 93720, 93730, 93740, 93750, 93760, 93900, 93910, 94850, 96010, 97010, 98060, 98070, 98800, 93990, 94600
Kelantan	18200, 15740
Terengganu	20720, 21090, 20910, 20920, 20990

In the event that the Smart Device is unable to be delivered to the Customer's preferred address or postcode, the Customer shall be advised to self-collect said Smart Device at the nearest TM Point near them. Upon successful self-collection by the Customer, the Smart Device is to be transported by the Customer at their own risk.

- e) For any defective Smart Device received upon delivery, Customer is eligible for replacement of the Smart Device provided the Customer must successfully lodge a report to Unifi customer service within seven (7) days upon receiving the Smart Device via live chat at Unifi.com.my or Unifi UniVerse app.
- f) For iPad, any defect must be reported directly to the manufacturer (Apple) and is subject to Apple's warranty and claim process.
- g) Estimated duration to replace the defective Smart Device is fourteen (14) working days and it is subject to manufacturer's stock availability and Customer's location.
- h) If the report on defective device is 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 manufacturer of the Smart Device.
- i) Customer is responsible to perform self-inspection and testing upon receiving the Smart Device.
- j) The Smart Device offered for this Campaign are supplied by third party partner except for the smart home devices which are supplied by TM.
- k) TM has the absolute right to determine the brand, model and specifications of the Smart Device.
- l) Any delivered Smart Device is strictly not returnable or exchanged for cash or service with TM. TM is not liable for any liability claims because of any mistake or negligence or the additional feature service offered for the Smart Device by manufacturer/distributor.
- m) TM will make three (3) attempts to deliver the Smart Device to the Customer. If all of the three (3) 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 Customer's subscription will be reverted to another plan without Smart Device. No ETP will be charged on the Customer.

## 8 SMART HOME DEVICE

- a) Customer hereby agrees to receive an auto-generated email from TM with order summary upon successful Campaign order.
- b) For defective smart home device, please lodge a report with Unifi customer service via livechat at [maya.unifi.com.my](https://maya.unifi.com.my) or by calling the Unifi Contact Centre at 100. Customers also must provide unboxing video of the smart device with visibly shows the sealed box from all sides (including labels) for warranty claim purposes.
- c) Customer is responsible to perform self-inspection and testing upon receiving the smart home device.
- d) All delivered smart home 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 home device manufacturer.
- e) The smart home device shall be covered by warranty as long as the Customers maintain an active subscription to the Package and continues to make timely payment of the applicable recurring charges. Customers can call Unifi Contact Center at 100 or go to any nearest Unifi Store for the device replacement. For details, please refer [Smart Home FAQ](#).
- f) Upon successful receipt of the smart home device by the Customers, the Device shall be deemed accepted and shall be strictly non-returnable, non-exchangeable, and non-refundable, save and except for circumstances expressly set out in this Campaign T&C.
- g) TM will make three (3) attempts to deliver the Smart Home device to the Customer. If all of the three (3) attempts are unsuccessful, TM will hold the Smart Home device for additional one (1) month and Customer is required to contact and/or reach out to TM in order to collect the Smart Home device in person. Failure to do so, the Smart Home device order will be cancelled and Customer's subscription will be reverted to another plan without Smart Home device. No ETP will be charged on the Customer.

## 9 DEVICE WARRANTY

- a) For any warranty claims related to the Smart Device, Customers are advised to liaise directly with respective manufacturer authorize service centres. (Refer clause **10 (b)** for details).
- b) For smart devices, the device comes with standard manufacturer warranty from respective device manufacturers as below table:



Smart Device	Warranty
Sharp TV	24 months
Samsung TV	
LG TV	
iPad A16 Wi-Fi 256GB	12 months
Vivo Y11 5G	
Nubia Air 5G	
realme 15 Pro 5G	
Redmi Note 15 5G	

- c) For any warranty claims related to the smart device, Customers must provide unboxing video of the smart device with visibly shows the sealed box from all sides (including labels) for warranty claim purposes.
- d) Faulty reports related to screen/body crack must be reported to TM within seven (7) days from the date Customer received the device. Any cases reported after 7-day period will not be entertained.
- e) For faulty reports other than screen/body crack (hardware, motherboard, screen display, etc) must be reported directly to the device manufacturer for further assistance. The warranty period is subject to each manufacturer’s respective terms and conditions.
- f) For iPad, any defect must be reported directly to the manufacturer (Apple) and is subject to Apple’s warranty and claim process.
- g) Estimated duration to replace the defective Smart Device is fourteen (14) working days and it is subject to manufacturer’s stock availability and Customer’s location.
- h) If the report on defective device is 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 manufacturer of the Smart Device.
- i) The warranty shall immediately cease and become void if:
  - i. The Customer terminates the Campaign Package.
  - ii. The device is relocated outside the registered service address.
- j) The warranty is non-transferable and shall not apply if the device or subscription is assigned or transferred to a third party.

**10 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 Smart Device, Customers are required to contact respective manufacturer directly, as listed below:
  - o Sharp: <https://www.cocorolife.my/>

- Samsung: <https://www.samsung.com/my/support/service-centre/>
- LG: <https://www.lg.com/my/support/>
- Apple: <https://support.apple.com/en-my/ipad>
- Vivo: <https://www.vivo.com/my/support/service-center>
- Honor: <https://consumer.huawei.com/my/support/service-center/>
- Realme: <https://www.realme.com/my/support/services>
- Redmi: <https://www.mi.com/my/support/>

## 10 TERMINATION

- a) Customers who subscribe to the Campaign Package are required to maintain all services (i.e.: Unifi Home Broadband, Unifi Mobile Postpaid or Unifi TV pack) throughout the MSP. In the event of termination of any one (1) of the services within the MSP, the entire Campaign Package shall be deemed terminated. Consequently, Customers will be subject to an Early Termination Penalty (ETP).
- b) However, if the Customer wishes to terminate their subscription to the Campaign Package while still serving the MSP, Customer may submit the request for service termination via Unifi portal or Unifi Contact Centre (UCC) with a thirty (30)-day notice period effective from the date of submission. Customers may also walk-in to the nearest TM Point or Unifi Store outlet. Existing Unifi Home General Terms and Conditions shall apply.
- c) If Customers terminate any of the combination of service in the Campaign Package (i.e.: Unifi Home Broadband, Unifi Mobile Postpaid or Unifi TV pack) during the MSP, the remaining active service will revert to commercial plan and will be subject to prevailing retail price available at the time.
- d) The ETP for terminating the services of the Campaign Package within the MSP will be calculated as follows:

Calculation:  $[(\text{Device recommended retail price (RRP)} \div 36) \times \text{Remaining Months}] + [(\text{Unifi Home Plus plan} \times \text{Remaining Months})]$ .

## 11 RELOCATION AND TRANSFER OF OWNERSHIP

- a) For any relocation of Unifi service, the Campaign subscription will continue despite the change to new address and smart device or smart home contract period will continue despite the change of new address. The relocation will subject to TM infrastructure readiness and port availability at the customer's new installation address.



- b) In the event where relocation area do not have TM Infra , Customers have the option to:
  - o Subscribe to Unifi Air with refresh MSP; or
  - o Terminate current service and subject to ETP for Smart Device if termination is within MSP.
- c) Transfer of ownership of Unifi account registered with the Campaign Package is allowed after MSP ends, subject to terms and conditions for relocation and transfer of ownership.
- d) The smart device and smart home are not transferable to the new owner throughout the contract period. Such request shall be treated as termination and the Customers is responsible to pay for the penalty for the smart device or smart home.

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

## 13 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](#)

## 14 GOVERNING LAW AND JURISDICTION

- a) The Malaysian law governs these terms and conditions and the courts in Malaysia have exclusive jurisdiction.

## 15 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.

## 16 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.

## 17 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.

## 18 MISCELLANEOUS

- a) Except for the specific terms and conditions for the Campaign stated herein, all other terms and conditions for Unifi Home Broadband, Unifi Mobile, Unifi TV Pack and General Campaign terms and conditions with device shall continue to apply.
- b) Further enquiries relating to the Campaign can be channeled to TM Live Chat at [maya.unifi.com.my](http://maya.unifi.com.my), tweet us at [@Unifi](https://twitter.com/Unifi), message us at [facebook.com/weareunifi](https://facebook.com/weareunifi) for assistance or visit any TPoint outlets or Unifi Store nationwide.

## 19 PRIORITIZATION OF DOCUMENTS

- a) In the event there is any inconsistency of the provisions under this Specific Campaign T&C and the other applicable T&C Unifi Home terms and conditions, General Campaign terms and conditions and the Terms of Use, the following order of precedence shall apply:
  - i. This Specific Campaign T&C;
  - ii. [General Terms and Conditions](#) for Unifi Home;
  - iii. [Unifi Home With Smart Device Campaign Terms and Conditions](#);
  - iv. [General Terms and Conditions for Unifi TV Pack\(s\) Subscription](#); and
  - v. [Smart Home T&C](#)

[End of Terms and Conditions]