

CAMPAIGN TERMS & CONDITIONS
COMBO ADD-ON UNIFI PLUS BOX WITH MESH WI-FI DECO M4
(Q1 2021 LOYALTY CAMPAIGN)

These Specific Terms and Conditions for Combo Add-On unifi Plus Box with Mesh Wi-Fi Deco M4 Campaign (“Specific Campaign T&C”) shall be read together with the General Terms and Conditions for unifi Home (“unifi Home T&C”). 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) This Combo Add-On unifi Plus Box with Mesh Wi-Fi Deco M4 Campaign (“Campaign”) is brought to you by Telekom Malaysia Berhad (“TM”). The Campaign shall run from 24 June 2021 until 31 December 2021 (“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 exclusively offered to **Existing TM customer(s)** who subscribe to unifi Home package and wish to upgrade their current subscription to a new package inclusive of device combo of unifi Plus Box and Mesh Wi-Fi M4 at a discounted price of only additional RM30/month for both devices, instead of purchasing the device separately via Value Added Services (VAS) (hereinafter referred to as “Campaign Package”).
- c) This Campaign is subjected to twenty-four (24) months contract refresh upon successful activation of the Campaign Package to Customer’s existing subscription.
- d) This Campaign can be subscribed via any of TM sales channel at TMpoint, TM Sales Centre, unifi Portal and Customer Management Team.

2. CAMPAIGN DETAILS AND ELIGIBILITY

2.1 Campaign Offerings

- a) Aside from keeping up with Customer’s internet needs, this Campaign aims to fulfill both entertainment and Wi-Fi coverage needs in Customer’s home.
- b) Only Customers with existing unifi TV pack and unlimited quota of unifi Home packages are entitled for this Campaign.

- c) By subscribing to the campaign Package, Customer has the option to own both unifi Plus Box and Mesh Wi-Fi M4 at a discounted monthly price with higher savings instead of subscribing the device separately.
- d) Under this Campaign, Customer is not allowed to select for only one device when subscribing to the Campaign Package. Both of the device comes together and cannot be subscribed separately.
- e) The comparison of the normal subscription of the unifi Plus Box and Mesh Wi-Fi M4 under VAS and the Campaign Package shall be illustrated as per table below: -

Device	Monthly Subscription (RM)	
	Campaign Package	Normal Price
Unifi Plus Box	RM30	RM20
Mesh Wi-Fi Deco M4		RM15
Total:	RM30	RM35

- f) Customer is NOT ALLOWED to exchange with other devices other than those stated in Clause 2.1. (e) as the Campaign Package is only applicable to the abovementioned device. TM shall not entertain any request from Customer to change the types, specifications and/or brand of the device.
- g) Customers who are currently subscribing to unifi Home plan with add-ons of unifi Plus Box and Mesh Wi-Fi M4 at normal price is NOT ALLOWED to convert their subscription to the Campaign Package in order to enjoy the current Campaign Offerings.
- h) Each Customer is only allowed to have a maximum number of three (3) VAS in one unifi account. If the Customer has exceeded the maximum number of VAS allowed in his/her unifi account, Customer is not permitted to subscribe to the Campaign Package.
- i) Mesh Wi-Fi Deco M4 will be delivered via TM appointed delivery partner i.e. J&T Express within 3-7 working days upon successful activation of the Campaign Package. For unifi Plus Box, delivery will be done via courier by Pos Laju within fourteen (14) working days upon successful order submission of the Campaign Package.
- j) Customer shall be responsible to provide a valid email address and delivery address to ensure both of the devices can be delivered accordingly.
- k) The warranty for Mesh Wi-Fi deco M4 is for the period of three (3) years and any warranty claim process shall be deal directly with the manufacturer (TP-Link). Meanwhile, the warranty coverage for unifi Plus Box is for the period of one (1) year with TM. Warranty claim process of unifi Plus Box shall be dealt directly with TM.
- l) Customer will only be required to pay the monthly subscription of the devices under the Campaign Package for the period of twenty-four (24) months only. After the end of the twenty-four (24) months contract, Customer will own the devices.

- m) Upon subscription on this Combo Package, customer is bound to the existing Terms and Condition for the [unifi Plus Box](#) and [Mesh Wi-Fi Deco M4](#) which accessible via www.unifi.com.my .

3. CHANGE OF UNIFI HOME PACKAGE

- a) In the event of any movement of the unifi Home package such as upgrade or downgrade of the unifi Home package, both of the device under the Campaign Package will be carry forward to the new unifi Home package subscribed.
- b) Removal of the device either both or only one device within the contract period for any movement of the unifi Home package will be charged with penalty fee of remaining months charges of the monthly Campaign Package.

4. CHARGES AND BILLING

- a) TM will automatically update Customer's billing information in terms of Campaign Package name and price once Customer's subscription to the Campaign Package is being activated.
- b) Upon successful activation of the Campaign Package, the pro-rate charges of the Campaign Package will be calculated in lump sum amount and will be reflected in the next billing cycle for the Campaign Package.
- c) Credit Limit terms and conditions applies.

5. TERMINATION

- a) Customer is not allowed to terminate the Campaign Package during the contract period of twenty-four (24) months. Any early termination will be charged with termination fee based on the remaining months charges of the Campaign Package.
- b) If the Customer request for early termination for the Campaign Package together with unifi Home Package while serving the twenty-four (24) months contract, early termination charges based on the current unifi Home package fee and the Campaign Package remaining months' balance will be imposed to the Customer.

6. RELOCATION AND TRANSFER OF OWNERSHIP

- a) Relocation of unifi Home Package and Campaign Package is allowed subject to fibre infrastructure availability at the new area. Both unifi Home Package Campaign Package subscription will continue as per usual after the relocation has complete.
- b) Any relocation and installation of unifi Plus Box and Mesh Wi-Fi Deco M4 due to relocation of unifi service is strictly under the responsibility of Customer.
- c) Transfer of ownership is not allowed for this Campaign Package as Mesh Wi-Fi Deco M4 is not transferable to the new owner. Such request shall be treated as termination and Customer is responsible to pay for the early termination fee which will be calculated based on remaining months' charges of the Campaign Package.

7. UNIFI PLUS BOX AND MESH WI-FI DECO M4 INSTALLATION & AFTER SALES SERVICE

- a) Customer is advised to perform self-installation for unifi Plus Box and Mesh Wi-Fi Deco M4 upon receive the device by referring to the guidelines has been provided with devices.
- b) In the event Customer require on-site technical assistance for unifi Plus Box installation, Customer is subject to RM80.00 one-time service charge which will be reflected in TM bill.
- c) In the event Customer require Wi-Fi consultative installation assistance, Customer may contact TM Contact Centre and request for 'unifi Elite team'. Customer is subject to one-time RM120 service charge for the service provided by unifi Elite Team which will be reflected in TM bill.
- d) Any after sales support with regards to unifi Plus Box, Customer may contact TM Live Chat at <http://bit.ly/unifilivechat> for further assistance.
- e) Any after sales support with regards to Mesh Wi-Fi, shall be resolved with TP-Link directly via their support channel: -
 - i. TP Link Contact Technical Support:
 - ii. Toll Free: 1800 22 8887 / 03-2141 4358 (Mon - Sun, 10am - 7pm)
 - iii. Warranty & RMA support: 03-2141 4358 (Mon - Sun, 10am - 7pm)
 - iv. E-mail: support.my@tp-link.com (Mon - Sun, 10am - 7pm)
 - v. Sales E-mail: request.malaysia@tp-link.com
 - vi. Website: www.tp-link.com.my

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

9. GOVERNING LAW AND JURISDICTION

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

10. CONFIDENTIALITY

- a) Any personal data provided by the Customer to TM in connection with the Campaign shall be kept confidential. The Privacy Notice of TM shall apply. For reference, please visit <https://unifi.com.my/mobile/postpaid/assets/doc/Privacy%20Statement.pdf>

11. ACCEPTANCE OF TERMS

- 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 vary, supplement, delete, amend or modify any of the terms and conditions from time to time without prior notice for the Campaign.
- b) 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.
- c) 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](https://www.facebook.com/weareunifi) for assistance or visit any TMpoint outlets nationwide.

[End of Terms and Conditions]