

Campaign Terms & Conditions

These Terms and Conditions for unifi Q1 2020 Campaign ("Campaign") must be read together with the Terms and Conditions for unifi home, unifi tv and playTV@unifi, as available in www.unifi.com.my, www.unifi.com.my/tv and <https://unifi.com.my/tv/packages/unifi-playtv.html> respectively (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 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 customer.

1. THE CAMPAIGN

- a. This Campaign is open to all new unifi home 300mbps with unifi plus box provided by Telekom Malaysia Berhad ("TM") for consumer segment ("Service") and may be subscribed via www.unifi.com.my, TMpoint, TM Authorized Dealers, Resellers or TM Contact Centre subject to Service availability as solely determined by TM.
- b. The Campaign starts from 15th January 2020 ("Campaign Period"). However, TM may during the Campaign Period, at its sole and absolute discretion, shorten or extends the Campaign Period without prior notice to customer.
- c. Where applicable, in this Campaign T&C, unless the context otherwise stated herein, the abbreviations and words shall bear the same meaning and definition as in the Terms and Conditions for unifi, unifi TV pack, playTV@unifi and unifi Plus Box Add On available at www.unifi.com.my.
- d. Further enquiries relating to the Campaign can be channeled to TM Live Chat at unifi.com.my/chat, tweet us @helpmeunifi, message us at [facebook.com/weareunifi](https://www.facebook.com/weareunifi) for assistance or visit any TMpoint outlets nationwide.
- e. Subscription to the Service is subject to twenty-four (24) months Minimum Subscription Period. In the event of suspension or termination of the unifi Service and/or the Campaign at any time during the Minimum Subscription Period, except where such termination arises from TM's material breach or will full default or due to Force Majeure Event, Customer shall be liable to pay to TM, in addition to all outstanding Fees and charges during suspension or termination, a sum of remaining months of Service fee, as the agreed liquidated damages for early termination.
- f. Further, Customer is also bound to unifi TV pack and unifi Plus Box Add On contract (where applicable). Customer will have to pay remaining month penalty of any services and devices that is still within contract in the event of any termination. Existing Customer cannot change their new plan to previous plan.
- g. Customer subscribing to plan with unifi Plus box within minimum subscription period is not allowed to upgrade or downgrade to plan without unifi Plus Box.

2. CAMPAIGN OFFERING

Upon successful installation of the Service, Customer shall enjoy the following;

2.1 unifi Plus Box

- a. unifi Plus Box is a device that allow Customer to receive media content of unifi TV and/or TM



- Over The Top (OTT) Partner's content on television.
- b. Customer may add maximum three (3) units of unifi Plus Box per unifi account.
 - d. In the event of any interruption, loss or unavailability of the unifi Service and/or any technical faults encountered with unifi Plus Box, the Customer may request for technical support and basic troubleshooting of the same from TM. Upon visiting the Installation Address, if TM and/or its appointed contractor determines that such interruption, loss or unavailability of the Service is not attributable to or caused by any fault in the unifi Plus Box, then TM reserves the right to impose reasonable charges at the rate as specified in the Application Form or any other rate as may be prescribed by TM from time to time for the visit to the Installation Address.
 - e. For fast resolution you may visit <https://community.unifi.com.my/> for self-troubleshooting guide, tips and tricks. Alternatively, you may contact us via our digital channels below:
 - i. Live Chat via myunifi app or www.unifi.com.my
 - ii. Facebook via [facebook.com/weareunifi](https://www.facebook.com/weareunifi)
 - iii. Twitter @helpmeunifi
 - iv. Email via help@tm.com.my

2.2 playTV@unifi

- a. The Customer who subscribes to the Service during this Campaign will enjoy access to playTV@unifi's mobile app of selected unifi TV channels with access up to five (5) devices on either Android or IOS devices. playTV@unifi is an app that enables you to watch live channels and movies on Android (Phone & Tablet), IOS (iPhone & iPad).

2.3 Free voice plan

- a. The Customer who subscribes to the Service during this campaign will enjoy complimentary call plan as below:
 - i. Free unlimited calls from TM fixed line to TM fixed line.
 - ii. The complimentary call plan is limited to call usage up to 600 minutes per month for calls from TM fixed line to other operator's line (mobile or fixed line) within Malaysia. Any call usage exceeding 600 minutes per month will be charged at 10 cents per minute and is payable by the Customer to TM.

2.4 TM's Equipment

- a. TM's Equipment provided for this Campaign are as follows:
 - i. Broadband Termination Unit (BTU)
 - ii. Residential Gateway (RG) or Premise Gateway (PG)
 - iii. unifi Plus Box
- b. TM will not provide telephone set for this Campaign. Customers are encouraged to purchase self-own telephone set at any TMpoint or other telecommunication outlets if the Customer wish to utilize the provided voice service.

2.5 Mesh Wifi

- a. During this campaign, customer can also add on mesh wifi at RM15 per month for 24 months contract.

- b. Device will be delivered to customer within 3-5 working days after email notification receive.
- c. If customer terminate account within the device contact period, penalty of remaining month balance will be charged.

3. GOVERNING LAW AND JURISDICTION

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

4. CONFIDENTIALITY

The 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. The Privacy Notice TM applies, for further information on the Privacy Notice of TM's group of companies, please <https://unifi.com.my/llds/assets/documents/privacynotice.pdf> for details.

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