

TERMS & CONDITIONS STAYWITHUNIFI CAMPAIGN

These Specific Terms and Conditions for staywithunifi 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 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, 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) staywithunifi Campaign (“Campaign”) is brought to you by Telekom Malaysia Berhad (“TM”). The Campaign shall commence from 13 August 2021 until 31 December 2022 (“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 specially offered to selected existing TM customers who wish to migrate to other telecommunication service provider (“Customer”). The Customer must already make a transfer request or any valid proof that Customer is requesting to transfer to other telecommunication service provider within the Campaign Period.
- c) The Campaign comes with unifi Home Broadband plan with the offerings of 30Mbps, 100Mbps, 300Mbps, 500Mbps and 800Mbps (“Campaign Package”).
- d) The Campaign Package must be registered under the same account holder (i.e. same name, NRIC, Army ID, Police ID, and Passport) and the same installation address to the account that was registered with the other service provider.
- e) The Campaign comes with twenty-four (24) months minimum subscription period (“MSP”). The MSP for this offering will deemed to begin upon completion of order modification or change of current subscription to the Campaign Package at Customer’s registered address.
- f) Upon successful modification of Customer’s existing package to the Campaign Package, change of plan is strictly not allowed to other unifi package within subscription period.
- g) Customer can subscribe to the Campaign Package at TMpoint outlet nationwide, Telesales (Save Contact Centre) or by responding to email or SMS sent by TM, during the Campaign Period.

2. CAMPAIGN OFFERINGS

- a) There are two (2) types of offerings available under this Campaign namely (i) Advance Package with Freebie and (ii) Basic Package for Broadband only. Customers will be advised on the most suitable Campaign Package based on Customer's current subscription.
- b) Customer will be entitled to get one (1) free device and/or free one (1) WiFi 6 Certified MESH ("Freebie"), for Campaign Package subscription with the speed of 500Mbps and 800Mbps only (collectively referred to as "Campaign Offerings") for subscription under Advance Package with Freebie.
- c) However, this Campaign Offerings shall subject to further changes, at TM's absolute discretion, without prior notice to Customer.
- d) The Campaign Offerings illustration shall be as follows: -

i. Advance staywithunifi Package

Advance staywithunifi			
unifi Home Broadband Plan	Free Device	Free Mesh Wi-Fi	Free Ultimate Pack via Play TV App
30 Mbps	✓	-	-
100 Mbps	✓	-	-
300 Mbps	✓	-	✓
500 Mbps	✓	✓	✓
800 Mbps	✓	✓	✓

ii. Basic staywithunifi Package

Basic staywithunifi			
unifi Home Broadband Plan	Free Device	Free Mesh Wi-Fi	Free Ultimate Pack via Play TV App
30 Mbps	Not Applicable		
100 Mbps			
300 Mbps			
500 Mbps			
800 Mbps			

- e) Customers who agrees to change their current unifi plan to Basic staywithunifi package under the Campaign but is still serving the twelve (12) months contract for unifi TV pack (Content Pack) will be charged with early termination charges for the Content Pack prior to the modification of the unifi subscription to the Campaign Package.

- f) TM has the absolute right to determine the model, color brand and specification for the free device or Mesh Wi-Fi under the Campaign Offerings, subject to stock availability. TM shall not entertain any request from Customer to exchange the free device to cash or any other brand/specifications.
- g) The free device and Freebie comes with standard manufacturer warranty from respective device manufacturer. For any warranty claims related to the free device and Freebie, Customers are advised to liaise directly with respective manufacturer authorize service centers.
- h) Visual(s) of the Campaign Offerings 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.
- i) Customer will enjoy the Campaign Offerings in accordance with the current commercial price of unifi Home Broadband plan.
- j) The terms and conditions for any Value Added Services (VAS) subscription shall remain and applicable as per usual.

3. TERMINATION

- a) Customer who wish to cancel/terminate their subscription to the Campaign Package must request for service termination at TMpoint.
- b) For any early termination request during the MSP, Customer is subjected to early termination charges based on the Campaign Package fee remaining months.

4. RELOCATION AND TRANSFER OF OWNERSHIP

- a) Relocation of address is allowed subject to infra service availability when subscribing to the Campaign Package. However, if there are changes in terms of infra or technology (FTTH to VDSL), Customer may no longer be able to enjoy the same plan and will required to downgrade within the same family package.
- b) Transfer of ownership is allowed, subject to terms and conditions for relocation and transfer of ownership.

5. 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.

6. CONFIDENTIALITY

- a) Any personal data provided by the Customer to TM in connection with the Campaign shall be kept confidential. Customer hereby acknowledges that TM shall have the right to share and use the Customer's data and personal information within TM and/or its related companies for the purpose of marketing activities in respect of products and services of TM and/or its related companies from time to time as TM deems fit. [TM Privacy Notice](#) shall apply.

7. GOVERNING LAW AND JURISDICTION

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

8. MISCELLANEOUS

- a) Except for the specific terms and conditions for the Campaign stated herein, all other terms and conditions for unifi Home 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 for assistance or visit any TMpoint outlets nationwide.

9. PRIORITIZATION OF DOCUMENTS

- a) In the event there is any inconsistency of the provisions under this terms and conditions, unifi Home terms and conditions, General Campaign terms and conditions and the Terms of Use, the following order of precedence shall apply:
 - i. staywithunifi Campaign Terms and Conditions;
 - ii. unifi Home Terms and Conditions;
 - iii. General Campaign Terms and Conditions; and
 - iv. Terms of Use

[End of Terms and Conditions]

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