

PRODUCT TERMS & CONDITIONS

UNIFI SMART HOME: HOME SHIELD

These terms and conditions for Unifi Smart Home ("Product") shall be read together with the Terms and Conditions Unifi Home Product ("Product T&C"), and General Terms and Conditions for Unifi Home ("Unifi Home 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 Product 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 Product T&C, from time to time without prior notice to the customer. By subscribing to this Product, 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 Product shall be final, binding and conclusive. All the terms and conditions stated below will be applicable to all the Unifi service(s) subscribed by you in regard to the Product.

1. GENERAL

- 1.1. This Product is brought to you by TM Technology Services Sdn Bhd (Company No. 200201003726 (571389-H) ("TM"). The Product shall commence from 26 September 2025 and shall continue until further notice ("Product Period"). TM may, at its sole and absolute discretion ends or extends the Product Period without prior notice to the Customer.
- 1.2. This Product may be subscribed through TM's sales channels at TMPoint and Unifi Store, Digital (Online), and TM Sales person (Internal & External).
- 1.3. 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 of the Campaign Package as TM deems fit. The TM Privacy Notice applies, kindly visit <https://unifi.com.my/privacy-notice> for further information on the Privacy Notice
- 1.4. Further enquiries relating to the Product can be channelled to TM Live Chat at Unifi.com.my/chat, visit any TM point or Unifi Store outlets nationwide, or message us at facebook.com/weareunifi for assistance.

2. PRODUCT OFFERINGS

- 2.1. This Product is designed to provide customers with a comprehensive Smart Home service, which includes subscription-based plans, professional installation service, technical support, and device warranties tied to the subscription.
- 2.2. This Product exclusively offered to the existing TM customer(s) who subscribed to Unifi Home package as well as non-Unifi subscribers that wish to subscribe to Unifi Home Shield plan, except for existing customers who subscribe to Unifi Lite (Streamyx) and/or Unifi Home package with the speed less than 100Mbps.
- 2.3 The Product subscription is subject to a twenty-four (24) month contract period for monthly recurring charges. Upon expiry of the contract period, the subscription shall continue a month-to-month basis at the prevailing monthly rate, which shall remain unchanged from the contracted subscription fee, unless revised by TM with prior notice. No contract applies to one-time charge devices.
- 2.4 The twenty-four (24) month contract period shall be applied as follows:
 - a) For Home Shield packages bundled with Unifi Home broadband ('Bundled Package'), the contract period for both services shall run concurrently.
 - b) For Add-on Home Shield packages subscribed in addition to the customer's existing broadband plan ('Add-On Package'), the contract period shall apply independently.

2.5 Details on the product offering as below:

1) Unifi Home Shield package:

Package Type	What's included	Device Warranty	Monthly charges
Unifi Home Shield Essential	- Unifi Smart Home app 1 x AI Indoor Camera 7 days video cloud storage	Tied to the subscription period	RM15/month
Unifi Home Shield Advance	- Unifi Smart Home app 1 x AI Indoor Camera 1 x Solar Outdoor Camera 7 days video cloud storage 1 x Smart Hub 1 x Door & Window Sensor 1 x Motion Sensor	Tied to the subscription period	RM35/month
Unifi Home Shield Premium	- Unifi Smart Home app 1 x AI Indoor Camera 2 x Solar Outdoor Camera 7 days video cloud storage 1 x Smart Hub 2 x Door & Window Sensor 1 x Motion Sensor	Tied to the subscription period	RM55/month

2) Unifi Home Shield package with broadband

Package Type	What's included	Device Warranty	Monthly charges
Unifi Home Shield Essential 100Mbps	- Unifi Home Shield Essential 100Mbps High-speed Internet - Wi-Fi 6 Combo Box 24 hours service guaranteed	Tied to the subscription period	RM104/month
Unifi Home Shield Essential 300Mbps	- Unifi Home Shield Essential 300Mbps High-speed Internet - Wi-Fi 6 Combo Box 24 hours service guaranteed	Tied to the subscription period	RM144/month
Unifi Home Shield Essential 500Mbps	- Unifi Home Shield Essential 500Mbps High-speed Internet - Wi-Fi 6 Combo Box 24 hours service guaranteed	Tied to the subscription period	RM164/month
Unifi Home Shield Essential 1Gbps	- Unifi Home Shield Essential 1Gbps High-speed Internet - Wi-Fi 7 Combo Box	Tied to the subscription period	RM264/month

	• 12 Business hours service restoration		
Unifi Home Shield Essential 2Gbps	• Unifi Home Shield Essential • 2Gbps High-speed Internet • Wi-Fi 7 Combo Box • 12 Business hours service restoration	Tied to the subscription period	RM334/month
Unifi Home Shield Advance 100Mbps	• Unifi Home Shield Advance • 100Mbps High-speed Internet • Wi-Fi 6 Combo Box • 24 hours service guaranteed	Tied to the subscription period	RM124/month
Unifi Home Shield Advance 300Mbps	• Unifi Home Shield Advance • 300Mbps High-speed Internet • Wi-Fi 6 Combo Box • 24 hours service guaranteed	Tied to the subscription period	RM164/month
Unifi Home Shield Advance 500Mbps	• Unifi Home Shield Advance • 500Mbps High-speed Internet • Wi-Fi 6 Combo Box • 24 hours service guaranteed	Tied to the subscription period	RM184/month
Unifi Home Shield Advance 1Gbps	• Unifi Home Shield Advance • 1Gbps High-speed Internet • Wi-Fi 7 Combo Box • 12 Business hours service restoration	Tied to the subscription period	RM284/month
Unifi Home Shield Advance 2Gbps	• Unifi Home Shield Advance • 2Gbps High-speed Internet • Wi-Fi 7 Combo Box • 12 Business hours service restoration	Tied to the subscription period	RM354/month
Unifi Home Shield Premium 100Mbps	• Unifi Home Shield Premium • 100Mbps High-speed Internet • Wi-Fi 6 Combo Box • 24 hours service guaranteed	Tied to the subscription period	RM144/month

Unifi Home Shield Premium 300Mbps	• Unifi Home Shield Premium • 300Mbps High-speed Internet • Wi-Fi 6 Combo Box • 24 hours service guaranteed	Tied to the subscription period	RM184/month
Unifi Home Shield Premium 500Mbps	• Unifi Home Shield Premium • 500Mbps High-speed Internet • Wi-Fi 6 Combo Box • 24 hours service guaranteed	Tied to the subscription period	RM204/month
Unifi Home Shield Premium 1Gbps	• Unifi Home Shield Premium • 1Gbps High-speed Internet • Wi-Fi 7 Combo Box • 12 Business hours service restoration	Tied to the subscription period	RM304/month
Unifi Home Shield Premium 2Gbps	• Unifi Home Shield Premium • 2Gbps High-speed Internet • Wi-Fi 7 Combo Box • 12 Business hours service restoration	Tied to the subscription period	RM374/month

Price quoted is exclusive of service tax.

3) Ala-carte devices:

Ala-carte devices	Warranty	Charges
Solar Outdoor Camera	Tied to the subscription period	RM18/month
AI Indoor Camera	Tied to the subscription period	RM12/month
Smart Hub	1 year	RM79 (One Time Charge)
Door & Window Sensor	1 year	RM59 (One Time Charge)
Motion Sensor	1 year	RM69 (One Time Charge)

2.6 The monthly instalment for the one-time device charge shall be reflected in the subsequent Unifi Home bill upon completion of the order.

2.7 Customers must have an active subscription to any Home Shield plan prior to purchasing add-on a-la carte Smart Home devices. The purchase of such devices is strictly limited to Home Shield subscribers only.

2.8 Ownership of the device shall vest in the Customer upon successful delivery of the device. The device shall remain under warranty by TM for as long as the Customer maintains an active subscription. In the event of termination within the twenty-four (24) months contract period, an Early Termination Penalty (ETP) shall apply. However for ala-carte device subscription, Customer will own the device upon the full payment.

2.9 The services readiness of the Product Package is at all times subjected to TM infrastructure readiness and port availability at the customer's installation address.

2.10 For subscription application without verification of MyKad Reader, an upfront payment of RM100 (for Malaysian citizen) and RM500 (for foreign customer who resides in Malaysia or a permanent resident of

Malaysia) will be imposed and is payable within fourteen (14) days effective from the Unifi activation date. The upfront payment will be rebate back in customer's second month bill.

2.11TM reserves the absolute right to determine the model, brand, colour and specifications of the device offered under this Product.

2.12Visual(s) used in any advertisement, promotional materials and other materials relating to this Product are solely for illustration purposes only and may not depict the actual device offered.

3. DELIVERY OF THE DEVICE

3.1 The processing and delivery of the devices shall be completed within fourteen (14) calendar days for Peninsular Malaysia and within twenty-one (21) calendar days for Sabah and Sarawak, through TM's appointed delivery partner.

3.2 Customer hereby agree to receive an auto-generated SMS from TM with order summary inclusive of tracking number details upon successful subscription of the Product Package. Customer able to manually track the delivery status using the order number via Universe app.

3.3 There are no additional charges for delivery of the device, and the delivery service is available nationwide.

3.4 For any defective Device received upon delivery, Customer is eligible for Device replacement provided Customer able to successfully lodge a report to Unifi customer service within seven (7) days upon receiving the Device via live chat at Unifi.com.my or UniVerse app.

3.5 Device replacement may take up to fourteen (14) working days and it is subject to few conditions such as manufacturer's stock availability and Customer's location.

3.6 Customer is responsible to perform self-inspection and testing upon receiving the device.

3.7 The device offered for these offerings are supplied by third party partner.

4. DEVICE WARRANTY

4.1 The Device(s) provided under this Package shall be covered by warranty for as long as the Customer maintains an active subscription to the Package and continues to make timely payment of the applicable recurring charges.

4.2 The warranty covers manufacturer defects, hardware malfunctions and normal wear and tear under standard usage conditions. For avoidance of doubt, coverage for wear and tear applies only where such wear materially affects the device's performance, safety, or functionality.

4.3 The warranty shall not apply to:

- a) Cosmetic changes including, but not limited to, scratches, dents, discoloration, fading, or other aesthetic alterations that do not affect usage.
- b) Normal aging of materials that remain functional.
- c) Environmental effects (such as sunlight, humidity, or dust exposure) that result only in cosmetic deterioration.

4.4 Warranty for accessories is limited to one (1) month only.

4.5 The warranty expressly excludes:

- a) physical damage, negligence, misuse, modification, or unauthorized repair;

- b) damage caused by accident, fire, water, lightning, power surge, or other external factors beyond the Company's control;
- c) issues related to software, applications, or third-party services; and

4.6 Customers may return (optional) the defective Home Shield device in its entirety (if applicable) to be eligible for replacement, subject to the terms set out in clause 4.2 herein.

4.7 The warranty shall immediately cease and become void if:

- a) the Customer terminates
- b) the Device is relocated outside the registered service address (for broadband-linked Packages).

4.8 The warranty is non-transferable and shall not apply if the Device or subscription is assigned or transferred to a third party.

4.9 The Company shall not be liable for any indirect loss, including but not limited to, data loss, interruption of service, or loss of use arising from Device malfunction.

5. INSTALLATION & AFTER SALES SERVICE

5.1 Customers are advised to perform self-installation for the device by following configuration and manuals provided.

5.2 For any report or after-sales support related to the service, the Customer may contact 100 or walk in to the nearest TM Point or Unifi Store for assistance.

5.3 Home Shield Devices may only be installed and used at the registered broadband service address. In the event of the Home Shield device is relocated by customer to an address other than the registered broadband service address, the device warranty will be void.

5.4 For any request on the installation of the device by TM installer, Customer is chargeable with RM120 service fee, and this One-time charge will be reflected in the next Unifi's monthly bill. Installation only covers device(s) purchased and electrical installation/wiring is not included.

5.5 The warranty for the Unifi Home Shield Installation shall be valid for a period of thirty (30) days, commencing from the date of installation completion.

5.6 The installation warranty shall cover workmanship issues arising from the initial installation, including but not limited to improper device mounting and configuration errors.

6. CHARGES, PAYMENT & BILLING

6.1 TM will automatically update Customer's billing information in terms of Product Package name and price once Customer's subscription to the device is being activated.

6.2 TM Credit Limit terms and conditions applies.

7. RELOCATION AND TRANSFER OF OWNERSHIP

7.1 In the event of Unifi service relocation, the Product subscription shall remain in effect, and TM will reinstall the broadband and Home Shield devices at the new premises without additional charges. Any relocation of the device due to relocation of Unifi Home package is strictly under the responsibility of Customer.

- 7.2 The device is not transferable to the new owner. Such request shall be treated as termination and the Customer is responsible to pay for the penalty for the device.

8. CANCELLATION AND TERMINATION OF SERVICE

- 8.1 The Customer shall not terminate the Product during the twenty-four (24) month contract period. Any early termination shall be subject to an early termination penalty, calculated as: Package Price × Remaining Month(s).

Example: If a customer subscribes to Home Shield Essential at RM15/month and terminates the package in month 12, the Early Termination Penalty (ETP) will be calculated as $RM15 \times 12 = RM180$.

- 8.2 Upgrade, downgrade, or termination of the Home Shield Package (Home Shield Essential, Home Shield Advance, Home Shield Premium) shall be subject to the following conditions, regardless of any upgrade or downgrade of the broadband plan:

- Downgrade of the Unifi Home Shield package during the contract period is not permitted.
- Upgrade of the Unifi Home Shield package during the contract period is permitted, subject to re-contracting. Upon upgrade, the Customer may be entitled to a new set of devices, excluding the existing devices from current subscription.
- Termination of Unifi Home Shield package during the contract period is permitted, subject to a penalty calculated as: Bundle Package Price × Remaining Months.

Example:

Broadband speed	Home Shield Package	Rules	Example	Notes
Upgrade /Downgrade/Maintain	Upgrade	Allowed	Home Shield Essential 100Mbps to Home Shield Premium 300Mbps	The customer will be entitled to receive the new additional device. No ETP
Upgrade /Downgrade/Maintain	Downgrade	Not Allowed	Home Shield Premium 100Mbps to Home Shield Essential 300Mbps	Not Allowed
Upgrade /Downgrade/Maintain	Terminate	Allowed	Home Shield Premium 300Mbps to Unifi Home Broadband 300Mbps	The customer shall be liable to pay the penalty. ETP: Bundle Package Price × Remaining Months.

- 8.3 Upon termination of the Home Shield package by the Customer, the devices may still be used; however, the 7-day video cloud storage feature for the AI Indoor Camera and Solar Outdoor Camera will be discontinued.

- 8.4 In the event of payment default by the Customers or upon discovery of fraud or suspected fraud throughout the contract period, TM reserves the absolute right to terminate Customer's subscription under the Product.

9. VARIATION

9.1 TM Tech 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 Product.

10. GOVERNING LAW AND JURISDICTION

10.1 This terms and conditions are governed by the Malaysian law and courts in Malaysia shall have exclusive jurisdiction.

11. INDEMNITY

11.1 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 Product Package during the subscription.

12. LIMITATION OF LIABILITY

12.1 TM shall not be liable for any theft, loss, damage, injury, or other incidents (including but not limited to burglary, fire, water damage, electrical failure, or system malfunction) arising during or in connection with the Customer's use of the Unifi Home Shield service throughout the subscription period.

13. FORCE MAJEURE

12.1 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.

14. SEVERABILITY

13.1 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.

15. PRIORITIZATION OF DOCUMENTS

14.1 In the event there is any inconsistency of the provisions under these terms and conditions and the Unifi Home Terms and Conditions and the Terms of Use, the following order of precedence shall apply:

- a. Unifi Smart Home Terms and Conditions;
- b. Unifi Home General T&C and
- c. Terms of Use.

[End of terms and conditions]