

## CAMPAIGN TERMS & CONDITIONS

### unifi Your World Campaign

These Specific Terms and Conditions for unifi Your World Campaign (“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) and unifi Mobile Postpaid (“unifi Mobile Postpaid”) terms & conditions available at <https://unifi.com.my/mobile/postpaid/tnc.html>. 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) unifi Your World Campaign (“Campaign”) is brought to you by Telekom Malaysia Berhad (“TM”). The Campaign period is held from 24th August 2020 until further notice by TM (“Campaign Period”). However, TM may, at its sole and absolute discretion ends or extends the Campaign Period without prior notice to Customer.
- b) The Campaign is exclusively offered to **NEW and Existing TM customer(s)** who subscribe to selected unifi Home plans namely **unifi 30Mbps, unifi 100Mbps, unifi 300Mbps, unifi 500Mbps and 800Mbps with unifi TV content and unifi Mobile Postpaid in one bundle with more discount** (“Campaign Package”) with 24 months commitment period via any of TM sales channel through TMpoint, TM Sales Center, TM Reseller, TM Authorized Dealers or at unifi portal via [www.unifi.com.my](http://www.unifi.com.my).
- c) For unifi Home subscription and registration, Customer will be required to perform biometric verification while for online registration via unifi portal, Customer is required to upload the supporting documents needed such as copy of identity card.
- d) The twenty-four (24) months contract obligation for this offering will deemed to begin upon successful installation of the unifi broadband at customer’s resident.
- e) “You” or “Customer” shall mean the customers who subscribed to unifi plans during the Campaign.
- f) “TM” shall mean Telekom Malaysia Berhad.
- g) “Total Convergence Plan” shall mean the bundle discount which offers combination of unifi Home, unifi TV and unifi Mobile Postpaid at a better discounted value to Customers.
- h) New Customer under the Campaign is entitled to enjoy thirty (30) days free trial for unifi Home and unifi TV or unifi Home only based on the Campaign Promotion in Clause 2.

- i) The thirty (30) days free trial is not inclusive of unifi Mobile Postpaid and any additional add-ons purchase 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. Unifi TV and unifi TV fee waiver will be reflected on customer's first month bill.

## 2. CAMPAIGN PROMOTIONS

### 2.1 Total Convergence Plan

- a) unifi Home, unifi TV & unifi Mobile Postpaid is available for unifi packages from 30Mbps, unifi 100Mbps, unifi 300Mbps, unifi 500Mbps and unifi 800Mbps which comes together with unifi Mobile Postpaid and unifi TV ( Ultimate pack).
- b) Customer will enjoy the benefits of Total Convergence plan as below:
  - i. Discounted unifi Home
  - ii. Discounted unifi Mobile Postpaid 99 @RM59
  - iii. 600 minutes talk time to all mobile and fixed lines nationwide for 100Mbps, 300Mbps, 500Mbps and 800Mbps. Beyond :
    - Free calls from fixed to fixed
    - RM0.10 from fixed to mobile
  - iv. unifi Plus box with over 70+ premium live TV channels
  - v. Access to unifi playTV app of up to five (5) devices
  - vi. Complimentary access to Viu and Yuppflix for six (6) months (limited offer)
- c) Customer will enjoy the bundle discount for unifi Home for 24 months as long as the unifi Home, unifi TV and unifi Mobile Postpaid is maintained.
- d) The bundle discount for unifi Home will be removed when Customer terminate Total Convergence Plan either unifi Mobile Postpaid or unifi Home. Customer subscription shall revert to the commercial rate available at the time of request and Customer will be re-contract for a period of twenty-four (24) months upon such reversion
- e) Early termination charges on unifi TV and unifi Home is applicable should termination is requested during contract period.
- f) Customer must ensure the unifi Mobile Postpaid is active in order to continuously enjoy the benefits of discounted price under this Total Convergence Plan.
- g) 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.
- h) 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 30 days, otherwise the discount of unifi Home will be removed as per described in (c). TM is not accountable if there is delay in the activation of unifi Home due to technical limitation, delayed

installation 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.

- i) More details of unifi Mobile Postpaid offering is available at [unifi.com.my/mobile/postpaid/tnc](http://unifi.com.my/mobile/postpaid/tnc).

#### **Existing unifi Mobile Postpaid Customer**

- a) Existing unifi Mobile Postpaid Customer is eligible to apply for Total Convergence Plan where Customer may retain their current line number. Existing unifi Mobile Postpaid Customer with the following rate plan will automatically entitle for the Total Convergence Plan if they sign up for the plan. The rate plan are as follows: -
  - a. unifi Mobile 59 (Value Plan);
  - b. unifi Mobile 99 at RM59 with twelve (12) months contract;
  - c. unifi Mobile Jasa Pack; and
  - d. unifi Mobile Student Pack

#### **Existing unifi Home Customer**

- a) Existing unifi Home Customer who subscribe to Total Convergence Plan shall enjoy the discounted price under this Campaign BUT NOT inclusive of other promotions under this Campaign such as thirty (30) days free trial of unifi broadband and content
- b) The bundle discount under Total Convergence Plan can be enjoyed by existing unifi Home Customers if they apply to Total Convergence Plan with refresh contract
- c) Existing unifi Home Customer who subscribed to unifi Home with unifi plus box packages and upgrade to Total Convergence Plan with unifi plus box, will carry/remain their current unifi plus box. Customer will not be given new unifi plus box.
- d) Existing unifi Home Customer who subscribed unifi Home with Mesh Wi-Fi Deco M4 packages and move to Total Convergence Plan with Mesh Wi-Fi Deco M9 Plus, will be given new Mesh Wi-Fi Deco M9 Plus. The current Mesh Wi-Fi Deco M4 device will remain with Customer.
- e) Existing unifi Home Customer with additional purchase of unifi plus box device and Mesh Wi-Fi device who upgrade to Total Convergence Plan with any plan under the Plan which comes with unifi plus box device and/or Mesh Wi-Fi, will remain as additional purchase under the Total Convergence Plan. Customer will be given the new Plan device(s) under the Total Convergence Plan.
- f) 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 their subscription to Total Convergence Plan and the price will revert to the commercial rate available at the time of such request.

## **2.2 unifi Home and unifi TV Plan**

- a) unifi Home and unifi TV Plan is available for unifi packages from unifi 300Mbps, unifi 500Mbps and unifi 800Mbps.
- b) Customer under the Campaign Plan will enjoy any of the following benefits as below:
  - vii. unifi TV Ultimate Pack with Free unifi Plus Box
  - viii. Access to unifi playTV app of up to five (5) device.
  - ix. Complimentary access to Viu and Yuppflix for six (6) months (limited offer)
  - x. 600 minutes talk time to all mobile and fixed lines nationwide. Beyond:
    - Free calls from fixed to fixed
    - RM0.10 from fixed to mobile
  - i. Access to unifi playTV app (free to air channel) up to 5 devices
- c) Existing unifi Home customer who subscribe to any of the Total Convergence Plan shall enjoy the discounted price under this campaign BUT NOT inclusive of other promotions under this campaign such as thirty (30) days free trial of unifi Home and TV.
- d) Existing unifi Home Customer who subscribe to unifi Home bundle with unifi plus box packages, then upgrade to Total Convergence Plan with unifi plus box, will carry/remain their current unifi plus box. Customer will not be given new unifi plus box.
- e) Existing unifi Home Customer who subscribe to unifi Home bundle with Mesh Wi-Fi Deco M4 packages who upgrade to Total Convergence Plan with Mesh Wi-Fi Deco M9 Plus, will be given new Mesh Wi-Fi Deco M9 Plus. The current Mesh Wi-Fi Deco M4 will remain with the Customer.
- f) Existing unifi Home customer with additional purchase of unifi plus box device and Mesh Wi-Fi device who upgrade to Total Convergence Plan which comes with unifi plus box device and/or Mesh Wi-Fi, will remain as additional purchase under the Plan. Customer will be given new Plan device under Total Convergence Plan.

### 2.3 unifi Home Only Plan

- a) unifi Plan only Plan is available for unifi packages from 30mbps, 100mbps and unifi Lite (formerly known as Streamyx). New Customer under the Campaign is entitle to enjoy thirty (30) days free trial.
- b) The thirty (30) days free trial is not inclusive of any additional add-ons purchase on top of this Campaign. The payment for any additional add-ons on top of this plan will run as usual in Customer's monthly bill. The unifi Home and unifi TV fee waiver will be reflected on customer's first month bill.

- c) unifi 100Mbps Customer will be entitled for a 600 minutes call plan in the unifi Home plan.
- d) Existing unifi Home customer who subscribe to any of the Total Convergence Plan shall enjoy the discounted price under this Campaign BUT NOT inclusive of other promotions under this Campaign such as thirty (30) days free trial of unifi Home.

### 3. 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 reflected on 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 our TM Unifi installer. More details of Unifi Plus box is available in Unifi Plus Box terms and condition.
- e) By subscribing / purchase bundle of Mesh Wi-Fi, Customer hereby agrees that Mesh Wi-Fi is provided by TP-Link and will be delivered via TP-Link appointed delivery partner within 5-7 working days. Customer is advised to perform self-installation with Mesh Wi-Fi by downloading TP-Link Deco apps for configuration and manuals. More details of Mesh Wi-Fi is available in Mesh Wi-Fi terms and condition.
- f) By subscribing / purchase bundle of unifi Mobile Postpaid , customer hereby agrees that terms under unifi Mobile Postpaid including unifi Mobile Postpaid 99 Promotion campaign. More details of unifi Mobile Postpaid is available in unifi Mobile Postpaid terms and condition <https://unifi.com.my/mobile/postpaid/tnc.html>

### 4. CHANGE OF PLAN

- a) Any movement and/or upgrade of unifi package with unifi Plus Box and or Mesh Wi-Fi Deco M9 Plus to unifi package without unifi Plus Box or Mesh Wi-Fi within contract period IS NOT ALLOWED. By removing unifi Plus Box or Mesh Wi-Fi Deco M9 Plus from your unifi plan, customer will be charged a penalty of remaining months of the unifi Plus Box and downgrade fee on Mesh Wi-Fi Deco M9 Plus.
- b) Any movement or and/or upgrade of unifi Mobile Postpaid plan beyond the eligible plan is NOT ALLOWED.
- c) 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 Ultimate Pack, unifi Plus Box and Mesh Wi-Fi Deco M9 Plus, any upgrade and/or change of plans is only permitted to any other plans with higher speed that comes together with Ultimate Pack, unifi Plus Box and Mesh Wi-Fi Deco M9 Plus.

## 5. CHARGES AND BILLING

- a) Customer who subscribe to any packages 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.

## 6. TERMINATION

- a) In the event of termination of any element of Total Convergence Plan (i.e: unifi Broadband, unifi Mobile Postpaid, unifi TV) will result to :
  - i. unifi Home: Customer will no longer entitled to discounted Unifi Home
  - ii. unifi Mobile Postpaid: The Unifi Mobile Postpaid 99 Plan will revert to RM79 price per month on the following month upon termination.
- b) unifi Home Customer who wish to cancel/terminate their subscription must request for service termination at TMpoint within 30 days from service activation date.
- c) 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 campaign plan including the modem, Broadband Termination Unit (BTU), unifi Plus Box and Mesh Wi-Fi Deco M9 Plus 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.
- d) Early termination charges based on the package fee remaining months will be imposed for termination after 30 days and within the 24 months contract period.
- e) All equipment upon installation should be return only within 30days free trial termination. If unifi account terminated beyond 30 days trial, the equipment belongs to customer accept for BTU.

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

30Mbps	100Mbps	300Mbps	500Mbps	800Mbps
WiFi Router (RG) Modem (BTU)				
		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		
			Mesh Wi-Fi Deco M9 Plus	

- g) 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.
- h) 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.
- i) unifi Lite customers who wish to cancel their subscription must request for service termination and return the modem at TMpoint within 30 days from the service activation date. Failing to do so, customer will be charged RM350 as penalty.
- j) Customer is not allowed to terminate the Campaign plan and sign-up unifi service with the same installation address again within the campaign period.
- k) Upfront payment will be refunded for application submitted by the customer without verification of MyKad Reader.
- l) In the event of termination of unifi Home service, the Unifi Mobile 99 Plan will revert to RM79 on the following month upon termination.

**7. RELOCATION**

In the event that Customer requests for and/or informs of relocation of premise, the following conditions shall apply: -

- a) If the relocation happens within thirty (30) days after successful installation of the broadband, the Customer is entitled to enjoy unifi Home waiver;
- b) If Customer relocation happens during a period exceeding more than thirty (30) days after successful installation of unifi Home, the Customer shall not be entitled to enjoy unifi Home fee waiver.

## 8. MESH WI-FI INSTALLATION & AFTER SALES SERVICE

- a) Customer is advised to perform self-installation with Mesh Wi-Fi by downloading TP-Link Deco apps for configuration and manuals.
- b) Any after sales support with regards to Mesh Wi-Fi, customer requires to contact TP-Link directly via:
  - i. TP Link Contact Technical Support:
  - ii. Toll Free: 1800 22 8887 / 03-2141 4358 (Mon - Sun, 10am - 7pm)
  - iii. Warranty & RMA support: 03-2141 4358 (Mon - Sun, 10am - 7pm)
  - iv. E-mail: support.my@tp-link.com (Mon - Sun, 10am - 7pm)
  - v. Sales E-mail: request.malaysia@tp-link.com
  - vi. Website: www.tp-link.com.my
- c) If any request on the first time on-site Mesh Wi-Fi installation by unifi Elite team, customer will be charged RM120 and this charge will be reflected in unifi's monthly bill.

## 9. 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.
- b) This terms and conditions are governed by the Malaysian law and the courts in Malaysia have exclusive jurisdiction.

## 10. CONFIDENTIALITY

- a) 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>

## 11. ACCEPTANCE OF TERMS

- 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.
- b) 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.



- c) 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://facebook.com/weareunifi) for assistance or visit any TMpoint outlets nationwide.

[End of Terms and Conditions]

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