

CAMPAIGN TERMS & CONDITIONS

unifi Try Me Campaign with unifi Plus Box

These Specific Terms and Conditions for unifi Try Me Campaign (“Specific Campaign T&C”) shall be read together with the General Terms and Conditions for unifi Home Fibre (“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 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.

- a) unifi Try Me Campaign with unifi Plus Box (“Campaign”) is organized by Telekom Malaysia Berhad (“TM”). The Campaign is exclusively offered to NEW customer(s) who subscribe to selected **unifi Home plans namely unifi lite, unifi 30Mbps, unifi 100Mbps and unifi 300Mbps (“Campaign Package”) with 24 months commitment period** via all TM sales channel through TMpoint, TM Sales Center, TM Authorized Dealers or unifi.com.my except for unifi basic 60GB. Online subscription under the Campaign will be available starting from 9 June 2020.
- b) The Campaign period will be effective from 1 June 2020 until 30 September 2020 (“Campaign Period”).
- c) Customers who subscribe to the Campaign Package during the Campaign Period will enjoy one (1) month free trial of broadband and one (1) month fee waiver (broadband only). For example: If you subscribe to unifi plan 100Mbps at RM129, you will be entitled to a one (1) month free for the price of RM129. Customers are still required to make payment for any additional add-ons on top of this plan. The broadband fee waiver will be reflected on customer’s first month bill.
- d) For any Campaign Package application submitted by the customer without verification of MyKad Reader, an upfront payment of RM100 (for Malaysian citizen) and RM500 (for a customer who is a non-citizen 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.
- e) Customers who subscribes to any of the Campaign Package at the end of the campaign date on 30 September 2020 will still be qualified to enjoy the Campaign with the condition that the Campaign Package installation is completed within fourteen (14) days from the expiry of the Campaign Period.
- f) unifi 30Mbps, 100Mbps and 300Mbps subscriber who wish to cancel subscription must request for service termination at TMpoint within 30 days from service activation date. Subscriber shall return all 3 equipments; modem, Broadband Termination Unit (BTU) and unifi Plus Box (bundled with unifi) to the nearest TMpoint. All equipment must be return in a good condition together with the box, cable and other accessories received during installation. If customer fails to do so, customer will be charged RM500 as penalty. However, for customer

that subscribe to 100mbps or 30mbps, customer is required to pay the remaining months of the ultimate pack as penalty. Upon payment of penalty, customer may retain the unifi Plus Box.

g) Checklist of return equipment as below:

unifi Plus Box

- i. Box Packaging- 1 unit
- ii. unifi Plus Box – must in black color (TM CPE) -1 unit
- iii. Remote control – 1 unit
- iv. AAA Batteries -2 units
- v. Power Adapter – 1 unit
- vi. Audio/Video Cable – 1 unit
- vii. Ethernet Cable – 1 unit
- viii. HDMI cable – 1 unit

Wifi Router (RG) and modem (BTU) – all item received during installation.

- h) During this Campaign, there will be a three (3) months grace period after termination of unifi service before customer can subscribe to a new unifi plan under the same name.
- i) During this Campaign also, any movement of unifi package with unifi Plus Box to unifi package without unifi Plus Box IS NOT ALLOWED. By removing the unifi Plus Box from your unifi plan subscribed will be charge a penalty of remaining months of the unifi TV ultimate pack.
- j) Upon subscribing to the unifi plan during this Campaign, any upgrade or speed can only be done if for example: plan with ultimate pack and unifi Plus Box can only change within plan with ultimate pack and unifi Plus Box. In the event that, such rules is not maintain, the remaining months balance of the ultimate pack and unifi Plus Box monthly fee will be charge to customer.
- k) If customers and/or subscribers have subscribed to any Value Added Services, early termination fees will be imposed based on the remaining months.
- l) unifi lite customers and/or subscribers who wish to cancel 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.
- m) In the event that Customer requests for and/or informs of relocation of premise, the following conditions shall apply:-
- a. If Customer relocation happens within thirty (30) days after installation – the Customer is entitled to enjoy the broadband waiver
 - b. 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

- n) 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.
- o) Except for the specific terms and conditions for the Campaign stated herein, all other terms and conditions for unifi Home Fibre Broadband, unifi Mobile Postpaid and General Campaign terms and conditions shall continue to apply.
- p) Further enquiries relating to the Campaign can be channeled to TM Live Chat at unifi.com.my/chat, tweet us [@helpmeunifi](https://twitter.com/helpmeunifi), message us at facebook.com/weareunifi for assistance or visit any TMpoint outlets nationwide.

[End of Terms and Conditions]