

SPECIFIC TERMS AND CONDITIONS

SINGLE IP CENTREX FOR SERVICE MIGRATION

These Specific Terms and Conditions for Single IP Centrex for Service Migration (“Single IP Centrex T&C”) must be read together with General IP Centrex Terms and Conditions (“General IP Centrex 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 Single IP Centrex T&C shall prevail over the General IP Centrex 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 Single IP Centrex T&C, from time to time without prior notice to the customer. By participating in this Single IP Centrex for Service Migration, 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 Single IP Centrex T&C, shall be final, binding and conclusive.

1. GENERAL

- a) The Single IP Centrex for Service Migration (“Single IP Centrex Migration”) is offered by Telekom Malaysia Berhad (“TM”) and is open to TM existing Customers from SME segment with telephone package which located within the high speed broadband (HSBB).
- b) This Single IP Centrex Migration is offered from 25 November 2021 until 31 December 2026 (“Single IP Centrex Migration Period”). However, TM may, at its sole and absolute discretion ends or extends the Single IP Centrex Migration Period without prior notice to Customer.
- c) The purpose of the migration is to provide the Customers better and uninterrupted voice and free voice features to suit Customer’s business needs.
- d) Subscription to this Single IP Centrex Migration shall be subjected to new twelve (12) months minimum subscription period, starting from successful activation and installation of the new Single IP Centrex Migration package.
- e) Customer can request for Single IP Centrex Migration via TMpoint outlets or SME Consultants, during the Single IP Centrex Migration Period. However, such request shall be subjected to TM infrastructure readiness at the Customer’s installation address.

2. CUSTOMER’S ELIGIBILITY

- a) This Single IP Centrex Migration is eligible for existing Customers which located within HSBB area from SME segment only. New installation is strictly not allowed for this migration activity.
- b) This Single IP Centrex Migration is also eligible for the Customers with the following situation: -
 - i. Cable theft/cut area;
 - ii. Cabinet decommission;
 - iii. Low sub cabinet within Customer’s premise; and/or
 - iv. Customers with fax, alarm and POS terminal for their single voice line

3. SINGLE IP CENTREX MIGRATION PACKAGE OFFERINGS

- a) Under Single IP Centrex Migration, TM allows the Customer to maintain single (1) or two (2) voice lines for IP Centrex in relation to any service migration activity.
- b) Apart from that, Customers may also maintain the same service number once the migration is complete.
- c) The subscription to the Single IP Centrex Migration is as per the package below: -

Monthly Subscription	RM45/month
Addressable Customer (for service migration)	Single or two (2) DEL
Call Rate	<ul style="list-style-type: none"> • External calls are free of charge if it is within the same Centrex group ID. • Fixed to Fixed: 10 sen/min • Fixed to Mobile: 10 sen/min • IDD calls are to follow Session Initiation Protocol SIP customized rate.
Call Plan	Not Applicable
Free Call	Not Applicable
Other Package Benefits	<ul style="list-style-type: none"> • Customized Call Barring; • Designated Call Pick-Up; • Call Transfer; • Group Call Pick-Up; • Abbreviated Dialing (Speed Dial); • Call Waiting; • Call Forwarding Unconditional; • Call Forwarding Busy; • Call Forwarding No Reply; • Three Party; • Hot Line with Time Supervision; • Outgoing Call Barring for Centrex; and • Wake Up Call.

(hereinafter referred as “Single IP Centrex Migration Package”)

- d) Upon subscription to the Single IP Centrex Migration Package, no new phone set will be given to the Customers and the Customers shall utilize their existing phone. However, the warranty of Customer's existing phone(s) will be extended for another twelve (12) months starting from the date of service installation.
- e) There are no deposit charges applicable for the migration activity. Apart from that, standard installation fee of RM50.00 per line (maximum up to RM200) will be waived for this Single IP Centrex Migration Package.
- f) Customer shall bear any additional cost i.e. the non-standard installation fee for any request by the Customer to perform a non-standard internal wiring including concealed wiring, inside ceiling, customised wiring, optional pole to ground external wiring, additional internal cabling and any other works which is beyond the standard IP Centrex installation practice.
- g) This Single IP Centrex T&C shall be read together with General IP Centrex T&C available [here](#). Other terms and conditions not specified in this Single IP Centrex T&C shall follow the General IP Centrex T&C. In the event of discrepancies, this Single IP Centrex T&C shall prevail over the General IP Centrex T&C but only to the extent of such discrepancies only. Other terms that are not affected shall continue to apply.

4. TERMINATION

- a) Customer who wish to cancel/terminate their subscription to the Single IP Centrex Migration Package must request for service termination at TMpoint.
- b) Early termination charges based on the Single IP Centrex Migration Package fee remaining months (calculated at the price before discount) will be imposed for termination within the contract period.

5. RELOCATION OF ADDRESS

- a) Relocation of address is allowed, subject to the terms and condition for General IP Centrex. Any alteration/modification/restoration/investigation and/or relocation to the Single IP Centrex Migration subscription, based on the Customer's request is chargeable to the Customer at a rate as specified by TM in the application form or any other rate as may be specified by TM from time to time.
- b) Customer shall ensure that TM's equipment to be relocated shall be in good order and working condition and provide TM with new installation address and billing address (if applicable). For the avoidance of doubt, TM shall not entertain relocation of any relocation request to the area which is beyond TM's infrastructure service availability.

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

7. CONFIDENTIALITY

- a) Any personal data provided by the Customers to TM in connection with the Single IP Centrex Migration shall be kept confidential. Customer hereby acknowledges that TM shall have the right to share and use the Customer's data and personal information within TM and/or its related companies for the purpose of marketing activities in respect of products and services of TM and/or its related companies from time to time as TM deems fit. TM [Privacy Notice](#) shall apply.

8. GOVERNING LAW AND JURISDICTION

- a) This terms and conditions are governed by the Malaysian law and the courts in Malaysia shall have exclusive jurisdiction over any issues arise pertaining to this the Single IP Centrex Migration.

9. MISCELLANEOUS

- a) Except for the specific terms and conditions for the Single IP Centrex Migration stated herein, all other terms and conditions for IP Centrex shall continue to apply.
- b) Further enquiries relating to the Single IP Centrex Migration can be channeled to TM Live Chat at <https://unifi.com.my/chat/index.html>, tweet us @helpmeunifi, message us at [facebook.com/weareunifi](https://www.facebook.com/weareunifi), call TM careline 100 for assistance or visit any TMpoint outlets nationwide.

10. PRIORITIZATION OF DOCUMENTS

- a) In the event there is any inconsistency of the provisions under this terms and conditions and the terms and conditions for IP Centrex the following order of precedence shall apply:
 - i. Specific Terms and Conditions for Single IP Centrex for Single Migration; and
 - ii. General IP Centrex Terms and Conditions;

[End of Terms and Conditions]

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