

SPECIFIC TERMS: UNIFI MOBILE SERVICE FOR CONSUMER

2022 12 01

1. GENERAL

This Specific Terms is incorporated and forms part of the Unifi mobile Consumer Terms and Conditions for Mobile Service ("the T&C"). All the capitalized words in the Specific Terms will have the same meaning ascribed in the T&C

2. STARTER PACK

- (a) There are 2 options to collect/get your sim card upon purchasing which are via self-pick-up at our TMpoints nationwide or deliver to your doorstep
- (b) If you choose delivery option upon purchasing your Starter Pack,
 - (1) an additional charge of RM10.60 Delivery Cost Charge (inclusive of 6% ST) is applicable to you; (2) you are responsible for all and all taxes payable as a result of the delivery; and (3) we take no responsibility for the safe and effective delivery of the Starter Pack. In the event the Starter Pack is not successfully delivered to you, we will handle to matter in such manner as we deem fit in our absolute discretion.

3. ACTIVATION OF SIM CARD

Activation Date means: automatic upon inserting the SIM Card to a mobile device and successfully latching to a network. Generally, the SIM Card must be Activated within the Activation Date to enable you to use the Service. Below is how a SIM Card can be Activated.

Once the SIM Card has been Activated, we will give you initial Allowance for free:

- (a) 3GB LTE high speed data, and

4. VALIDITY PERIOD

4.1 The SIM Card will remain valid for as long as either one or all the following activity are performed.

- i. Reload your Account
- ii. Purchase any Add-Ons
- iii. Perform any outgoing transaction in the form of Call / SMS / usage of Data

4.2 Failure to perform any of the activities listed in Clause 4.1 within a period of ninety (90) days will result in the SIM Card becoming inactive, and the Service will be terminated. Any remaining Credit and/or Allowance will be forfeited, and the Mobile Number will be released back to the general number pool. Once released, the same Mobile Number cannot be retrieved to reassigned.

Pursuant to Clause 4.1(iii), only outgoing data usage derived from a chargeable Prepaid Data Pass shall constitute a qualifying transaction for the purpose of extending the validity period of the Prepaid Account. For the avoidance of doubt, any data usage originating from free or complimentary data passes shall not be deemed a qualifying transaction and shall have no effect on the validity period of the Prepaid Account.

5. RELOAD

These are the Reload (inclusive of 6% ST) value: -

- (a) RM10
- (b) RM30
- (c) RM50
- (d) RM100

The amount Credited to your Account does not have any expiry date for as long as the SIM Card is valid in accordance with Section 4 above.

6. ADD-ONS

- (a) The Credited amount you have in your Account can be used to purchase any Add-Ons. Please click here to check out the list of Add-Ons available to you: <https://unifi.com.my/mobile>.
- (b) The Add-Ons does not have any expiry date for as long as the SIM Card is valid in accordance with Section 4 above.
- (c) The newly purchased Add-Ons will be added to the remaining Allowance in your Account.
- (d) "UNLIMITED" Add-On packages, we may from to time present 'unlimited' packages for your purchase and this package(s) must be used within the stated timeline. Eg: Unlimited data for 24 hours, this means the Add-On data will only be valid for the next 24 hours upon purchase/ activation and will expire thereafter. You may not aggregate the usage and prolong the hours.

7. PRICING GUIDE, CHARGES AND RATES

- (a) On High-Speed Internet. The quota will be deducted based on the following priority of usage:
 - i. Freebies quota (if any)
 - ii. High Speed data
 - iii. Basic/High speed quota
 - iv. Basic Internet quota
- (b) Tethering is allowed provided there is Allowance for internet data.
- (c) Add Ons Calls
 - i. The call block for call is 1 seconds. For example: If you make a 30 second call, it will deduct 30 seconds from the Minutes quota
 - ii. Minutes are available for calls to any domestic operators
 - iii. Minutes are not available for any IDD or Roaming usages
- (d) Calls pay per use
 - Calls are available to any domestic operators
 - i. Calls are not available for any IDD or Roaming usages
 - ii. Calls will be based on local call rates, and the charges will be deducted from the account balance

- (e) SMS is chargeable based on pay per use
 - (i) SMS is available for text messages to any domestic operators
 - (ii) SMS is not available for any IDD or Roaming usages
 - (iii) SMS rate is charged at RM 10 cents will be deducted from account balance

8. ROAMING

Our voice and mobile internet data services plan we are giving you is exclusively for your use in our home country only and does not apply when you are Roaming. If you are Roaming, please check out the rates at <https://unifi.com.my/mobile>.

9. INTERNATIONAL DIRECT CALLING (IDD)

Our voice and mobile internet data services plan does not include any IDD calls made by you. If you wish to make any IDD calls, please check out the rates at <https://unifi.com.my/mobile>.

10. ONLINE APPLICATION AND ORDER CANCELLATION

- (a) Please note that when you make an online Application, you are either requesting for

- i) DELIVERY of SIMCARD

We will attempt to send the SIM CARD to the address provided by you so please ensure you provide a correct one. Should you not be reachable or contactable within twenty-five (25) days from the date of online Application, we have the absolute discretion to cancel your Application and/or refuse the provision of Service to you.

OR

- ii) SELF PICK UP of SIM CARD

You must pick up your SIM CARD from your chosen collection point within fourteen (14) days from the date of online Application. If you fail to pick up within the stipulated timeline, we have the absolute discretion to cancel your Application and/or refuse the provision of Service to you.

- (b) Please further note that for both Delivery and Self Pick up, you must provide your Identity Card/Passport or any other identification document that was referred to during your online Application for verification. Should you fail to provide the relevant identification, we reserve the right to refuse to give you the SIM CARD, cancel your Application and/or refuse the provision of Service to you.
 - (c) As the Mobile Number belongs to us, we will reclaim the Mobile Number upon cancellation, and it will be released to the general pool of numbers. You will not be able to get back the same Mobile Number.

- (d) Upon cancellation pursuant to this clause, you cannot claim a refund of any sum paid for the SIM CARD and/or delivery services and/or any other applicable charges (if any).
- (e) We may, but need not, send you any SMS reminders to inform you to contact us before the cancellation.
- (f) Our decision is conclusive and binding on you and you have no right to question our decision

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