

TERMS & CONDITIONS Extraordinary Campaign

These Specific Terms and Conditions for **Extraordinary 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 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 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) Extraordinary Campaign (“Campaign”) is brought to you by Telekom Malaysia Berhad (“TM”). The Campaign period is held from 1 September until 31 December 2022 (“Campaign Period”) 6th September for subscription via unifi.com.my. However, TM may, at its sole and absolute discretion to end or extend the Campaign Period without prior notice to Customer.
- b) This Campaign offers the Customer with free speed upgrade and at the same time enjoy thirty (30) days free trial upon successful activation.
- c) The Campaign is exclusively offered to new unifi customer who subscribe to any of the Campaign Package (hereinafter defined) via available TM sales channel through TMpoint, TM Sales Center, TM Reseller, TM Authorized Dealers or at unifi portal via www.unifi.com.my.
- d) For face to face subscription and registration, Customer is required to perform biometric verification while for online registration via unifi portal, Customer is required to upload the relevant supporting documents, as advised in unifi portal.
- e) Every subscription to the Campaign Package will be subjected to twenty-four (24) months contract upon successful installation of the unifi Home at customer’s resident. Meanwhile unifi TV pack will be subjected to twelve (12) months contract upon activation of the unifi TV pack.
- f) “You” or “Customer” shall mean the customers who subscribed to unifi plans during the Campaign.
- g) “TM” shall mean Telekom Malaysia Berhad.
- h) “unifi Home” shall mean unifi plan of 30Mbps, unifi 100Mbps, unifi 300Mbps, unifi 500Mbps and unifi 800Mbps
- i) The thirty (30) days free trial are not eligible for existing unifi or unifi Lite customers.

2 Campaign Offering

a) There are three types of plans under this Campaign, as per below:

- i. All-in-One Plan;
- ii. Broadband with Entertainment Plan; and
- iii. Broadband only Plan.

Each plan shall be referred to as the Campaign Package.

b) Under this Campaign, Customer will be entitled for: -

- i. FREE speed upgrade for the period of up to six (6) months, while retaining the same monthly commitment fee based on the Campaign Package subscription;
- ii. Thirty (30) days free trial upon successful activation of the Campaign Package;
- iii. Access at no cost to the selected streaming app available under each Campaign Package for the period of up to six (6) months. For Customers who subscribe to Campaign Package with the speed of 800Mbps, the access at no cost to Disney+ Hotstar is twelve (12) months.

(collectively referred to as "Campaign Offerings").

c) The thirty (30) days free trial is not inclusive of any additional add-ons purchased on top of this Campaign. The payment for any additional add-ons on top of this Campaign will run as usual in Customer's monthly bill.

d) The existing terms and conditions for unifi TV content ([click here](#)) and streaming apps ([click here](#)) is applicable.

2.1 All-In-One Plan

a) The All-In-one Plan offers the Customer with complete connectivity, entertainment and mobile solution which consist of unifi Home, unifi Mobile Postpaid 99 and unifi TV.

b) The offerings available for All-In-One Plan shall be clearly illustrated under the following table:

Speed	30Mbps	100Mbps	300Mbps	500Mbps	800Mbps
30 days free trial Broadband + Mobile	Yes	Yes	Yes	Yes	Yes

Speed Upgrade for one (1) Month	100Mbps	NA	NA	NA	NA
unifi TV pack	Ultimate Pack (70+ channel) with unifi Plus Box				
Streaming Apps	<ol style="list-style-type: none"> 1. Disney+ Hotstar 2. beIN SPORTS CONNECT 3. SPOTV NOW 4. BBC Player 5. unifi PlayTV 				
Mesh WiFi	Add on from RM15			Free Mesh Wi-Fi 6	
Voice	Pay per use for a flat rate of 20sen/min to all mobile and fixed lines nationwide	600 minutes talk time to all mobile and fixed lines nationwide for unifi Home subscription. Beyond 600 minutes, Customer will be charged as per below: <ol style="list-style-type: none"> i. Free calls from fixed to fixed; ii. RM0.10 from fixed to mobile 			

- c) Customer will enjoy the discounted price for All-In-One Plan for twenty-four (24) months as long as the Customer maintain their subscription for all three unifi product under the All-in-One Plan.
- d) The discount for unifi Home will be automatically removed once the Customer terminate any of the elements in the All-in-One Plan subscription, either unifi Mobile Postpaid or unifi Home. Customer subscription shall revert to the current commercial rate available at the time of request and Customer will be re-contracted for a period of twenty-four (24) months upon such reversion.
- e) The registration of unifi Mobile Postpaid and unifi Home must be under the same account holder (i.e: same NRIC, Army ID, Police ID, Passport) to continuously enjoy the benefits of the discounted price.
- f) Customer will enjoy the unifi Mobile Postpaid at RM59 upon activation of unifi Home and this amount will be reflected in the unifi Mobile Postpaid bill on the following month. The unifi Mobile Postpaid must be activated within thirty (30) days. Failure to do so will result in the removal of the discount for unifi Home, as stated in Clause 2 (c) above.
- g) TM is not accountable if there is delay in the activation of unifi Home due to technical limitation, delay in installation and etc. In any case where unifi Home is not installed due to any reason, Customer will not enjoy unifi Mobile Postpaid discounted price at RM59 per month and Customer's subscription will be reverted to current commercial package without unifi Mobile.

h) Existing unifi Mobile Postpaid Customer

- i. Existing unifi Mobile Postpaid Customer is eligible to apply for All-in-One Plan where Customer may retain their current number. Existing unifi Mobile Postpaid Customer with the following rate plan will automatically entitle for the All-in-One Plan if they sign up to the Campaign;
 - unifi Mobile 59 (Value Plan);
 - unifi Mobile 99 at RM59 with twelve (12) months contract;
 - unifi Mobile Jasa Pack; and
 - unifi Mobile Student Pack

i) Existing unifi Home Customer

- i. Existing unifi Home Customer who subscribe to All-in-One Plan shall enjoy the discounted price under this Campaign.
- ii. For existing Customer, their unifi Home subscription will be re-contracted for twenty-four (24) months period upon the subscription and activation of the All-In-One Plan.
- iii. Existing unifi Home Customer who subscribed to unifi Home with unifi Plus Box will not get a new unifi Plus Box for the subscription of the All-In-One Plan.
- iv. Existing unifi Home Customer who subscribed to unifi Home package bundled with Mesh Wi-Fi Deco M4 and move to All-in-One Plan bundled with Wi-Fi 6 Certified Mesh, will be given new Wi-Fi 6 Certified Mesh. The existing Mesh Wi-Fi Deco M4 device will remain with the Customer.
- v. unifi Home Customer with additional purchase of unifi Plus Box device and Mesh Wi-Fi device (“Value Added Services”) to their existing unifi Home subscription who upgrade to All-in-One Plan which comes with unifi Plus Box device and/or Mesh Wi-Fi, will remain as additional purchase under the All-in-One Plan. Customer will be given the new device(s) under the All-in-One Plan but the payment obligation for the Value Added Services will remain as per usual.
- vi. In the event the Customer terminate their unifi Home, discount on unifi Mobile Postpaid will be removed and vice versa. Customer will not be entitled to their previous package prior to All-in-One Package and the price will be subjected to the current commercial rate available at the time of such request.

2.2 Broadband with Entertainment Plan

- a) Broadband and Entertainment Plan is offered for unifi Home. Customer with the subscription of unifi 300Mbps, unifi 500Mbps and unifi 800Mbps will enjoy the following benefits as per below:

Speed	300Mbps	500Mbps	800Mbps
Price per month	RM199	RM249	RM349
30 days free trial	Yes	Yes	Yes
Speed Upgrade for six (6)months	500Mbps	800Mbps	NA
unifi TV Pack	Ultimate Pack (70+ channel) with unifi Plus Box		
Streaming App	<ol style="list-style-type: none"> 1. Disney+ Hotstar 2. beIN SPORTS CONNECT 3. SPOTV NOW 4. BBC Player 		<ol style="list-style-type: none"> 5. Lionsgate Play 6. Viu 7. iQIYI 8. unifi PlayTV
Mesh WiFi	Add on from RM15	Free Mesh Wi-Fi 6	
Voice	600 minutes talk time to all mobile and fixed lines nationwide for unifi Home subscription. Beyond 600 minutes, Customer will be charged as per below: <ol style="list-style-type: none"> i. Free calls from fixed to fixed; ii. RM0.10 from fixed to mobile 		

2.3 Broadband Only Plan

- a) Broadband Only Plan is offered for unifi Home. Customers will enjoy the following benefits as per below:

Speed	30Mbps	100Mbps	300Mbps	500Mbps	800Mbps
30 days free trial	Yes	Yes	Yes	Yes	Yes
Speed Upgrade for six (6)months	100Mbps	300Mbps	500Mbps	800Mbps	NA
Streaming App	Lions Gate Play access at no extra cost for 6-months	Disney+ Hotstar access at no extra cost for 6-months			Disney+ Hotstar Access at no extra cost for 6-months
Mesh WiFi	Add on from RM15		Free Mesh WiFi 6		
Voice	Pay per use for a flat rate of 20sen/min	600 minutes talk time to all mobile and fixed lines nationwide for unifi Home subscription. Beyond 600 minutes, Customer will be charged as per below: <ol style="list-style-type: none"> i. Free calls from fixed to fixed; 			

	to all mobile and fixed lines nationwide	ii.RM0.10 from fixed to mobile
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- b) From 6th September 2022 until 30 November 2022, Customer subscribing to unifi 30Mbps and 100Mbps will have the option to add Ultimate pack promo. The offering shall be illustrated under the following table:

Ultimate Pack Promotion*		
Price Per month	RM49.90	RM59.90
30 days trial	Yes	Yes
unifi TV Pack	Ultimate Pack (70+ channel) with unifi Plus Box	
Streaming App (OTT)	<ol style="list-style-type: none"> 1. Disney+ Hotstar 2. beIN SPORTS CONNECT 3. SPOTV NOW 4. BBC Player 5. unifi PlayTV 6. Lionsgate Play 	<ol style="list-style-type: none"> 1. Disney+ Hotstar 2. beIN SPORTS CONNECT 3. SPOTV NOW 4. BBC Player 5. unifi PlayTV 6. Lionsgate Play 7. Viu 8. iQIYI

*Please refer to the FAQ on [Ultimate Pack Promotion](#).

3 SPEED UPGRADE

- a) For 30Mbps All-In-One plan, speed upgrade entitlement is only for one (1) month.
- b) Speed upgrade is strictly not applicable for unifi 800Mbps speed.
- c) Speed upgrade is not applicable to high rise building which has no fibre infrastructure.
- d) Customer will be notified via SMS, WhatsApp and/or myunifi app seven (7) days prior to the end of the speed upgrade period on the option either to continue the experience by upgrading to higher speed or to maintain their current subscription.
- e) Customer is required to register their interest within seven (7) days before the end of speed upgrade period upon receiving notification from TM. The activation of upgraded speed will only be effective after the end of 6-months speed upgrade period.
- f) Customer must ensure that the details submitted for the registration of interest in microsite are final and accurate for TM to process the application. TM will not entertain any request for amendment upon order submission.

- g) However, the speed upgrade shall be subjected to further changes, at TM's absolute discretion, without prior notice to Customer.
- h) Subscription of unifi 30Mbps plan is not eligible for Smart Device add-on. However, Customer will be entitled to add-on Smart Device upon upgrade to unifi 100Mbps plan under this Campaign. The terms and conditions for Smart Device shall apply.
- i) Customer's Contract will remain and continue as per usual upon successful upgrade and activation of the unifi plan under this Campaign. This is also applicable to the Customers who decide to remain their current unifi subscription after the end of speed upgrade period.
- j) If the Customer fail to provide their respond before the end of speed upgrade period, Customer's subscription will automatically revert back to the original Campaign Package subscribed. Customer is not entitled to subscribe to the other offering under this Campaign and may subscribe to the latest unifi Home plan offering which is subject to twenty-four (24) months Contract refresh.

4 CAMPAIGN SUBSCRIPTION

- a) This Campaign is open to all Malaysia citizen, foreigners and permanent resident of Malaysia with minimum age of eighteen (18) years old at the time of such subscription.
- b) For any unifi Campaign Package application submitted by the Customer without verification of MyKad Reader, an upfront payment of RM100 (for Malaysian citizen) and RM500 (for foreign customer who resides in Malaysia or a permanent resident of Malaysia) will be imposed and is payable within ten (10) days effective from the unifi activation date. The upfront payment will be rebated back in customer's second month bill.
- c) Customer who subscribe to any of this Campaign offerings during the Campaign Period but installation is later than the Campaign Period will still be qualified to enjoy the Campaign discounts and benefits with the condition that the unifi package installation is completed within fourteen (14) days from the expiry of the Campaign Period.
- d) By subscribing / purchase bundle of unifi Plus Box, Customer hereby agrees that unifi Plus Box will be delivered via TM unifi installer. More details of unifi Plus Box is available in unifi Plus Box terms and condition.
- e) For Wi-Fi 6 Certified Mesh, the device will be provided by Telekom Malaysia and will be delivered and installed by TM Installer. The after sales support will be provided by TM and Customer may contact TM 100 or visit the nearest TMpoint for assistance. The Mesh Wi-Fi terms and conditions shall apply.
- f) Any existing subscription to Value Added Services (VAS) will be carried forward when the Customer opt-in to unifi higher speed plan under this Campaign. The

VAS is at all times subjected to Terms and Condition of the current existing VAS.

- g) 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.

5 CHANGE OF PLAN

- h) Any movement and/or upgrade of unifi package with unifi TV pack, unifi Plus Box and or Mesh Wi-Fi 6 to unifi package without unifi TV pack, unifi Plus Box or Mesh Wi-Fi within the Contract Period is strictly not allowed. By removing unifi Plus Box or Wi-Fi 6 Certified Mesh from the Campaign Package, Customer will be charged with a penalty of remaining months of the unifi TV pack, unifi Plus Box and downgrade fee for Wi-Fi 6 Certified Mesh.
- i) Upon subscribing to the unifi plan during this Campaign, any change of plan can only be done under the following situation:
 - i. For the plan that comes with unifi TV pack, unifi Plus Box and Wi-Fi 6 Certified Mesh, any upgrade and/or change of plans is only permitted to any other plans with higher speed that comes together with Ultimate Pack, unifi TV pack and Wi-Fi 6 Certified Mesh; and
 - ii. Change of plan is only allowed after the thirty (30) days free trial period ended.

6 CHARGES AND BILLING

- a) Customer who subscribe to All-in-One Plan under this campaign will get two (2) separate bill for the monthly bill cycle:-
 - i. unifi bill consist of the monthly fee of unifi Home and unifi TV; and
 - ii. unifi Mobile bill
- b) Customer will need to make separate payments accordingly to your subscriptions and is subject to different credit limit.

7 TERMINATION

- a) In the event of termination of unifi TV pack in the Broadband with Entertainment Offering, any access to the complimentary streaming app will be revoked.
- b) In the event of termination of any element of the Campaign Package (i.e: unifi Broadband, unifi Mobile Postpaid, unifi TV) will result to:

- i. unifi Home: Customer will no longer entitled to discounted unifi Home; and
 - ii. unifi Mobile Postpaid: The unifi Mobile Postpaid 99 Plan will revert to RM79 price per month on the following month upon termination.
- c) Any early termination request during the Contract Period will be chargeable with termination penalty of remaining months balance for both unifi Home, mesh wifi and unifi TV.
- d) unifi Home Customer who wish to cancel/terminate their subscription must request for service termination at TMpoint within thirty (30) days from service activation date.
- e) For the purpose of termination within the thirty (30) days free trial of this Campaign, Customer shall return all three (3) or four (4) device(s) according to the Customer's subscription including the modem, Broadband Termination Unit (BTU), unifi Plus Box and Wi-Fi 6 Certified Mesh to the nearest TMpoint. All equipment must be returned in a good condition together with the box, cable and other accessories received during installation. Any failure in doing the above will be chargeable with RM500 as penalty.
- f) Penalty will be imposed based on the package fee remaining months for termination made after thirty (30) days free trial of this Campaign and within Contract Period.
- g) All equipment upon installation should be return only within thirty (30) days free trial termination. If unifi account terminated after thirty (30) days free trial, the equipment belongs to Customer except for BTU.

h) The checklist for the purpose of equipment return is as follows:-

30Mbps	100Mbps	300Mbps	500Mbps	800Mbps
WiFi Router (RG) Modem (BTU)				
If applicable: unifi Plus Box (black color)- 1 unit Packaging- 1 unit Remote control – 1 unit AAA Batteries -2 units Power Adapter – 1 unit Audio/Video Cable – 1 unit Ethernet Cable – 1unit HDMI cable – 1 unit				
				Wi-Fi 6 Certified Mesh

i) The termination of unifi Mobile Postpaid need to be requested separately via online chat at unifi website or walk-in to TMPoint only. Campaign Plan discount

will be removed completely for any services terminated during the Contract Period under the Campaign.

- j) Customers who subscribed to any Value Added Services who wish to terminate the services will be imposed with the early termination fee based on the remaining months fee.
- k) Customer is not allowed to terminate the Campaign Package and sign-up unifi service with the same installation address again within the Campaign Period.
- l) Upfront payment will be refunded for application submitted by the customer without verification of MyKad Reader.

8 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.
- c) This terms and conditions are governed by the Malaysian law and the courts in Malaysia have exclusive jurisdiction.

9 CONFIDENTIALITY

- a) Any personal data provided by the Customer to TM in connection with the Campaign shall be kept confidential. [TM Privacy Notice](#) shall apply.

10 INDEMNITY

- a) Notwithstanding anything to the contrary, Customer will defend, indemnify and hold TM save and harmless from any and all claims, suits, actions, demands, costs, settlements, losses, damages, expenses and all other liabilities including reasonable attorney's fees (collectively "the Claims"), arising out of or resulting from its breach of this Terms and Conditions or the intentionally wrongful or negligent acts or omissions on your part, in the performance of or failure to perform your obligations under this Terms and Conditions or in relation to your use of the Campaign Package during the subscription.

11 FORCE MAJEURE

- a) TM shall not liable in any way for delay, failure in performance, loss or damage due to any of the following force majeure conditions: fire, strike, embargo, explosion, power blackout, earthquake, flood, war, labor disputes, civil or military authority, pandemic, epidemic, sabotages, acts of God or the public

enemy, inability to secure raw materials, acts or omissions of other carriers or suppliers, or other causes beyond its reasonable control, whether or not similar to the foregoing.

12 GOVERNING LAW AND JURISDICTION

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

13 SEVERABILITY

- a) If any provision herein contained should be found invalid, illegal or unenforceable under any applicable law, the legality and enforceability of the remaining provisions shall not be affected or impaired in any way and such invalid, illegal or unenforceable provision shall be deemed deleted.

14 MISCELLANEOUS

- a) Except for the terms and conditions for the Campaign stated herein, all other terms and conditions for unifi Home, unifi Mobile Postpaid, unifi TV, unifi Plus Box, Mesh Wi-Fi 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.

15 PRIORITIZATION OF DOCUMENTS

- a) In the event there is any inconsistency of the provisions under this Campaign terms and conditions, unifi Home terms and conditions, unifi Mobile Postpaid terms and conditions, unifi TV terms and conditions, unifi Plus Box terms and conditions, Mesh Wi-Fi terms and conditions, General Campaign terms and conditions and the Terms of Use, the following order of precedence shall apply:
 - i. unifi Home Terms and Conditions;
 - ii. unifi TV Pack (Ultimate Pack) Terms and Conditions;
 - iii. Ultimate pack promo terms conditions
 - iv. unifi Plus Box Terms and Conditions;
 - v. Mesh Wi-Fi Terms and Conditions;
 - vi. General Campaign Terms and Conditions; and
 - vii. Terms of Use.

[End of Terms and Conditions]

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