

**CAMPAIGN TERMS & CONDITIONS**  
**unifi Lite with unifi Mobile Campaign**

These Specific Terms and Conditions for unifi Lite with unifi Mobile Campaign (“Specific 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](http://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 Specific 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 Specific Campaign T&C, from time to time without prior notice to the customer. By participating in the Campaign, all participants and/or 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 Lite with unifi Mobile Campaign (“Campaign”) is brought to you by Telekom Malaysia Berhad (“TM”). The Campaign period shall commence from 11<sup>th</sup> January 2021 until 31<sup>st</sup> March 2021 (“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 both the unifi Lite Broadband (“Broadband”) plan and unifi Mobile 99 together at the same time (“Campaign Package”). The Campaign Package comes with twenty-four (24) months commitment period. For existing Customer, there will be twenty-four (24) months contract refreshed for unifi Lite broadband upon the subscription to this Campaign Package.
- c) This Campaign can be subscribed via any TM sales channels at TMpoint, TM Sales Center, TM Reseller, TM Authorized Dealers or via [www.unifi.com.my](http://www.unifi.com.my).
- d) The Campaign is only applicable to Customers who is residing at non-unifi Fiber area. For existing Customer, this Campaign is only applicable for Customers who subscribed to unifi Lite at RM89 monthly.
- e) As TM is continuously upgrading its network infrastructure nationwide and whenever fibre infrastructure is available at Customer’s installation address, (i) TM shall provide sufficient notice to the Customer of such availability; and (ii) the Customer agrees and hereby provides consent to TM to proceed with the migration of the Customer’s current service.
- f) Further to the above, the Customer acknowledges, understands and agrees that (i) the Customer’s existing broadband subscription will be upgraded to unifi fibre plan at the future price offerings for such unifi fiber plan, and (ii) hereby allow TM to do the

necessary in order to successfully implement the migration works including installation work within the Customer's premise.

- g) The twenty-four (24) months contract obligation for this offering will be deemed to begin upon successful installation of Broadband at customer's residence. For existing Customer, the twenty-four (24) months contract refreshed for this Campaign Package will be deemed to begin upon successful activation of the Campaign Package.
- h) "You" or "Customer" shall mean the customers who subscribed to unifi Lite plan during the Campaign.
- i) "TM" shall mean Telekom Malaysia Berhad.

## 2. CAMPAIGN PROMOTIONS

- a) The Campaign Package are:
  - I. New and existing customers will enjoy Broadband at promotional price of RM69 (Retail Rate Price RM89) for twenty-four (24) months when subscribe together with unifi Mobile 99 at promotional price of RM59 (Retail Rate Price RM99).
  - II. Monthly charges of RM128 for the Campaign Package for a period of twenty-four (24) months. Charges are exclusive of all applicable taxes.
  - III. New customer will enjoy thirty (30) days free trial period for broadband ("Free Trial"). The thirty (30) days free trial is not inclusive of unifi Mobile 99 and any additional add-ons purchase on top of this Campaign. The payment for any additional add-ons on top of this Campaign will be billed as usual in Customer's monthly bill.
  - IV. New customer who subscribe via Online will exclusively receive complimentary Touch 'n Go eWallet Reload PIN ("eWallet Reload PIN") worth RM50 after the end of Free Trial period and within thirty (30) days after the end of the Free Trial period, provided the account remain in Active status.
- b) Existing customers are not entitled for the Free Trial and complimentary eWallet Reload PIN.
- c) The promotional price for Broadband will be reverted from RM69 to the commercial rate of RM89 when the following situations occurred:-
  - i. unifi Mobile 99 is not active or terminated; or
  - ii. Broadband's Minimum Subscription Period has complete ( after the 24th month)
- d) Customer will enjoy the promotional price under this Campaign for the period of twenty-four (24) months as long as the Broadband and unifi Mobile 99 is active and maintained.

- e) The Campaign Package registration 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 99 at RM59 upon activation of Broadband and this amount will be reflected in the unifi Mobile 99 bill on the following month. The unifi Mobile 99 must be activated and registered within 30 days, otherwise the discount of Broadband will be removed as per described in (d). TM is not accountable if there is delay in the activation of Broadband due to technical limitation, delayed installation etc. In any case where Broadband is not installed or terminated due to any reason, the promotional price of unifi Mobile 99 will be reverted from RM59 to the commercial rate of RM79.
- g) More details of unifi Mobile 99 offering is available at [unifi.com.my/mobile/postpaid/tnc](http://unifi.com.my/mobile/postpaid/tnc).

### **Complimentary One (1) time free Touch ‘n Go eWallet Reload PIN worth RM50**

- h) **New Customer** who subscribe via online only at unifi.com.my or myunifi app will exclusively receive complimentary eWallet Reload PIN amounting to RM50 after the end of Free Trial period, provided the account for both Campaign Package remain active.
- i) The customer will receive email notification from unifi to customer’s registered email address and will be required to reply in order to claim for RM50 worth Touch ‘n Go eWallet Reload PIN.
- j) If the customer do not reply the email within the period of seven (7) days from the date of the email, he/she will not be entitled for the complimentary Touch ‘N Go eWallet Reload PIN.
- k) The complimentary Touch ‘N Go eWallet Reload PIN for new customers who subscribe via digital channel shall be subjected to the following terms and conditions: -
  - i. Customer is wholly responsible to download and register an account with Touch ‘n Go eWallet app before you reload Touch ‘n Go eWallet Reload PIN. For customers who don’t have the Touch ‘n Go app yet, they can download from Apps Store or Google Play and proceed with registration of account. For more details on the Touch ‘n Go app, visit <https://support.tngdigital.com.my> ;
  - ii. Customer must ensure the mobile number registered with Touch ‘N Go app is the same during registration of the Campaign Package with TM;
  - iii. TM will not be responsible for the failure of Customer to download and register an account with the Touch ‘n Go app;
  - iv. The eWallet Reload PIN has its validity period and we encourage customer to use within the specified validity period. The eWallet Reload PIN may have certain special terms and conditions attached and is subject to such terms and conditions.
  - v. In order to be entitled for the complimentary Touch ‘N Go eWallet Reload PIN, customer need to ensure Campaign Package is successfully installed and in active

status within four (4) months period after the successful installation date, which is inclusive Free Trial period and the three (3) subsequent months after the end of Free Trial period;

- vi. Each Customer is only entitled to only one (1) eWallet Reload PIN worth RM50 for this Campaign;
  - vii. TM reserves the absolute right, as it deems fit, to substitute the eWallet Reload PIN with another product of similar retail value with prior notice to Customer;
  - viii. The eWallet Reload PIN is not transferable, nor exchangeable for cash, credit or kind, whether in part or in full;
- l) Customer who subscribes to any of the Campaign Package at the end of the Campaign Period will still be qualified to enjoy the Campaign and its promotions with the condition that the Campaign Package installation is completed within fourteen (14) days from the expiry of the Campaign Period.

### **3. CHARGES AND BILLING**

- a) Customer who subscribe to Campaign Package with unifi Mobile 99 under this Campaign will get two (2) separate bill for the monthly bill cycle:-
- i. unifi Lite Broadband bill; and
  - ii. unifi Mobile 99 bill
- b) Customer will need to make separate payments accordingly to your subscriptions and is subjected to different credit limit.

### **4. TERMINATION**

- c) For the purpose of termination within Free Trial period of this Campaign, Customer shall request for termination and return the modem to the nearest TMpoint within thirty (30) days after successful activation date. Modem 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 RM350 as penalty.
- d) If termination is made within the twenty-four (24) months Contract Period but after the Free Trial period, a penalty of RM350 will be imposed to the Customer.
- e) Customer is not allowed to terminate the Campaign Package and sign-up for new unifi Lite with the same installation address again within the Campaign Period.

## 5. RELOCATION

- a) In the event that Customer requests for and/or informs of relocation of premise, the following conditions shall apply: -
  - i. If Customer relocation happens within thirty (30) days after successful Campaign Package installation – the Customer is entitled to enjoy the broadband waiver; or
  - ii. If Customer relocation happens during a period exceeding more than thirty (30) days after installation – the Customer shall not be entitled to enjoy the broadband waiver

## 6. 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.

## 7. GOVERNING LAW AND JURISDICTION

- a) These terms and conditions are governed by the Malaysian law and the courts in Malaysia shall have exclusive jurisdiction for any dispute and/or issues arising relating to this Campaign.

## 8. MISCELLANEOUS

- a) Except for the specific terms and conditions for the Campaign stated herein, all other terms and conditions for unifi Home Lite Broadband 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.

[End of Terms and Conditions]