

TERMS & CONDITIONS
UNIFI 30MBPS - FREE 30 DAYS SPEED UPGRADE

These Specific Terms and Conditions for unifi 30Mbps - Free 30 Days Speed Upgrade (“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) unifi 30Mbps – Free 30 Days Speed Upgrade Campaign (“Campaign”) is brought to you by Telekom Malaysia Berhad (“TM”). The Campaign shall commence on **15 November 2021** until **further notice** (“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 applicable to existing TM Customer who upgrade the broadband service to unifi 30Mbps plan and all new unifi 30Mbps plan customers that is residing in TM fiber area (“Customer”).
- c) Under this Campaign, new Customer of unifi 30Mbps plan will also enjoy one (1) month broadband fee waiver addition to the thirty (30) days free speed upgrade.
- d) This Campaign is offered exclusive of Value Added Services (VAS). Customer may add the VAS subject to additional terms & conditions and subscription of the VAS respectively.

2. CAMPAIGN OFFERINGS

2.1 FREE 30 DAYS SPEED UPGRADE

- a) Under this Campaign, the broadband speed upgrade offerings are as follows:

New or Upgrade Subscription	Free 30 days Speed Upgrade	Minimum Subscription Period (“Contract”)
unifi 30Mbps plan	100Mbps	24 months from subscription

- b) Customer will be notified via SMS and/or myunifi app seven (7) days prior to the end of the thirty (30) days speed upgrade period on the option either to continue the experience by upgrading to unifi 100Mbps plan or to maintain their current subscription of unifi 30Mbps plan.

- c) Customer is required to register their interest within seven (7) days before the end of thirty (30) days trial to upgrade the current unifi Home 30Mbps plan subscription with unifi 100Mbps plan upon receiving notification from TM. The activation of unifi 100Mbps plan will only be effective after the end of thirty (30) days speed upgrade period.
- d) Customer must ensure that the details submitted for the registration of interest in microsite are final and accurate for TM to process the application. TM will not entertain any request for amendment upon order submission.
- e) However, the speed upgrade shall be subjected to further changes, at TM's absolute discretion, without prior notice to Customer.
- f) Subscription of unifi 30Mbps plan is not eligible for Smart Device add-on. However, Customer will be entitled to add-on Smart Device upon upgrade to unifi 100Mbps plan under this Campaign. The terms and conditions for Smart Device shall apply.
- g) Customer's Contract will remain and continue as per usual upon successful activation of the unifi 100Mbps plan. This is also applicable to the Customers who decide to remain their current unifi 30Mbps subscription after the end of thirty (30) days speed upgrade.
- h) If the Customer fail to provide their respond before the end of thirty (30) days speed upgrade period, Customer is not entitled to subscribe to the unifi 100Mbps plan offering under this Campaign and may subscribe to the latest unifi Home plan offering (subject to twenty-four (24) months Contract refresh).
- i) Any existing subscription to Value Added Services (VAS) will be carried forward when the Customer opt-in to unifi 100Mbps plan under this Campaign. The VAS is at all times subjected to Terms and Condition of the current existing VAS.
- j) Visual(s) of the Campaign Package 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.

2.2 ONE MONTH FEE WAIVER FOR NEW SUBSCRIBER OF UNIFI 30MBPS PLAN

- a) Subject to Clause 1 (c), by subscribing to this Campaign, new Customer will also enjoy one (1) month fee waiver for their subscription to unifi 30Mbps plan during the thirty (30) days speed upgrade period to unifi 100Mbps.

3. CHARGES AND BILLING

- a) TM will automatically update Customer's billing information in terms of package name and price once Customer's new package is being activated upon successful acceptance in microsite.
- b) Upon successful activation of unifi 100Mbps plan the pro-rate charges from Customer's previous package will be reflected in the next billing cycle of the new package.

- c) The pro-rated charges and penalty (if any) shall form part of the amount due under the same bill together with the new package charges.
- d) TM Credit Limit Terms and Condition applies.

4. TERMINATION

- a) Customer who wish to cancel/terminate their new plan subscription must request for service termination at TMpoint within thirty (30) days from service activation date.
- b) For the purpose of termination within the thirty (30) days free trial of this Campaign, Customer shall return Wi-Fi Router (RG) and Modem (BTU) 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.
- c) Penalty will be imposed based on the remaining months balance of the unifi plan for termination made after thirty (30) days free trial of this Campaign and within the twenty-four (24) months contract period.
- d) All equipment upon installation should be return only within thirty (30) days free trial termination. If unifi account terminated beyond thirty (30) days trial, the equipment belongs to Customer except for BTU.
- e) 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.
- f) Customer is not allowed to terminate unifi 100Mbps plan subscribed under this Campaign and sign-up unifi service with the same installation address again within the Campaign Period.
- g) Upfront payment will be refunded for application submitted by the customer without verification of MyKad Reader.

5. 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.

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. 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.

8. GOVERNING LAW AND JURISDICTION

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

9. 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](https://www.facebook.com/weareunifi) for assistance or visit any TMpoint outlets nationwide.

10. 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. unifi 30Mbps Free 30 Days Speed Upgrade 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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