

UNIFI YOUR WORLD WITH HOME SMART DEVICE CAMPAIGN

SPECIFIC TERMS AND CONDITIONS

These terms and conditions for unifi Your World with Home Smart Device Campaign (“Campaign T&C”) shall be read together with the General Terms and Conditions for unifi Home (“unifi Home T&C”). By subscribing to 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. All of the terms and conditions stated below will be applicable to all the unifi service(s) subscribed by you in regards to the Campaign.

1. GENERAL

- 1.1. This unifi Your World with Smart Device Campaign (“Campaign”) is brought to you by Telekom Malaysia Berhad (“TM”). The Campaign shall commence from 7 July 2021 and shall continue until further notice (“Campaign Period”). TM may, at its sole and absolute discretion ends or extends the Campaign Period without prior notice to the Customer.
- 1.2. The Campaign is exclusively offered to New and Existing TM customer(s) (collectively referred as “Customer”) who subscribe to unifi Home package and wish to add-on smart devices either a television or a laptop, with affordable monthly commitment, on top of the unifi Home monthly package subscription.
- 1.3. This Campaign is not offered to existing TM Customer who subscribe to unifi Lite (Streamyx) and/or unifi Home package with the speed less than 100Mbps.
- 1.4. Any subscription of unifi Home together with this Campaign is subjected to twenty-four (24) months contract period. If you are an existing unifi Home Customer, upon subscribing to the Campaign, Customer will be subjected to twenty-four months contract period.
- 1.5. The twenty-four (24) months contract period for the Campaign and unifi Home package subscription shall run separately.
- 1.6. This Campaign can be subscribed via any of TM sales channel at TMPoint, unifi.com.my, myunifi app, TM Resellers and TM Authorized Dealers (TAD) during the Campaign Period.
- 1.7. 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 TM Privacy Notice applies, for further information on the Privacy Notice of TM's group of companies, please visit <https://unifi.com.my/llds/assets/documents/privacynotice.pdf> for details.

- 1.8. 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.
- 1.9. All other existing terms and conditions for unifi Home Broadband and General Campaign terms and conditions shall continue to apply.

2. CAMPAIGN DETAILS AND OFFERING

- 2.1. Aside from keeping up with Customer’s internet needs, this Campaign aim to provide the Customers with unlimited home broadband and entertainment by offering the Customers affordable and flexible plan to own the smart device either a television or a laptop.

Device	Payment Period	Warranty	Recommended Retail Price (RRP)
LG 55” UHD TV	24 months	24 months	RM 3699
Acer Travelmate Laptop	24 months	36 months	RM 2999

Note: The new Recommended Retail Price (RRP) will be effective from 1 October 2021

- 2.2. New unifi Home Customer is required to make RM100 advance payment in order to subscribe to this Campaign. Additional advance payment of RM100 per device will be imposed to new Customers on top of the advance payment of RM100 for unifi Home package. Both of the advance payment must be paid within ten (10) days after successful unifi Home package installation to Customer’s address.
- 2.3. Existing unifi Home Customers will not be imposed with advance payment with condition of good payment record with TM and has no outstanding on current and/or previous unifi subscription at the time of registration.
- 2.4. The monthly charges for the Campaign subscription will be reflected in unifi bill within fourteen (14) days after successful unifi Home package installation and order processing.
- 2.5. Once the Customer subscribe to the Campaign and select the smart device, Customer will own the device.
- 2.6. Customer may only subscribe to one (1) device at one time, for each unifi Home account under this Campaign.

- 2.7. TM reserves the absolute right to determine the model, brand, color and specifications of the device offered under this Campaign.
- 2.8. 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.
- 2.9. TM does not offer option to purchase of the device with one-time payment.

3. DELIVERY OF THE SMART DEVICE

- 3.1. The order processing and delivery of the device will take place within thirty (30) working days. For new Customer, delivery of the device will take place within thirty (30) working days after advance payment is received by TM.
- 3.2. Customer hereby agree to receive an auto-generated email from TM's appointed Marketplace platform with order summary inclusive of tracking number details upon successful Campaign order. Customer is responsible to manually track the delivery of the device using the order number i.e. the tracking number in Line Clear website at <https://lineclearxpress.com/my/tracking>.
- 3.3. There are no additional charges for delivery of the device and the delivery service is available nationwide.
- 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 unifi customer service within seven (7) days upon receiving the device via live chat at unifi.com.my or myunifi app.
- 3.5. Estimated duration to replace the defective device is fourteen (14) working days and it is subject to manufacturer's stock availability and Customer's location.
- 3.6. If the report is made after seven (7) days, it will automatically be treated as warranty claim process and will be based on reported defect after assessment by the device manufacturer.
- 3.7. Customer is responsible to do self-inspection and testing upon receiving the device.
- 3.8. The device offered for this Campaign are supplied by third party partner.
- 3.9. TM is not liable for any liability claims with regards to the additional feature service offered for the device

4. DEVICE WARRANTY

- 4.1. The device comes with standard manufacturer warranty from respective device manufacturer.
- 4.2. The warranty for each device are as follows: -
 - a. Smart TV : Two (2) years warranty
 - b. Laptop : Three (3) years warranty
- 4.3. For any warranty claims related to the device, Customers are advised to liaise directly with respective manufacturer authorize service centres.

5. INSTALLATION & AFTER SALES SERVICE

- 5.1. Customers is advised to perform self-installation for the device by following configuration and manuals provided.
- 5.2. For any after sales support in relation to the device, Customers are required to contact respective manufacturer directly, as listed below: -

Acer Technical Support (Laptop):

Toll Free: 1800-88-1918 (Mon - Fri, 9am - 6pm)
E-mail: ama.acercare@acer.com (Mon - Fri, 9am - 6pm)
Sales E-mail: <mailto:ama.marcom@acer.com>
Website: <https://www.acer.com/ac/en/MY/content/support>

LG Technical Support (Smart TV):

National Call Rate: 1300-822-822 (Mon - Fri, 9am - 6pm)
E-mail: <https://www.lg.com/my/support/chat-email>(24 hours)
Website: <https://www.lg.com/my/support>

- 5.3. TM will not entertain any request for on-site device installation.

6. CHARGES, PAYMENT & BILLING

- 6.1. TM will automatically update Customer's billing information in terms of Campaign name and price once Customer's subscription to the device is being activated.
- 6.2. TM Credit Limit terms and conditions applies.

7. RELOCATION AND TRANSFER OF OWNERSHIP

- 7.1. For any relocation of unifi service, the Campaign subscription will continue despite the change to new address. Any relocation and installation of the device due to relocation of unifi Home package is strictly under the responsibility of Customers.

- 7.2. The device is not transferable to the new owner. Such request shall be treated as termination and the Customer is responsible to pay for the penalty for the device.

8. CANCELLATION AND TERMINATION OF SERVICE

- 8.1. Customer is not allowed to terminate the Campaign during the contract period of twenty-four (24) months. Any early termination will be charged with early termination penalty which will be calculated as per below: -

[Device recommended retail price (RRP) ÷ 24 months] x Remaining Month (s)

- 8.2. If the Customer request for early termination for the Campaign together with unifi Home Package while serving the twenty-four (24) months contract, early termination fee based on the current unifi Home package fee remaining months' balance and at the same time the device penalty will be imposed to the Customer.
- 8.3. In the event of any request for downgrade of unifi Home package speed or downgrade to different unifi Home package offerings, Customer is subjected to unifi Home package contract refresh and early termination penalty of the Campaign.

9. 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.

10. GOVERNING LAW AND JURISDICTION

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

11. PRIORITIZATION OF DOCUMENTS

In the event there is any inconsistency of the provisions under this terms and conditions and the unifi Home Terms and Conditions and the Terms of Use, the following order of precedence shall apply:

- i. Smart Device Campaign Specific Terms and Conditions
- ii. unifi Home T&C; and
- iii. Terms of Use

Customer agree to have read, understand & agreed to be bound by the T&C of this unifi Your World with Home Smart Device Campaign & TM Privacy Notice.

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