

## CAMPAIGN TERMS & CONDITIONS

The terms and conditions for **unifi Mobile 99 Promo with Device (Campaign T&C)** is to be read together with the unifi mobile postpaid terms & conditions available at <https://unifi.com.my/mobile/postpaid/tnc.html> and [www.unifi.com.my](http://www.unifi.com.my) (together with its future amendments). Except for the specific terms and conditions for unifi mobile stated therein, all other general terms and conditions for unifi Mobile Campaign shall continue to apply.

### 1. GENERAL

- 1.1. The **unifi Mobile 99 Promo with Device** (“Campaign”) is brought to you by Telekom Malaysia Berhad (“TM”) for TM Technology Services Sdn Bhd.
- 1.2. The Campaign offers a special plan of unifi Mobile 99 Postpaid to existing unifi Home Broadband Customers at discounted monthly commitment fee of only RM79 with device (“Campaign Package”).
- 1.3. The Campaign shall run from **17 June 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 subscribers.
- 1.4. Customers who subscribe on the end of the Campaign date will still be qualified to enjoy the Campaign offerings with the condition that the activation is completed within fourteen (14) days from the expiry of the Campaign Period.

### 2. CAMPAIGN DETAILS

#### 2.1. Campaign Eligibility

- 2.1.1. This Campaign is applicable to existing unifi Home Broadband customers (all unifi Home plan and unifi Lite plan, inclusive) (“Customer”) that fulfill all the criteria as specified below:
  - a. 18 years old and above;
  - b. Not blacklisted by any mobile operator; and
  - c. Has not subscribe to more than five (5) lines of unifi Mobile Postpaid registered in the same NRIC and/or passport (hereinafter referred to as “Identification Documents”).
- 2.1.2. During the Campaign, Customer is only allowed to register up to two (2) unifi Mobile Postpaid registrations for each Identification Documents.
- 2.1.3. For non-citizen of Malaysia, a deposit of RM300 is chargeable upon successful registration and subscription of unifi Mobile Postpaid under the Campaign.
- 2.1.4. Unifi Home account must be in active status (no outstanding bill) at the time of registration under the Campaign. Customer with inactive account is not eligible to subscribe to unifi Mobile Postpaid under this Campaign.

#### 2.2. Campaign Offerings

- 2.2.2. The details of the Campaign Package are as per Table 1 below:

Plan Details	Unifi Mobile 99 Promo with Device
Original Monthly Commitment	RM99
Discount on Commitment Fee	RM20
Promotional Monthly Commitment	RM79
Internet	Unlimited
Calls (All Network)	Unlimited
SMS (All Network)	Unlimited
Monthly Hotspot	20GB
Contract Period	24 months

Table 1

2.2.3. The Campaign Package comes with device and free one (1) year Screen Protection on the first year of the subscription (for one (1) time claim only).

2.2.4. The device offered under this Campaign is smartphone with the following model: -

Phone Model	Device Price
Vivo Y15A	RM119
Samsung Galaxy A22	RM449
Redmi 11T	RM1,309
Samsung Galaxy A03	Free
Vivo Y02s	RM9
Vivo Y77 5G	RM689

Table 2

2.2.5. By subscribing to the Campaign Package, Customers may choose smartphones model offered under this Campaign, as per Table 2 above. If the Customers opt for Vivo Y15A, Samsung Galaxy A22, Xiaomi 11T, Samsung Galaxy A03, Vivo Y02s or Vivo Y77 5G smartphones, Customers need to pay the device price as stated in Table 2 above during registration of the Campaign Package.

2.2.6. Apart from the Device Price, Customers need to pay upfront payment as per Table 3 below upon subscribing to the Campaign Package. The upfront payment will be credited in Customer's bill and this amount will be offset against total monthly bill over 10 months.

Phone Model	Device Upfront Payment
Redmi 11T	RM420
Samsung Galaxy A22	RM440
Vivo Y15A	RM440
Samsung Galaxy A03	RM400
Vivo Y02s	RM400
Vivo Y77 5G	RM400

Table 3

2.2.7. However, Customers who fulfill the following conditions is entitled for the waiver of Device Upfront Payment: -

- i. Existing unifi Home Broadband account with subscription period of six (6) months and above; and

- ii. unifi Home Broadband account is not suspended for the past three (3) months.
- iii. A good paymaster of Home Broadband account for the past 4 months

Note: The waiver for Device Upfront Payment is applicable for Customers who is a citizen of Malaysia only. Non-citizen is not entitled for the waiver of Device Upfront Payment.

- 2.2.8. The device are strictly non-transferable, assignable, exchangeable to cash or any form of the legal tender.
- 2.2.9. TM reserves the absolute right to determine the model, brand, color and specifications of the device offered under this Campaign.
- 2.2.10. Visual(s) used in any advertisement, promotional materials and other materials relating to this Campaign are solely for illustration purposes only and may not depict the actual device offered.
- 2.2.11. Credit limit terms and conditions shall apply.

### **2.3. Delivery of the Device**

- 2.3.1. This device will be delivered within seven (7) working days to Customer's registered address upon successful registration to the Campaign Package.
- 2.3.2. There is no additional charges for delivery of the device and the delivery service is available nationwide.
- 2.3.3. Upon delivery, Customer must produce original NRIC for identity verification purposes, failing which the customer may not be allowed to collect the product. Third-party collection is strictly not allowed.
- 2.3.4. For any defective device received upon delivery, Customer is eligible for replacement of the device provided if the Customer able to successfully lodge a report to TM/unifi customer service within twenty-four (24) hours upon receiving the device via live chat at unifi.com.my or my unifi app.
- 2.3.5. If the report is made after twenty-four (24) hours, it will automatically be treated as warranty claim process and will be based on reported defect after assessment by the device manufacturer.
- 2.3.6. Estimated duration to replace the defective device is seven (7) working days and it is subject to stock availability & Customer's location.
- 2.3.7. Customer is responsible to do self-inspection and testing upon receiving the device.
- 2.3.8. The device offered for this campaign are supplied by third party partner. TM is not liable for any liability claims with regards to the additional feature service offered for the device.

2.3.9. For any warranty claims related to the device, Customers are advisable to liaise with respective authorize service centers as listed below:

- Samsung: <https://www.samsung.com/my/support/category/mobile-devices/mobile-device/>
- Vivo: <https://www.vivo.com/my/support>
- Xiaomi: <https://www.mi.com/my/service/miphone/>
- Oppo: <https://support.oppo.com/my/>

### **3. TERMINATION AND PENALTY**

- 3.1 In the event of early termination during the twenty-four (24) months contract period, Customer is chargeable with early termination penalty which will be based on the remaining months balance of the Campaign Package.
- 3.2 If there is any balance left from the upfront payment amount, that amount will be used to offset with the early termination penalty.
- 3.3 Early termination penalty will be charged to customers in the event of;
  - i. Termination of line
  - ii. Termination of contract due to change of plan or change of ownership
  - iii. Port out to other service provider
  - iv. Fraud

### **4. VARIATION**

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.

### **5. GOVERNING LAW AND JURISDICTION**

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

### **6. CONFIDENTIALITY**

Any personal data provided by the Applicant to TM in connection with the Campaign shall be kept confidential. The Privacy Notice of TM applies, please visit <https://unifi.com.my/mobile/postpaid/assets/doc/Privacy%20Statement.pdf>

### **7. MISCELLANEOUS**

- 7.1 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.
- 7.2 Except for the specific terms and conditions for the Campaign stated herein, all other terms and conditions for unifi Home, unifi Mobile Postpaid and General Campaign terms and conditions shall continue to apply.
- 7.3 Further enquiries relating to the Campaign can be channeled to TM Live Chat at [unifi.com.my/chat](https://unifi.com.my/chat), tweet us @helpmeunifi, message us at [facebook.com/weareunifi](https://facebook.com/weareunifi) for assistance or visit any TMpoint outlets nationwide.

## 8. PRIORITIZATION OF DOCUMENTS

In the event there is any conflict or inconsistency between the Application, the Consumer T&C, the Specific Terms and our Terms of Use, the following order of precedence shall apply:

- i. Campaign Terms and Conditions (highest precedence)
- ii. the Consumer T&C; and
- iii. our Terms of Use

[End of Terms and Conditions]