

CAMPAIGN TERMS & CONDITIONS
THANK YOU FOR CHOOSING UNIFI: FREE 6 MONTHS UNIFI MOBILE

These Specific Terms and Conditions for FREE 6 MONTHS UNIFI MOBILE CAMPAIGN (“Specific Campaign T&C”) shall be read together with the General Terms and Conditions for Unifi Mobile Postpaid (“Unifi Mobile 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 Specific Campaign T&C shall prevail over the Unifi Mobile Postpaid 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) THANK YOU FOR CHOOSING UNIFI: FREE 6 MONTHS UNIFI MOBILE (“Campaign”) is brought to you by TM Technology Services Sdn Bhd (“TM”). The Campaign shall commence from **12 November 2024 until 31 January 2025** (“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 successful port-in Unifi Mobile Customer who has an active Unifi Home Broadband account and have not subscribe to Unifi Mobile Postpaid (“Campaign Offering”).
- c) To sign up for the Campaign Offering, you must fulfil the following criteria:
 - i. Malaysian of eighteen (18) years old and above;
 - ii. Residing within good 4G and/or 5G coverage area;
 - iii. Not blacklisted by any other mobile operator; and
- d) Each Customer is allowed to register maximum three (3) mobile registration for each NRIC (Identification Documents) during the Campaign Period.

2. CAMPAIGN OFFERINGS AND MECHANICS

- a) This Campaign is valid to any successful port-in to Unifi Mobile of either UNI5G Postpaid 39 & UNI5G Postpaid 69 plan, as per below:

Plan Details	UNI5G Postpaid 39	UNI5G Postpaid 69
Original monthly Commitment	RM39	RM69
Promotional Monthly Commitment	RM0	RM0
Data Quota (5G & 4G)	30GB	60GB
Calls (All Network)	Unlimited	Unlimited
SMS (All Network)	RM0.15 per SMS	RM0.15 per SMS
Exemption	DCB & International Roaming	DCB & International Roaming
Contract Period	No Contract	No Contract

- b) Customer (new Unifi Home Customer) port-in completion date needs to be after Unifi Home activation date in order to entitle for discount.
- c) The account owner for both Unifi Home Broadband and Unifi Mobile services must be of the same individual with same NRIC
- d) Under this Campaign, Customers is entitle to enjoy six (6) month free Unifi Mobile in a form of bill discount, which will commence upon the successful provision of the discount for the plan/package.
- e) In the event that any of the scenarios listed below occur, the continuation or termination of the discount promotion will depend on the situation:-
 - i. The discount of free Unifi Mobile will discontinue if;
 - Customer upgrade or downgrade their mobile plan
 - Customer terminate the Unifi Mobile plan
 - Customer terminate the Unifi Home Broadband
 - Customer who perform add-on device for their Mobile Postpaid plan within the six(6)-month of the free period
 - ii. The discount for free Unifi Mobile will remain in effect when;
 - Customer upgrade or downgrade their Unifi Home Broadband plan
 - Customer Unifi Home Broadband in suspended status
- f) During the six (6)-month free period, customers may upgrade to any UNI5G Postpaid plan; however, the six (6)-month mobile discount will not be applied to the new plan.
- g) The Campaign is not inclusive of calls and texts (SMS) made to the following numbers and any calls and/or texts made to the following number or activity will be charged accordingly:
 - i. Calls to 1300 / 1700 / 1600 / 1MOCC numbers;
 - ii. 080 - Prefix number for border calls to Brunei;
 - iii. Calls to Special Number;
 - iv. International Calls (IDD) and texts (SMS) from Malaysia;
 - v. Voice calls & texts (SMS) roaming outside Malaysia; and
 - vi. Purchase of Add On Passes (extra data);

(Individually or collectively referred as “Additional Charges”)
- h) TM reserve the right to claim any claim the Additional Charges once the same has been reflected in the monthly bill.
- i) Credit limit terms and conditions is applicable during the Free Period under this Campaign

3. CAMPAIGN SUBSCRIPTION

- a) The Campaign is available for subscription at all channels;

- i. Unifi Mobile apps
 - ii. Unifi portal
 - iii. TMpoint/Unifi Store
 - iv. Telemarketing Contact Center
 - v. Authorised TM Reseller and mobile dealer
- b) Visual(s) of the Campaign 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. Customer is advised to refer to TM for more details on the Campaign.

4. TERMINATION

- a) During the Free 6 months Unifi Mobile Period, Customer can voluntarily request for termination without penalty if the termination is within six (6)-months from activation date of free period via touchpoints below:
- i. Unifi Store nationwide
 - ii. Live chat
- b) At the conclusion of the six (6) month free period, customers will automatically be charged for their selected plan unless they choose to opt out. Customers are required to self-opt-out prior to the end of the free period if they wish to not continue and to avoid any charges. Failure to opt out will result in the customer being billed for the plan selected at the end of the free 6-months of Unifi mobile.

5. CHARGES AND BILLING

- a) During the campaign period, customers will receive a negative amount on their bill to indicate the application of any free promotions or discounts. This negative amount will reflect the value of the free service provided during the promotional period. Customers will not receive any refunds/transfer/carry forward for the excessive/unutilised amounts from the discount given by TM on bill.
- b) In the event that customer has made an excess bill or deposit payment, they are entitled to claim for the refund and it will be processed within 90 working days after successful termination.
- c) If the customer does not change their plan within the free six (6) months period, at the end of the six (6) months free period, they will be charged RM39 for the UNI5G Postpaid 39 plan and RM59 (after a RM10 FMC discount if entitled) for the UNI5G Postpaid 69 plan.

6. 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.

7. CONFIDENTIALITY

- a) Any personal data provided by the Customer to TM in connection with the Campaign are confidential. The Privacy Notice of TM shall apply. For reference, please visit [TM Privacy Notice](#)

8. GOVERNING LAW AND JURISDICTION

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

9. 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 service in the Campaign subscription.

10. 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.

11. 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.

12. MISCELLANEOUS

- a) Except for the specific terms and conditions for the Campaign stated herein, all other terms and conditions for Unifi Mobile Postpaid, Unifi 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://Unifi.com.my/chat/index.html>, tweet us @Unifi, message us at

facebook.com/weareUnifi for assistance or visit any TMPoint outlets or Unifi Store nationwide.

13. PRIORITIZATION OF DOCUMENTS

- a) In the event there is any inconsistency of the provisions under this terms and conditions, Unifi Mobile Postpaid terms and conditions, General Campaign terms and conditions and the Terms of Use, the following order of precedence shall apply:
- i. Free 6 months Unifi Mobile Campaign Terms and Conditions;
 - ii. Unifi Mobile Postpaid Terms and Conditions;
 - iii. General Campaign Terms and Conditions; and
 - iv. Terms of Use

[End of Terms and Conditions]

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