

# CAMPAIGN TERMS & CONDITIONS

## Upgrade to unifi

### ( for existing unifi Lite customer only )

These Specific Terms and Conditions for upgrade to unifi (“Specific Campaign T&C”) shall be read together with the General Terms and Conditions for unifi Home (“unifi Home T&C”), as available at [www.unifi.com.my](http://www.unifi.com.my) (subject to further changes, at TM’s absolute discretion, without prior notice to 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) Upgrade to unifi (“Campaign”) is brought to you by Telekom Malaysia Berhad (“TM”). The Campaign is exclusively for existing unifi Lite customers (formerly known as Streamyx) residing at area with newly available fiber infrastructure by TM with great value and offerings.
- b) This Campaign shall commence from 15 June 2020 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 Customers.
- c) The unifi fiber broadband eligible under the Campaign are unifi 30Mbps, unifi 100Mbps and unifi 300Mbps (“Campaign Package”) via any of TM sales channel through TMpoint, TM Sales Center, TM Reseller, TM Authorized Dealers.
- d) The Campaign Package comes with twenty-four (24) months minimum subscription period (MSP). The MSP will deemed to begin upon successful activation and installation of the unifi fiber broadband at customer’s registered address.
- e) TM reserves the right to vary, supplement, delete, amend or modify any of the terms and conditions for this Campaign from time to time without prior notice to the Customer.
- f) The 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. The Privacy Notice TM applies, for further information on the Privacy Notice of TM’s group of companies, please visit <https://unifi.com.my/llds/assets/documents/privacynotice.pdf> for details.

## 2. CAMPAIGN OFFERING

a) The offering under the Campaign Package shall be illustrated as per table below: -

unifi 30Mbps	unifi 100Mbps	unifi 300Mbps
<ul style="list-style-type: none"> <li>• RM20 off for the first twelve (12) months from unifi monthly bill, upon successful activation and installation of unifi fiber broadband.</li> <li>• Add-On ultimate pack with free unifi Plus Box (UPB) with only RM60/month.</li> <li>• Enjoy unlimited internet with voice call pay-per-use for a flat rate of 20sen/min to all mobile and fixed lines nationwide.</li> </ul>	<ul style="list-style-type: none"> <li>• One (1) month fee waiver for the first month of subscription, upon successful activation and installation of unifi fiber broadband.</li> <li>• Enjoy free six hundred (600) minutes talk time to all mobile and fixed lines nationwide. For calls made beyond the free 600 minutes' allocation, the charge is: -               <ul style="list-style-type: none"> <li>a. Free calls from fixed to fixed; and</li> <li>b. RM0.10 from fixed to mobile</li> </ul> </li> <li>• This plan is bundle with unifiTV pack via unifi PlayTV app and removal of the pack is not permitted.</li> <li>• Discounted price for the Campaign Package is permanent, unless the Customer change to other commercial package with different offerings.</li> </ul>	<ul style="list-style-type: none"> <li>• One (1) month fee waiver for the first month of subscription, upon successful activation and installation of unifi fiber broadband.</li> <li>• Enjoy free six hundred (600) minutes talk time to all mobile and fixed lines nationwide. For calls made beyond the free 600 minutes' allocation, the charge is: -               <ul style="list-style-type: none"> <li>a. Free calls from fixed to fixed; and</li> <li>b. RM0.10 from fixed to mobile</li> </ul> </li> <li>• This plan is bundle with ultimate pack + UPB of the pack is not permitted.</li> <li>• Discounted price for the Campaign Package is permanent, unless the Customer change to other commercial package with different offerings.</li> </ul>

b) By subscribing or purchasing any of the Campaign Package that comes with unifi Plus Box (UPB), Customer hereby agrees that UPB will be installed via TM unifi installer. The terms

and conditions of UPB shall apply at [https://unifi.com.my/sites/default/files/html/plus-box/doc/TERMS-AND-CONDITIONS-FOR-UNIFI-PLUS-ADD-ON-BOX-SUBSCRIPTION\\_v1.pdf](https://unifi.com.my/sites/default/files/html/plus-box/doc/TERMS-AND-CONDITIONS-FOR-UNIFI-PLUS-ADD-ON-BOX-SUBSCRIPTION_v1.pdf)

### **3. TERMINATION**

- a) Customer who wish to cancel/terminate their subscription to the Campaign Package must request for service termination at TMpoint.
- b) Early termination charges based on the Campaign Package remaining months' fee will be imposed for termination made within the twenty-four (24) months' MSP.
- c) Customers who wished to terminate the Add-On or Value Added Services (VAS) within the MSP will be imposed with the early termination fee based on the remaining months' fee.
- d) Upon termination, broadband termination unit (BTU) equipment must be returned at TMpoint within seven (7) days from the termination date. BTU must be returned in a good condition. Any failure in doing the above will be chargeable with RM500 as penalty.
- e) Termination of any component offered together with the Campaign Package (i.e. Ultimate Pack for 100Mbps and 300Mbps) is not allowed.

### **4. RELOCATION**

- a) Relocation of address is allowed subject to infra service availability when subscribing to this Campaign. 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 when subscribing to the Campaign Package, subject to terms and conditions for relocation and transfer of ownership.
- c) Customer is still entitled to enjoy one (1) month fee waiver for Campaign Package of 100Mbps and 300Mbps for any relocation made within thirty (30) days upon successful activation and installation of unifi fiber broadband at Customer's registered address.

### **5. TM STANDARD CALL RATES**

Unless stated otherwise, any call rates mentioned herein shall follow TM's standard call rates as available at the following link (subject to further changes, at TM's absolute discretion, without prior notice to the Customer):

<https://unifi.com.my/llds/assets/documents/Announcement%20Standard%20Charge%20Block%20092018.pdf>

**6. GOVERNING LAW AND JURISDICTION**

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

**7. CONFIDENTIALITY**

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>

**8. ACCEPTANCE OF TERMS**

- a) Except for the specific terms and conditions for the Campaign stated herein, all other terms and conditions for unifi Home, unifitv pack 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 [unifi.com.my/chat](https://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]