

SPECIFIC TERMS & CONDITIONS
Free 30 Days Speed Upgrade

These Specific Terms and Conditions for Free 30 Days Speed Upgrade Campaign (“Campaign T&C”) shall be read together with the General Terms and Conditions for unifi Home (“unifi Home 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 Home 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) **Free 30 Days Speed Upgrade Campaign** (“Campaign”) is brought to you by Telekom Malaysia Berhad (“TM”). The Campaign shall commence from **15 October 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 specially offered to selected existing TM customers (“Customer”) that meets the Campaign qualifications set by TM, as follows: -
 - i. Being a good paymaster;
 - ii. Subscription tenure of more than five (5) years with TM;
 - iii. Loyal Customer with subscription of at least five (5) years or more with TM; and
 - iv. Service capability at Customer’s residency area.

(collectively referred to as “Campaign Qualifications”)

- c) Under this Campaign, Customer will be entitled for a temporary speed upgrade to enjoy higher broadband speed to the current unifi Home Broadband Plan subscription with no additional charges for thirty (30) days. This Campaign is applicable for Customer who is subscribing to unifi Home Broadband Plan with speed of 500Mbps and below.

2. CAMPAIGN OFFERINGS

2.1 30 DAYS FREE TRIAL PERIOD

- a) Under this Campaign, the broadband speed upgrade offerings are as follows:

Current unifi Home Broadband Plan (base on speed)	Temporary upgrade to new speed without additional charges for 30 days
< = 30Mbps	100Mbps
50Mbps	100Mbps

100Mbps	300Mbps
300Mbps	500Mbps
500Mbps	800Mbps

- b) After the thirty (30) days broadband speed upgrade period under the Campaign, Customer have the option either to continue the experience by upgrading to the broadband speed plan or to maintain with the existing broadband speed as per the existing unifi Home Broadband Plan subscription.
- c) Customer is required to register its interest to upgrade the current unifi Home Broadband Plan subscription with the new broadband speed plan upon receiving notification from TM. Customer must ensure that the details submitted for the registration of interest are final and accurate for TM to process the application. TM will not entertain any request for amendment upon order submission.
- d) However, the speed upgrade shall subject to further changes, at TM’s absolute discretion, without prior notice to Customer.

2.2 UNIFI HOME PACKAGE OFFERINGS AFTER THE 30 DAYS FREE TRIAL PERIOD

- e) The unifi Home Broadband Plan offerings eligible for upgrade after the thirty (30) days free speed upgrade are as follows: -

i. Broadband with Ultimate Pack offering

unifi Home Broadband Plan	Free WiFi 6 Certified Mesh and router ** or unifi Plus Box (uPB)	Free unifi TV Ultimate Pack via Play TV App
100 Mbps	*	✓
300 Mbps	✓	✓
500 Mbps	✓	✓
800 Mbps	✓	✓

ii. Broadband only offering

unifi Home Broadband Plan	Free WiFi 6 Certified Mesh and router**	Free unifi TV Ultimate Pack via Play TV App
100 Mbps	*	Not Applicable
300 Mbps	✓	
500 Mbps	✓	
800 Mbps	✓	

*Add on Mesh Wi-Fi Deco M4 or unifi Plus Box for Campaign Package with 100Mbps speed only, applicable with a discounted price of RM10 per month for 24 months.

** Wi-Fi 6 Certified Mesh is only available for Campaign Package with speed 300Mbps and above, starting from 1 December 2021 until the end of Campaign Period.

- f) Each unifi Home Broadband Plan be referred to as the (“Campaign Package”) and Customer is entitled to select to one (1) plan only.
- g) Upon successful activation of the new Campaign Package, Customer will be subjected to twenty-four (24) months contract renewal of the unifi Home Broadband Plan.
- h) Customer who agrees to upgrade to any plan under the **Broadband with Ultimate Pack offering** and is still serving the twelve (12) months contract for unifi TV pack (Content Pack) will not be charged with any early termination charges for the Content Pack prior to activation of the new plan.
- i) Customer who agrees to upgrade to any plan under the **Broadband only offering** and is still serving the twelve (12) months contract for unifi TV pack (Content Pack), Customer will be charged with early termination charges for the Content Pack prior to activation of the new plan.
- j) Any existing subscription to Value Added Services (VAS) will be carried forward when the Customer subscribe to this Campaign Package. The VAS is at all times subjected to Terms and Condition of the current existing VAS.
- k) Any downgrade to the Campaign Package is not allowed under this Campaign. The Campaign is only applicable for any upgrade to higher speed. For any downgrade of the Campaign Package with Mesh Wi-Fi subscription to a lower speed package with no Mesh Wi-Fi, Customer will be charged with penalty which calculated based on the remaining months balance of the Mesh Wi-Fi subscription.
- l) However, this Campaign Package offering shall subject to further changes, at TM’s absolute discretion, without prior notice to Customer.
- m) Visual(s) of the Campaign Package 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.
- n) Customer will enjoy the Campaign Package in accordance with the Campaign offering.
- o) The terms and conditions for any Value Added Services (VAS) subscription shall remain and applicable as per usual.
- p) If Customer has already subscribed to existing package that comes with Free unifi Plus Box Customer will not receive a new unifi Plus Box for any subscription to the Campaign Package. However, if Customer subscribe to Campaign Package with the speed of 300 Mbps and above, Customer will receive WiFi 6 Certified Mesh and WiFi 6 RG router. Upon successful subscription of the Campaign package, TM will arrange for installation of WiFi 6 Certified Mesh and WiFi 6 RG router at Customer’s premise based on Customer’s preferred date.

- q) Mesh Wi-Fi terms and conditions shall apply.

3. CHARGES AND BILLING

- a) TM will automatically update Customer's billing information in terms of package name and price once Customer's new package is being activated upon successful acceptance in microsite.
- b) Upon successful activation of the new Campaign Package, the pro-rate charges from Customer's previous package will be reflected in the next billing cycle of the new package.
- c) The pro-rated charges and penalty (if any) shall form part of the amount due under the same bill together with the new package charges.
- d) TM Credit Limit Terms and Condition applies.

4. TERMINATION

- a) Customer who wish to cancel/terminate the unifi Home Broadband Plan must forward a request for service termination at TMpoint.
- b) Upon termination is effective, Customer will no longer enjoy the speed upgrade or entitle for any compensation for the unexpired period from TM if the termination takes place within the thirty (30) days free speed upgrade. Further, Customer also unable to subscribe to any of the Campaign Package unless the same is offered as part of TM's commercial offerings.

5. RELOCATION AND TRANSFER OF OWNERSHIP

- a) Relocation of address is allowed subject to infra service availability when subscribing to the Campaign Package. However, if there are changes in terms of infra or technology (FTTH to VDSL), Customer may no longer be able to enjoy the same plan and will required to downgrade within the same family package.
- b) Transfer of ownership is allowed, subject to terms and conditions for relocation and transfer of ownership.

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 Campaign.

7. CONFIDENTIALITY

- a) Any personal data provided by the Customer to TM in connection with the Campaign 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 have exclusive jurisdiction.

9. MISCELLANEOUS

- a) Except for the specific terms and conditions for the Campaign stated herein, all other terms and conditions for unifi Home 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 @helpmeunifi, message us at [facebook.com/weareunifi](https://www.facebook.com/weareunifi) 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, unifi Home terms and conditions, General Campaign terms and conditions and the Terms of Use, the following order of precedence shall apply:
 - i. Free 30 Days Speed Upgrade Campaign Terms and Conditions;
 - ii. unifi Home Terms and Conditions;
 - iii. General Campaign Terms and Conditions; and
 - iv. Terms of Use

[End of Terms and Conditions]

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