

CAMPAIGN TERMS & CONDITIONS

The terms and conditions for **PAKEJ PERANTI KELUARGA MALAYSIA (Campaign T&C)** is to be read together with the unifi mobile postpaid terms & conditions available at <https://unifi.com.my/mobile/postpaid/tnc.html> and www.unifi.com.my (together with its future amendments). Except for the specific terms and conditions for unifi mobile stated therein, all other general terms and conditions for unifi Mobile Campaign shall continue to apply.

1. GENERAL

- 1.1. The **PAKEJ PERANTI KELUARGA MALAYSIA** (“Campaign”) is brought to you by Telekom Malaysia Berhad (“TM”) for webe Digital Sdn Bhd (“webe”)
- 1.2. The Campaign shall run from **15th October 2021 until 15th April 2022** (“Campaign Period”). However, TM may, at its sole and absolute discretion ends or extends the Campaign Period without prior notice to subscribers.
- 1.3. Customers who subscribe on the end of the Campaign date will still be qualified to enjoy the Campaign offerings with the condition that the activation is completed within fourteen (14) days from the expiry of the Campaign Period.

2. CAMPAIGN DETAILS

2.1. Campaign Eligibility

- 2.1.1. This campaign is applicable to existing unifi Home Broadband customers (“Customers”) that fulfill all criteria as specified below:
 - a. 18 years old and above
 - b. Not blacklisted by any mobile operator
 - c. Not exceed the maximum of five (5) lines of unifi Mobile Postpaid in the same NRIC and/or passport (hereinafter referred to as “Identification Documents”).
- 2.1.2. This Campaign is limited to TWO (2) registrations for each Identification Documents.
- 2.1.3. For non-citizen of Malaysia, a deposit of RM300 is chargeable upon successful registration and subscription to the Campaign.
- 2.1.4. Existing unifi Home Broadband Customers referred to the Customers which subscribe to any of unifi Home plan and any unifi Lite plan.
- 2.1.5. Unifi Home account must be in active status at the time of registration to the Campaign. Inactive account is not eligible to subscribe to this Campaign.

2.2. Campaign Offerings

- 2.2.1. The Campaign offers a special package i.e. Pakej Peranti Keluarga Malaysia to existing unifi Home Broadband Customers at discounted monthly commitment fee of only RM79 with free device (“Campaign Package”).
- 2.2.2. The details of the Campaign Package are as per the following table:

| Plan Details | PAKEJ PERANTI KELUARGA MALAYSIA |
|--------------------------------|---------------------------------|
| Original Monthly Commitment | RM99 |
| Discount on Commitment Fee | RM20 |
| Promotional Monthly Commitment | RM79 |
| Internet | Unlimited |
| Calls (All Network) | Unlimited |
| SMS (All Network) | Unlimited |
| Monthly Hotspot | 20GB |
| Contract Period | 24 months |

- 2.2.3. The Campaign Package comes with device and free one (1) year Screen Protection on the first year of the subscription (for one (1) time claim only).
- 2.2.4. The device offered under this Campaign is smartphone with the following model: -
- Samsung Galaxy A02
 - Vivo Y12s
- 2.2.5. Customers need to pay upfront fee of RM300 upon subscribing to the Campaign Package which will be credited in Customer's bill and this amount will be offset against total monthly bill over ten (10) months until the amount is depleted.
- 2.2.6. However, upfront fee can be waived for Customers who fulfill the following conditions:
- i. Existing unifi Home Broadband account with subscription period of six (6) months and above;
 - ii. No Outstanding bill,
 - iii. unifi Home Broadband account is not suspended for the past three (3) months.
- 2.2.7 The device are strictly non-transferable, assignable, exchangeable to cash or any form of the legal tender.
- 2.2.8. TM reserves the absolute right to determine the model, brand, color and specifications of the device offered under this Campaign.
- 2.2.9. Visual(s) used in any advertisement, promotional materials and other materials relating to this Campaign are solely for illustration purposes only and may not depict the actual device offered.
- 2.2.10. Credit limit terms and conditions shall apply.

2.3. Delivery of the Device

- 2.3.1. This device will be delivered within seven (7) working days to Customer's registered address upon successful registration to the Campaign Package.

- 2.3.2. There is no additional charges for delivery of the device and the delivery service is available nationwide.
- 2.3.3. Upon delivery, Customer must produce original NRIC for identity verification purposes, failing which the customer may not be allowed to collect the product. Third-party collection is strictly not allowed.
- 2.3.4. For any defective device received upon delivery, Customer is eligible for replacement of the device provided if the Customer able to successfully lodge a report to TM/unifi customer service within twenty-four (24) hours upon receiving the device via live chat at unifi.com.my or my unifi app.
- 2.3.5. If the report is made after twenty-four (24) hours, it will automatically be treated as warranty claim process and will be based on reported defect after assessment by the device manufacturer.
- 2.3.6. Estimated duration to replace the defective device is seven (7) working days and it is subject to stock availability & Customer's location.
- 2.3.7. Customer is responsible to do self-inspection and testing upon receiving the device.
- 2.3.8. The device offered for this campaign are supplied by third party partner. TM is not liable for any liability claims with regards to the additional feature service offered for the device.
- 2.3.9. For any warranty claims related to the device, Customers are advisable to liaise with respective authorize service centers as listed below:
 - Samsung: <https://www.samsung.com/my/support/category/mobile-devices/mobile-device/>
 - Vivo: <https://www.vivo.com/my/support>

3. TERMINATION AND PENALTY

- 3.1 In the event of early termination during the twenty-four (24) months contract period, Customer is chargeable with early termination penalty which will be based on the remaining months balance of the Campaign Package.
- 3.2 If there is any balance left from the upfront payment amount, that amount will be used to offset with the early termination penalty.
- 3.3 Early termination penalty will be charged to customers in the event of;
 - i. Termination of line
 - ii. Termination of contract due to change of plan or change of ownership
 - iii. Port out to other service provider
 - iv. Fraud

4. VARIATION

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.

5. GOVERNING LAW AND JURISDICTION

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

6. CONFIDENTIALITY

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

7. MISCELLANEOUS

- 7.1 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.
- 7.2 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.
- 7.3 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.

8. PRIORITIZATION OF DOCUMENTS

In the event there is any conflict or inconsistency between the Application, the Consumer T&C, the Specific Terms and our Terms of Use, the following order of precedence shall apply:

- i. Campaign Terms and Conditions (highest precedence)
- ii. the Consumer T&C for unifi Mobile; and
- iii. our Terms of Use

[End of Terms and Conditions]