

24-Hours Restoration Guarantee For Unifi Service

Terms and Conditions (T&C)

These terms and conditions are applicable for bill rebate redemption due to delayed unifi service restoration (“Redemption”) organized by Telekom Malaysia Berhad (TM). TM reserves the right to vary, supplement, delete, amend or modify this T&C, from time to time without prior notice to the customer. By agreeing to redeem the Redemption, 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 concerning every aspect of the redemption, shall be final, binding, and conclusive.

1. TM is committed to solve customers’ complaints regarding internet connectivity issues within twenty-four (24) hours. In the event the restoration is more than 24 hours, the Customer is eligible to redeem one (1) bill rebate of RM50 for every complaint of the same incident (same report number).
2. The Redemption eligibilities are as follows:
 - a. The Redemption is open to the subscriber of unifi Home and unifi Biz with 100Mbps and above plan only (“Redemption Plan”).
 - b. The Redemption is not eligible for any subscription of other unifi services such as telephony, unifi Lite, unifi mobile, unifi Air, unifi TV, and Value Added Services (VAS).
 - c. The customer is required to lodge a formal complaint to any TM official complaint channels to be eligible for the Redemption.
 - d. The 24 hour period starts from the date & time the complaint is recorded in TM system and the customer is assigned a report number via SMS.
 - e. The service disruption must be due to total loss of **UNIFI INTERNET CONNECTION** as per the incidents below:
 - I. Unable to browse the internet; and
 - II. Unable to make calls using voice over broadband (VOBB) phone; and
 - III. Unable to stream / watch unifiTV content via unifi Plus Box (UPB) / Set-top Box (STB) (where applicable); and
 - IV. Unable to connect to other services (if any) that have dependency to unifi internet connection such as CCTV, smart home, etc.
 - f. Formal complaints must be made during breakdowns/downtime and not after restoration, where the customer is unable to use unifi service due to total internet connection failure.
 - g. Whenever there is a request by the Customer to reschedule the appointment or postponement the appointment to a later date, the new 24 hours Redemption period will be assigned to the Customer.
3. Exemption
 - a. The total loss of unifi internet connection failure must be due to instances such as power failure at TM exchange, service maintenance by TM, or any incident that is

beyond the control of TM except for Force Majeure events (such as flood, earthquake, landslide, lightning, pandemic, or riot).

- b. The Redemption is also not eligible for any complaint related to matters that are within the customer's premise/control (such as internal wiring in the house, accidental damage to CPE, house renovation, pet, fire, burglary, or any activity that is beyond TM's control).
- c. TM reserves the right to vary, supplement, delete, amend or modify Redemption eligibilities, from time to time without prior notice to the customer. Kindly contact TM via Live Chat at www.unifi.com.my for the latest information on Redemption eligibility.

4. Bill rebate Redemption:

- a. The Customer is required to redeem the bill rebate within 30 days from the day the Redemption offer is available in myunifi app.
- b. Once the Redemption has expired and is not visible in myunifi apps, the Customer is not entitled to claim the Redemption from TM. TM will not entertain any appeal on such delay.
- c. For the same complaint, the expired bill rebate will not be re-offered/re-appeared in myunifi apps.
- d. Redemption can only be done through myunifi apps. Request for Redemption through other channels are not eligible.
- e. Redemption is given only via bill rebate. Redemption through other methods is not eligible.