

CAMPAIGN TERMS AND CONDITIONS

The terms and conditions for **PAKEJ 5G RAHMAH (Campaign T&C)** is to be read together with the Unifi Mobile Postpaid Terms & Conditions available at <https://unifi.com.my> (together with its future amendments). Except for the specific terms and conditions for Unifi Mobile stated therein, all other general terms and conditions for Unifi Mobile Campaign shall continue to apply.

1. GENERAL

- 1.1. The **PAKEJ 5G RAHMAH** ("Campaign") is brought to you by TM Technology Services Sdn Bhd (formerly known as Webe Digital Sdn Bhd) ("TM").
- 1.2. The Campaign shall run from **31st August 2023 until 31st March 2024**. ("Campaign Period"). However, TM may, at its sole and absolute discretion ends or extends the Campaign Period without prior notice to subscribers.

2. CAMPAIGN DETAILS

2.1. Campaign Eligibility

- 2.1.1. This Campaign is applicable to all Malaysians that fulfill **all criteria** as specified below:
 - a. 18 years old and above;
 - b. Malaysian citizen;
 - c. Not blacklisted by any mobile operator; and
 - d. Not exceed the maximum of three (3) lines for unifi Mobile Postpaid under the same NRIC ("Identification Documents").

(Collectively or individually referred to as "Customers").

2.2. Campaign Offerings

- 2.2.1. The Campaign is a collaborative effort with the Government of Malaysia to offer a special package to the Customers which include data bundle plan together with one (1) 5G smartphone and additional RM120 subsidy for the first 100,000 B40 customers among all the participating service provider.
- 2.2.2. The details of the Pakej 5G Rahmah are as per the following table:

Plan Details	PAKEJ 5G RAHMAH		
Monthly Commitment	RM60		
Internet	Unlimited 5G & 60GB 4G/LTE		
Call	Unlimited calls to all network		
SMS (All Network)	RM0.15/SMS		
Monthly Hotspot	10GB		
Contract Period	24 months		
Device	Device	Selling Price (RM)	Retail Price (RM)
	Samsung Galaxy A14 5G	RM240	RM949

	Honor X90 Lite 5G	RM240	RM1099
	Samsung Galaxy M14 5G	RM120	RM1099
	Realme 11x 5G	RM150	RM999
Device Upfront Payment	RM 240		

(Hereinafter referred to as “Campaign Package”).

2.2.3. The Device comes with standard manufacturer warranties. Customers may refer to the device manufacturer’s website for warranty coverage and claim process.

2.2.5. In order to subscribe to this Campaign Package, Customers are required to pay Device Selling Price and Device Upfront Payment of RM240 in full during registration. Sample illustration for the payment is as per below:

Device selling price: RM240
 Device upfront payment: RM240
 Total payment upon registration: RM 240 + RM 240 = **RM480**

2.2.6 Customer under the B40 category, are entitled to claim for RM120 subsidy from the Government for subscription to the Campaign Package. The RM120 subsidy will be reflected as a payment adjustment in Customer’s Unifi Mobile bill on the second month onwards. Eligible Customers can only claim one (1) subsidy per each Identification Document.

2.2.7 Customer’s eligibility for the RM120 subsidy for B40 category will be verified during the registration process. Notwithstanding to the above, the subsidy is offered in limited allocation only and TM shall not be responsible if Customer’s application for the subsidy is denied by the Government.

2.2.8 Existing TM Customer may be entitled for device upfront waiver and device upfront payment (RM 240) will be rebated over the period of twenty-four (24) months in Customer’s Unifi Mobile bill if the existing Customers fulfill the following criteria:

- i. Length of stay 6 months and above in Unifi Mobile Postpaid; and
- ii. Good paymaster for the past 4 months under Unifi Mobile Postpaid.

2.2.9 The smartphone are strictly non-transferable, assignable, and exchangeable to cash or any form of the legal tender.

2.2.10 TM reserves the absolute right to determine the model, brand, color and specifications of the device offered under this Campaign.

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

2.2.12 Credit limit terms and conditions shall apply.

2.2.13 Supplementary line is not allowed for this package.

2.3. Collection of the Device

- 2.3.1. The device is only available for self-collection by the Customers at Unifi Stores nationwide upon successful registration to the Campaign Package.
- 2.3.2. For any defective device received, Customers are eligible for replacement of the device provided if the Customer able to successfully 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 my unifi app.
- 2.3.3. 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.
- 2.3.4. Estimated duration to replace the defective device is seven (7) working days and it is subject to stock availability & Customer's location.
- 2.3.5. Customer is responsible to do self-inspection and testing upon receiving the device.
- 2.3.6. 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.
- 2.3.7. For any warranty claims related to the device, Customers are advisable to liaise with respective authorize service centers as listed below:
 - Samsung: <https://www.samsung.com/my/support/warranty/>
 - Honor : <https://www.hihonor.com/my/support/>
 - realme : <https://www.realme.com/my/support/services>

3. TERMINATION AND PENALTY

- 3.1 In the event of early termination during the twenty-four (24) months contract period, Customers are chargeable with early termination penalty which will be based on the remaining months balance of the Campaign Package. The illustration for early termination penalty calculation is as per below:

$$[(\text{Device Recommended Retail Price (RRP)} - \text{Device Selling Price})] / 24 \text{ months}] \times \text{remaining contract balance.}$$

3.2 If there is any balance left from the upfront payment amount, that amount will be used to offset with the early termination penalty.

3.3 Early termination penalty will be charged to Customers in the event of;

- i. Termination of line;
- ii. Termination of contract due to change of plan or change of ownership;
- iii. Port out to other service provider; or
- iv. Fraud.

4. VARIATION

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

5. GOVERNING LAW AND JURISDICTION

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

6. CONFIDENTIALITY

Any personal data provided by the Applicant to TM in connection with the Campaign shall be kept confidential. The Privacy Notice of TM applies, please visit [TM Privacy Notice](#).

7. MISCELLANEOUS

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

7.2 Except for the specific terms and conditions for the Campaign stated herein, all other terms and conditions for unifi Home, unifi Mobile Postpaid and General Campaign terms and conditions shall continue to apply.

7.3 Further enquiries relating to the Campaign can be channeled to TM Live Chat at unifi.com.my/chat, tweet us @helpmeunifi, message us at facebook.com/weareunifi for assistance or visit any TMpoint outlets nationwide.

7.4 TM reserves the right to perform the IMEI blocking on the said device purchased in the event customer is defaulting the payment.

8. PRIORITIZATION OF DOCUMENTS

In the event there is any conflict or inconsistency between the Campaign T&C, the Consumer T&C, the Specific Terms and our Terms of Use, the following order of precedence shall apply:

- i. Campaign Terms and Conditions (highest precedence)

- ii. the Consumer T&C for UNI5G Postpaid Plans; and
- iii. Terms of Use

[End of Terms and Conditions]