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**Customer Premise Equipment (CPE) Replacement Terms and Conditions (T&C) For Unifi Home**

These specific terms and conditions for Wi-Fi router replacement is offered by Telekom Malaysia Berhad (TM) to selected TM customers (“Replacement”). The Replacement aims to provide you (“Customer”) with a better Wi-Fi connection and coverage via the Wi-Fi 6 router. Kindly read the terms and conditions carefully before accepting the Replacement offer. By accepting the Replacement offer, Customer acknowledge and agree that you have read, understood and agree to be bound by the terms herein ("Agreement"). TM reserves the right to vary, supplement, delete, amend or modify this Agreement, from time to time without prior notice to the Customer.

**1. GENERAL**

- a. The Replacement is only eligible for customers with the subscription of Unifi Home 100mbps, 300mbps, 500Mbps and 800Mbps plans (“Replacement Plan”).
- b. Eligible Customer will be contacted by TM or its appointed agent either via SMS, WhatsApp, email or telephone call on the offer to change the router.
- c. Customer is required to respond to the designated online portal by agreeing to accept the Replacement offer and select the preferred delivery method by providing the necessary information required.
- d. Customer is not allowed to change the delivery method once the selection has been confirmed.
- e. All other existing General Terms and Conditions for Unifi Home Fibre Broadband and TM Privacy Notice shall continue to apply.

**2. THE DEVICE**

- a. TM reserves the right to determine the type of device offered depending on Customer’s existing Unifi subscription.
- b. Each replacement, Customer has option to;
  - I. Replace the device at no charge and renew the contract (either twelve (12) months or twenty-four (24) months contract), depending on Customer’s Unifi Home subscription. The contract refresh period is illustrated as per the table below:

Current Contract	Contract Status	Refresh Contract
24 months	Within contract	24 months
24 months	Out of contract	12 months
12 months	Within contract	12 months
12 months	Out of contract	12 months

- II. Replace the device at RM350 to be reflected in the next bill.

- c. The type of device offered are as follows:

Package	Device
100mbps	Wi-Fi 6 Router
300mbps	Wi-Fi 6 Router
500mbps	Wi-Fi 6 Router + Mesh Wi-Fi
800mbps	Wi-Fi 6 Router + Mesh Wi-Fi

- d. For the avoidance of doubt, the term “contract” refers to the minimum subscription period of Unifi.  
e. Each device offered will be subjected to twelve (12) months manufacturing warranty.

### 3. INSTALLATION & AFTER SALES SERVICE

- a. Customer is advised to perform self-installation of the device. The new CPE needs to be connected within seven (7) working days upon receiving and connection will take around thirty (30) minutes to establish.
- b. Customer is advised to contact at 1-800-88-5059 for further assistance or refer to the FAQ provided for more information on the self-installation of the device.
- c. Upon installation, Customer is advised to reset the connection to Customer’s own devices that is connected to internet. Customer is advised to contact the manufacturer for guidance on how to reset the settings.

### 4. RELOCATION OF SERVICE ADDRESS

- a. For any relocation of Unifi service, the Unifi subscription will continue as usual despite the change to a new address. Any relocation and re-installation of the device due to relocation of Unifi service is strictly under the responsibility of the Customer.
- b. The device provided herein is not transferable to third party. In the event of transfer of ownership, such as will be considered as termination and Customer is responsible to pay for the early termination fee which will be based on remaining months’ balance of the contract as advised in this Agreement. The penalty shall be reflected in TM’s bill.

### 5. CANCELLATION

- a. Cancellation is not allowed once you have accepted the Replacement offer and TM will not be responsible for any lost or damage of the device while on transit, delivery or installation process.
- b. In the event of cancellation, Customer is subjected to early termination fee based on the remaining months balance of the contract as advised in this Agreement. The penalty shall be reflected in TM’s bill.

### 6. DISCLAIMER/LIMITATION OF LIABILITY

- a. Save as expressly stated in this Agreement, TM makes no warranty of any kind, either expressed or implied, and expressly disclaims all implied warranties, including, but not limited to warranties of accuracy, availability, stability of the device. TM also makes no warranty that the device will be compatible with customer’s other devices.
- b. Save for loss or damage due to injury or death arising from the gross negligence or wilful default of TM, TM shall not be liable to the Customer for any indirect, consequential and incidental loss, cost, claim, liability, expenses, demands or damages whatsoever, loss of profits, loss of savings, loss of data or loss of business arising out of the Customer’s failure or inability to install and use the device.

- c. TM's liability (if any) is limited to restoring the Unifi service but subject always to technical limitations or other limitations beyond TM's control and if necessary, to replace TM's Equipment or any part thereof if TM determines that the TM's Equipment is not in working conditions or faulty not due to the Customer's act or omission.
- d. TM shall not be liable in the event that the Customer's own equipment and/or other devices are damaged due to Force Majeure Event. TM's liability (if any) during installation and/or restoration of any reported faulty of the device shall not cover the wiring or cabling connecting to Customer's equipment and the building management corporation or the building owner power house.
- e. While every care is taken by TM in the provision of the device, TM shall not be liable for any loss of information or data howsoever caused whether as a result of any interruption, suspension, or termination of the device or otherwise, or for the contents accuracy or quality of information available, received or transmitted through the device unless due to gross negligence or wilful default of TM.
- f. The Customer shall be solely responsible, and TM shall not be liable in any manner whatsoever, for ensuring that in using the Unifi Service, all applicable laws, rules and regulations for the use of any telecommunications systems, service or equipment shall be at all times complied with.

*[End of Terms and Conditions]*

## **Customer Premise Equipment (CPE) Replacement Terms and Conditions (T&C) Unifi Business**

These specific terms and conditions for Wi-Fi router replacement is offered by Telekom Malaysia Berhad (TM) to selected TM customers ("Replacement"). The Replacement aims to provide you ("Customer") with a better Wi-Fi connection and coverage via the Wi-Fi 6 router. Kindly read the terms carefully before accepting the Replacement offer. By accepting the Replacement offer, Customer acknowledge and agree that you have read, understood and agree to be bound by the terms herein ("Agreement"). TM reserves the right to vary, supplement, delete, amend or modify this Agreement, from time to time without prior notice to the Customer.

### **1. GENERAL**

- a. The Replacement is only eligible for customers of Unifi Business 100mbps, 300mbps, 500Mbps and 800Mbps plans ("Replacement Plan").
- b. Eligible Customer will be contacted by TM or its appointed agent either via SMS, WhatsApp, email or telephone call on the offer to change the router.
- c. Customer is required to respond to the designated online portal by agreeing to accept the Replacement offer and select the preferred delivery method by providing the necessary information required.
- d. Customer is not allowed to change the delivery method once the selection has been confirmed.
- e. All other existing General Terms and Conditions for Unifi Business Fibre Broadband and TM Privacy Notice shall continue to apply.

### **2. THE DEVICE**

- a. TM reserves the right to determine the type of device offered depending on Customer's existing Unifi subscription.
- b. Each replacement, Customer has option to;
  - I. Replace the device at no charge and renew the contract (either twelve (12) months or twenty-four (24) months contract), depending on Customer's Unifi Home subscription. The contract refresh period is illustrated as per the table below:

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- d. For the avoidance of doubt, the term “contract” refers to the minimum subscription period of Unifi.
- e. Each device offered will be subjected to twelve (12) months manufacturing warranty.

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- c. TM’s liability (if any) is limited to restoring the Unifi service but subject always to technical limitations or other limitations beyond TM’s control and if necessary, to replace TM’s Equipment or any part thereof if TM determines that the TM’s Equipment is not in working conditions or faulty not due to the Customer’s act or omission.
- d. TM shall not be liable in the event that the Customer’s own equipment and/or other devices are damaged due to Force Majeure Event. TM’s liability (if any) during installation and/or restoration of any reported faulty of the device shall not cover the wiring or cabling connecting to Customer’s equipment and the building management corporation or the building owner power house.
- e. While every care is taken by TM in the provision of the device, TM shall not be liable for any loss of information or data howsoever caused whether as a result of any interruption, suspension, or termination of the device or otherwise, or for the contents accuracy or quality of information available, received or transmitted through the device unless due to gross negligence or wilful default of TM.

- f. The Customer shall be solely responsible, and TM shall not be liable in any manner whatsoever, for ensuring that in using the Unifi Service, all applicable laws, rules and regulations for the use of any telecommunications systems, service or equipment shall be at all times complied with.

*[End of Terms and Conditions]*