

CAMPAIGN TERMS AND CONDITIONS

The terms and conditions for **PACKAGE UNIFI AIR SUPERVALUE (Campaign T&C)** is to be read together with Unifi Air 5G RM 99 as available at <https://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 Air 5G RM99 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 subscribing to the package advertised 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

- 1.1 The **PACKAGE UNIFI AIR SUPERVALUE** ("Campaign") is brought to you by TM Technology Services Sdn Bhd (Company No. 200201003726 (571389-H) ("TM"). The Campaign shall run from 30th May 2025 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.
- 1.2 The Campaign Package comes with a twenty-four (24) month Minimum Subscription Period (MSP) and is open for Malaysians only. The MSP will begin upon successful installation and/or activation of the Unifi Air 5G.
- 1.3 **OUR Unifi Air 5G SERVICE IS ONLY AVAILABLE IN LOCATIONS WE HAVE 5G NETWORK COVERAGE AND IT IS LIMITED FOR YOUR USE IN MALAYSIA ONLY. PLEASE CHECK OUT OUR WEBSITE FOR MORE DETAILS [ON THE COVERAGE AREA.](#)**
- 1.4 The Campaign is at all times subject to TM infrastructure readiness and port availability at the customer's installation address.

2. CAMPAIGN DETAILS

- 2.1 This campaign is applicable to Malaysians only that fulfill all criteria as specified below: -
 - a) Customer must be at least 18 years old or above with valid Customer ID. Age is calculated from the date of SIM registration based on Date of Birth;
 - b) Eligible recipient of Subangan Tunai Rahmah (STR) (please refer to STR portal for eligibility <https://bantuanunai.hasil.gov.my/Account/Login.aspx>). Customer is required to provide copy of STR eligibility to TM.

- c) The customer will be subjected to CTOS credit check based on the following criteria: -
- i. Existing customer – exempted from Telco CTOS checking but will subject to history account status.
 - ii. New customer – pass the Telco CTOS checking

3. CAMPAIGN OFFERINGS

The details of the **PACKAGE UNIFI AIR 5G SUPERVALUE** are as per following table:

Plan Details	PACKAGE UNIFI AIR 5G SUPERVALUE with DEVICE	PACKAGE UNIFI AIR SUPERVALUE Sim Only
Monthly Fee	RM99	RM99
Monthly Discount	RM40 for 24 months only	RM40 for 24 months only
Monthly Fee (after discount)	RM59 for 24 months only	RM59 for 24 months only
Internet	Unlimited 5G	Unlimited 5G
Device	5G MiFi	N/A
Data add on	RM 30@30GB	RM 30@30GB
Service Upfront Payment	RM59	RM59

- 3.1 The Monthly Fee will revert to RM99 from the 25th month onwards.
- 3.2 TM reserves the absolute right to determine the model, brand, color and specification of the device offered under this Campaign.
- 3.3 The device will be delivered within seven (7) working days to Customer's registered address upon successful registration to the Mobile Plan.
- 3.4 There is no additional charges for delivery of the device and the delivery service is available nationwide.
- 3.5 Upon delivery, Customer must produce original NRIC for identity verification purposes, failing which the customer may not be allowed to collect the product. Third-party collection is strictly not allowed.
- 3.6 For any defective device received upon delivery, Customer should lodge a report to TM/unifi customer service within twenty-four (24) hours upon receiving the device via live chat at unifi.com.my or Unifi Mobile app. Replacement of the device may or may not be provided subject to defect assessment by the device manufacturer.
- 3.7 If the report is made after twenty-four (24) hours, it will automatically be treated as warranty claim process and will be based on reported defect after assessment by the device manufacturer.
- 3.8 Estimated duration to replace the defective device is seven (7) working days and it is subject to stock availability & Customer's location.
- 3.9 Customer is responsible to do self-inspection and testing upon receiving the device.
- 3.10 The device offered for this campaign are supplied by third party partner. TM is not liable for any liability claims with regards to the additional feature service offered for the device.
- 3.11 For any warranty claims related to the device, Customer are advisable to liaise with service center listed below:

- ZTE Service Centre: <https://www.ztedevices.com.my/service-center>

4. REGISTRATION

- 4.1. Unifi Air 5G Service is only available within our 5G network only. You may check Unifi Air 5G Service availability at your address via our website at <https://unifi.com.my/broadband/wireless> or walk to any of our Unifi Store/TMpoint to check on the service coverage.
- 4.2. You can subscribe to Unifi Air 5G Service via any of our touchpoints below:
 - I. Unifi Store/TMpoint outlets.
 - II. TM Reseller
- 4.3. List of Unifi Store/TMpoint nationwide can be found at <https://unifi.com.my/support/find-tm-point>
- 4.4. Kindly bring identification card(IC) for Malaysian. You also need to provide to us other personal information such as contact number, email address and billing address for purpose of registration.
- 4.5. To subscribe this Campaign Package, Customers are required to provide Surat Tunai Rahmah (STR) for verification.
- 4.6. Upon successful registration of Unifi Air 5G with Device, you will receive one (1) portable MiFi (including USB Cable, quick start guide) and one (1) Unifi Air 5G Sim card.
- 4.7. You are required to pay RM59 as upfront payment for registration.

5. CONTRACT PERIOD

- 5.1 Upon successful registration, you will be bound with a minimum subscription period of 24 months contract ("Minimum Subscription Period").
- 5.2 You may opt to terminate the service within the Minimum Subscription Period and be excluded from early termination fee if:-
 - I. Proven the 5G network experience based on registered service address is very bad or congested.
 - II. Proven wrong information from our customer service or reseller or agent.
 - III. Proven there is an element of fraud from our customer service or reseller or agent.
 - IV. You subscribe to Unifi Home Broadband plans at the same address.

- 5.3. However if the Unifi Air 5G Service is terminated before expiry of the Minimum Subscription Period, You will incur an early termination fee, which will be calculated based on the remaining balance and will be included in your final bill.

Formula:

$[RM599 \div 24 \text{ months}] \times [\text{Remaining month(s)}] = [\text{total penalty}]$

*Base Penalty: RM599

Example:

Early termination penalty calculation for Unifi Air 5G Service with 5 months remaining contract.

$[RM24.96] \times [5 \text{ months}] = [RM125.80]$

6. SERVICE DISCLAIMER

- 6.1. The Unifi Air 5G Service only applicable for those who stayed within 5G coverage areas. To check on the coverage, click [here](#).
- 6.2. Service & assurance guarantee based on your registered service address which you have checked upon subscription.
- 6.3. ***Unlimited term is subject to Unifi Fair Usage Policy.** unifi reserves the right to amend and vary the plan from time to time at its discretion or withdraw the plan at any time without assigning reasons for such withdrawal and migrate the Customer to another plan or promotional plan as unifi deems fit.
- 6.4. The Unifi Air 5G service is not intended for resale purposes; it is meant for personal or non-commercial use only.