

Terms & Conditions for Business Broadband Migration to unifi Biz Campaign

These Terms and Conditions for Business Broadband Migration to unifi Biz (MTU) Campaign (“Specific Campaign’s T&C”) shall be read together with General unifi Biz Terms and Conditions (“unifi Biz 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 Campaign T&C shall prevail over the unifi Biz 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 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. THE CAMPAIGN

- a) The Business Broadband Migration to unifi Biz (MTU) Campaign (“Campaign”) is organized by Telekom Malaysia Berhad (“TM”) and is open for existing TM Business Broadband Customers who wish to migrate their existing Business Broadband plan to unifi Biz and may stand a chance to win attractive prize up to RM 4,000.00 i.e. Laptop.
- b) The Campaign shall commence from 15 April 2021 until 31 December 2021 (“Campaign Period”). However, TM may, at its sole and absolute discretion ends or extends the Campaign Period without prior notice to Customer.
- c) The unifi Biz packages eligible under this Campaign are unifi Biz 30Mbps, unifi Biz 100Mbps, unifi Biz 300Mbps, 500Mbps and unifi Biz 800Mbps (“Campaign Package”) with Complimentary Voice Plan and opportunity to get free Mesh Wi-Fi, depending on eligibility under the Campaign Package subscribed. Please refer to TM sales representative for details of each package.
- d) Subscription to the Campaign Package is subject to minimum subscription period (MSP) of twenty-four (24) months, starting from successful activation and installation of the Campaign Package.
- e) Customer may subscribe to the Campaign Package via TMPoint, Online, SME Consultants, Direct Sales, TM Resellers and TM Authorized Dealers (TAD) during the Campaign Period.
- f) The Campaign is subjected to TM infrastructure readiness and port availability at the customer’s installation address.
- g) The Customer hereby acknowledges that TM shall have the right to share and use the Customer’s data and personal information (including picture) 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 visit <https://unifi.com.my/lstds/assets/documents/privacynotice.pdf> for further details.

- h) Further enquiries relating to the Campaign can be channelled to TM Live Chat at unifi.com.my/chat, visit any TMpoint outlets nationwide, tweet us @helpmeunifi or message us at facebook.com/weareunifi for assistance.

2. CAMPAIGN OFFERING

2.1 Campaign Benefits

- a) This Campaign enable the Customers to enjoy the Campaign Package with great benefits such as Complimentary Voice Plan, opportunity to get free one (1) Mesh Wi-Fi Deco M4 (Mesh Wi-Fi), one (1) month fee waiver for the first month of subscription and non-standard installation (NSI) fee waiver (will collectively referred to as "Campaign Benefit"), depending on the value of Campaign Package subscribed.
- b) The eligibility of the Campaign Benefit shall be illustrated as per the table below:

unifi Biz Package	Free Mesh Wi-Fi	One (1) month Fee Waiver	NSI Waiver
unifi Biz 100Mbps	-	Eligible	Eligible
unifi Biz 300Mbps	Eligible	Eligible	Eligible
unifi Biz 500Mbps	Eligible	Eligible	Eligible
unifi Biz 800Mbps	Eligible	Eligible	Eligible

- c) The entitlement of the Mesh Wi-Fi as illustrated for each Campaign Package is final and TM shall not entertain any request from Customer to change the specifications/brand of Mesh Wi-Fi or exchange to cash term.
- d) Mesh Wi-Fi will be delivered via TM appointed delivery partner i.e. J&T Express within 3-7 working days upon successful activation and installation of unifi Biz or Biz Broadband to Customer's account and registered address.
- e) Customer will have to provide a valid email address and delivery address to ensure the Mesh Wi-Fi device can be delivered accordingly.
- f) Customer is not allowed to modify/change their Campaign Package subscription to other package within the Campaign during the MSP. However, if Customer wish to modify/change the subscription, Customer may do so by choosing to subscribe any of the existing commercial package available at that time.
- g) Any movement of Campaign Package with Mesh Wi-Fi to unifi package without Mesh Wi-Fi is NOT ALLOWED during the MSP. By removing Mesh Wi-Fi from the subscription, Customer will be charged a penalty fee of RM200.

- h) The warranty for Mesh Wi-Fi is for the period of three (3) years and any warranty claim process shall be deal directly with the manufacturer.
- i) Mesh Wi-Fi Terms and Conditions shall apply.
- j) The NSI waiver is only applicable for the first installation of unifi Biz at Customer's premise. Customer will be responsible for any future assurance and/or repairing activities that require NSI charges.
- k) The NSI waiver is not applicable for Customers with the registered business premise type located at shopping mall, factory and/or transportation hub.
- l) If the Customer has previously registered for auto-pay services in their previous Business Broadband subscription, the Customer is hereby responsible to re-register for auto-pay services for the new Campaign Package subscribed. TM is not responsible for any issues arises due to Customer's failure in doing so.

2.2 Campaign Prizes

- a) During the Campaign Period, Customers who subscribe to the Campaign Package of 100Mbps, 300Mbps, 500Mbps and 800Mbps ("Eligible Customer") will stand a chance to win attractive prizes worth up to RM 4,000.00 i.e. Laptop ("Campaign Prize").
- b) However, the Campaign Prize are subject to availability and TM reserves the absolute right to substitute the Campaign Prizes with other prize with equivalent value, without prior notice to the Customers.
- c) There are four (4) prizes to be won on monthly basis throughout the Campaign Period. In total, there are thirty-six (36) prizes to be won during the Campaign Period.
- d) Eligible Customer will receive email/SMS from TM to participate in the Campaign by answering three (3) questions on unifi Business Club (uBC), three (3) questions on the Campaign and create the most creative slogan on how unifi Biz help in improving their business:

"unifi Biz membantu perniagaan saya ..." OR

"unifi Biz enhance my business..."

Collectively referred to as the ("Campaign Entry").

- e) Multiple submission of the Campaign Entry is not permitted. Slogan must be in either English or Bahasa Malaysia and must not exceed fifty (50) words in total.
- f) Eligible Customers shall submit their Campaign Entry through uBC portal via the link <https://smecommunity.unifi.com.my/>. within five (5) working days, starting from the date of email/SMS received.

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- g) Failure to submit the Campaign Entry within the specified period will result in disqualification. TM will not be held liable in the event the Customer's failure to participate in the Campaign for whatever reasons.
- h) TM will choose the winners for the Campaign Prize based on the correct answers to all the questions and the most creative slogan submitted. TM reserves the absolute right to determine the winners for the Campaign Prize.
- i) Each Customer can only win the Campaign Prize once. No repetitive win is allowed in the Campaign.
- j) The Campaign Prize are strictly non-transferable, assignable, exchangeable, or redeemable by the winners in any other form or manner other than specified or determined by TM.
- k) TM shall have the absolute right to determine the model, brand & specification of the Campaign Prize. In the event that the Campaign Prize is not available, TM retains the right to substitute any prize with another prize of similar value.
- l) Visual(s) of the Campaign Prize 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 prize.
- m) If TM found that the Eligible Customer's Campaign Entry or Campaign Package registration is fraudulent, TM has the right to disqualify the Customer from winning and if the Customer is already selected as the winner for the Campaign Prizes, TM will rescind the decision and forfeit the Campaign Prize.
- n) TM will contact and notify the winners for any updates regarding the Campaign Prize and the ceremony. If the selected winners are not reachable within three (3) days of our notifications attempt, TM has the right to choose the next winner.
- o) However, TM reserves the right to use other medium that it deems fit at its absolute discretion for the purpose of announcing the winners and delivering the Campaign Prizes.
- p) Unless stated otherwise, Campaign Prize must be claimed by authorized person of the winner's company during the winner's announcement ceremony. Any expenses to claim the Campaign Prizes is at winner's own cost. Winners shall nominate an authorized representative to collect the Campaign Prizes. The representative will be required to present authorisation letter with the Company's stamp in order to be permitted to claim the Campaign Prizes during ceremony.
- q) Standard manufacturer warranty shall apply for the Campaign Prizes and selected winners shall reach out to the manufacturer directly for any warranty claim purposes.

2.3 Complimentary Voice Plan

Customers will enjoy Complimentary Voice Plan for the Campaign Package subscribed as below:

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- a) unifi Biz 30Mbps™
 - Flat call rates will be charged for calls made to all mobile and fixed line nationwide at the rate of 20 cents (RM 0.20)/min.
- b) unifi Biz 100Mbps™
 - Simple Voice Plus 30 consists of free calls worth RM 30 monthly for national calls (for Fixed and Mobile lines).
 - Beyond call rates will be charged for calls made to TM fixed line at the rate of 3 cents (RM 0.03)/min.
 - Beyond calls rates will be charged for calls made to mobile line and other fixed line at the rate of 12 cents (RM 0.12)/min.
- c) unifi Biz 300Mbps™
 - Simple Voice Plus 50 consists of free calls worth RM 50 monthly for national calls (for Fixed and Mobile lines).
 - Beyond call rates is not chargeable for calls made from fixed line to another TM fixed line.
 - Beyond calls rates will be charged for calls made to mobile line and other fixed line at the rate of 12 cents (RM 0.12)/min.
- d) unifi Biz 500Mbps™
 - Simple Voice Plus 50 consists of free calls worth RM 50 monthly for national calls (for Fixed and Mobile lines).
 - Beyond call rates is not chargeable for calls made from fixed line to another TM fixed line.
 - Beyond calls rates will be charged for calls made to mobile line and other fixed line at the rate of 12 cents (RM 0.12)/min.
- e) unifi Biz 800Mbps™
 - Simple Voice Plus 70 consists of free calls worth RM 70 monthly for national calls (for Fixed and Mobile lines).
 - Beyond call rates is not chargeable for calls made from fixed line to another TM fixed line.
 - Beyond calls rates will be charged for calls made to mobile line and other fixed line at the rate of 8 cents (RM 0.08)/minute.

3. OTHER CAMPAIGN PRIVILEGES

New Customers for the Campaign Package of 100Mbps™ unifi Biz 300Mbps™, unifi Biz 500Mbps™ and unifi Biz 800Mbps™ will also enjoy other Campaign privileges i.e Complete Business Solutions in order to meet the needs of business customers as follows:

- a) Marketing Solutions
 - Special advertising package for unifi Business Club (uBC) members including free unifi TV advertising and free listing at cari@unifi e-commerce platform.
- b) Financial Solutions
 - Digital loan submission with forty-eight (48) hours loan approval for RHB Bank, in collaboration with ScoreXcess.

- c) Premium Support
 - All related unifi issues will be attended within two (2) hours of complaint.
- d) Productivity Booster
 - Complete business solutions to increase business productivity with our collaborating partners including Lalamove, Swingvy, KryptoPOS and Enginemailer. For more info, kindly visit <https://smecommunity.unifi.com.my/>

4. TERMINATION

- a) Customer who wish to cancel/terminate their subscription to the Campaign Package must request for service termination at TMpoint.
- b) Early termination charges based on the Campaign Package fee remaining months (calculated at the price before discount) will be imposed for termination within the MSP.

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. TM STANDARD CALL RATES

Unless stated otherwise, any call rates mentioned herein shall follow TM's standard call rates as available at the following link (subject to further changes, at TM's absolute discretion, without prior notice to the Customer):

<https://unifi.com.my/llds/assets/documents/Announcement%20Standard%20Charge%20Block%20092018.pdf>

7. GOVERNING LAW AND JURISDICTION

This terms and conditions are governed by the Malaysian law and the courts in Malaysia shall have exclusive jurisdiction over any issues arise pertaining to this Campaign.

8. CONFIDENTIALITY

Any personal data provided by the Applicant to TM in connection with the Campaign shall be kept confidential. TM Privacy Notice shall applies, please visit <https://unifi.com.my/llds/assets/documents/privacynotice.pdf>

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[End of Terms and Conditions]