

CAMPAIGN TERMS & CONDITIONS

Unifi Home Shield Exclusive Campaign

These Specific Terms and Conditions for Unifi Home Shield Exclusive Campaign ("Specific Campaign T&C") shall be read together with the General Terms and Conditions for Unifi Home T&C and Unifi Smart Home: Home Shield 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 subscribing to the Campaign Package (hereinafter defined), Customer 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 shall be final, binding and conclusive.

1. GENERAL

In these Terms and Conditions, Parties agree on the following use and definition regarding the terms reproduced in this article.

- 1.1 **Unifi Home Shield Exclusive Campaign** is brought to you by TM Technology Campaigns Sdn Bhd (Company No. 200201003726 (571389-H) ("TM") and is open for subscription to new and existing Unifi Home subscriber ("Customer").
- 1.2 This Campaign shall commence from 23rd October 2025 until end of March 2026 ("Campaign Period"). However, TM may, at its sole and absolute discretion ends or extends the Campaign Period without prior notice to Customer.
- 1.3 This Campaign Package can be subscribed via TM's sales channels:
 - a) Unifi Store/TM Point nationwide;
 - b) Unifi Website
 - c) MyUnifi app
 - d) Unifi Universe app;
 - e) TM Reseller
- 1.4 Further enquiries relating to the Campaign Package can be channeled to TM Live Chat at Unifi.com.my/chat, visit any Unifi Store outlets nationwide, tweet us @helpmeUnifi or message us at facebook.com/weareUnifi for assistance.
- 1.5 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 of the Campaign Package as TM deems fit. The TM Privacy Notice applies, kindly visit www.unifi.com.my for further information on the Privacy Notice.

2. CAMPAIGN PACKAGE

2.1 Details of the Campaign Package are as follows:

Choose Bundle plan										
Retail price (exclude tax)	Unifi Home Shield Exclusive Essential 100Mbps (24M)	Unifi Home Shield Exclusive Essential 300Mbps (24M)	Unifi Home Shield Exclusive Essential 500Mbps (24M)	Unifi Home Shield Exclusive Advance 1Gbps (24M)	Unifi Home Shield Exclusive Advance 2Gbps (24M)					
	RM104	RM144	RM164	RM284	RM374					
Discounted Price (exclude tax)	RM89	RM129	RM149	RM249	RM319					
Complementary Home Shield package	Home Shield Essential Plan			Home Shield Advance Plan	Home Shield Premium Plan					
Contract period	24months <i>Notes: Discounted price is only for 24 months contract period. After 24months, Retail Price is applied.</i>									
Installation	Self-installation by customer									
Add any Home Shield package										
Not allowed. Only one (1) Home Shield Package is allowed within the bundle plan										
Add any ala carte devices										
Ala-carte devices	Contract		Price							
Solar Outdoor Camera	Tied to subscription		RM18/month							
AI Indoor Camera	Tied to subscription		RM12/month							
Smart Hub	1 year		RM79 (One Time Charge)							
Door & Window Sensor	1 year		RM59 (One Time Charge)							
Motion Sensor	1 year		RM69 (One Time Charge)							

2.2 Campaign's eligibility as below:

- a) New-new customer (first time subscriber)
 - i) Eligible to subscribe any of the Campaign Package (including add on ala carte devices).
- b) Existing Unifi customers (existing unifi home subscriber)
 - i) Eligible to upgrade from current unifi home subscription to any of the Campaign Package with higher or lateral speed.
 - ii) Eligible to purchase add on ala carte devices.

- 2.3 The services readiness of the Campaign Package is at all times subjected to TM infrastructure readiness and port availability at the customer's installation address.
- 2.4 For subscription application without verification of MyKad Reader, an upfront payment of RM100 (for Malaysian citizen) and RM500 (for foreign customer who resides in Malaysia or a permanent resident of Malaysia) will be imposed and is payable within fourteen (14) days effective from the Unifi activation date. The upfront payment will be rebate back in customer's second month bill.
- 2.5 TM reserves the absolute rights to determine the model, brand, color and specifications of the device offered under this campaign.
- 2.6 Visual(s) used in any advertisement, promotional materials and other materials relating to this Campaign Package are solely for illustration purposes only and may not depict the actual device offered.

3. DELIVERY OF THE DEVICE

- 3.1 The Campaign Package is included with Home Shield Device.
- 3.2 The order processing and delivery of the Device will take place within fourteen (14) to twenty-one (21) working day via TM appointed delivery partner. There are no additional charges for delivery of the Device and the delivery service is available nationwide.
- 3.3 Customer is responsible to do self-inspection and testing upon receiving the device.
- 3.4 Customer hereby agree to receive an auto-generated SMS from TM with order summary inclusive of tracking number details upon successful subscription of the Campaign Package. Customer able to manually track the delivery status using the order number via Universe app.
- 3.5 For any defective Device received upon delivery, Customer is eligible for Device replacement provided 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.
- 3.6 Device replacement may take up to fourteen (14) working days and it is subject to few conditions such as manufacturer's stock availability and Customer's location.
- 3.7 If the report is lodge after seven (7) days, Device replacement will be automatically under warranty claim and be subject to defect assessment by the Device manufacturer.
- 3.8 The Device offered for this offering are supplied by third party partner.
- 3.9 TM is not liable for any liability claims with regards to any additional feature offered for the Device.

4. DEVICE WARRANTY

- 4.1 The Device(s) provided under this Package shall be covered by warranty for as long as the Customer maintains an active subscription to the Package and continues to make timely payment of the applicable recurring charges.
- 4.2 The warranty covers manufacturer defects, hardware malfunctions and normal wear and tear under standard usage conditions. For avoidance of doubt, coverage for wear and tear applies only where such wear materially affects the device's performance, safety, or functionality.
- 4.3 The warranty shall not apply to:
 - a) Cosmetic changes including, but not limited to, scratches, dents, discoloration, fading, or other aesthetic alterations that do not affect usage.
 - b) Normal aging of materials that remain functional.
 - c) Environmental effects (such as sunlight, humidity, or dust exposure) that result only in cosmetic deterioration.
- 4.4 Warranty for accessories is limited to one (1) month only.
- 4.5 The warranty expressly excludes:
 - a) physical damage, negligence, misuse, modification, or unauthorized repair;
 - b) damage caused by accident, fire, water, lightning, power surge, or other external factors beyond the Company's control;
 - c) issues related to software, applications, or third-party services; and
- 4.6 Customers may return (optional) the defective Home Shield device in its entirety (if applicable) to be eligible for replacement, subject to the terms set out in clause 4.2 herein.
- 4.7 The warranty shall immediately cease and become void if:
 - a) the Customer terminates
 - b) the Device is relocated outside the registered service address (for broadband-linked Packages).
- 4.8 The warranty is non-transferable and shall not apply if the Device or subscription is assigned or transferred to a third party.
- 4.9 The Company shall not be liable for any indirect loss, including but not limited to, data loss, interruption of service, or loss of use arising from Device malfunction

5. INSTALLATION & AFTER SALES SERVICE

- 5.1 Customers are advised to perform self-installation for the Device by following configuration and manuals provided.
- 5.2 For any report or after sales support related to the service, the customer may contact 100 or walk in to nearest TM Point or Unifi Store for assistance.

- 5.3 Home Shield Devices may only be installed and used at the registered broadband service address. In the event of the Home Shield device is relocated by customer to an address other than the registered broadband service address, the device warranty will be void.
- 5.4 For any request on the installation of the device by TM installer, Customer is chargeable with RM120 service fee, and this One-time charge will be reflected in the next Unifi's monthly bill. Installation only covers device(s) purchased and electrical installation/wiring is not included.
- 5.5 The warranty for the Unifi Home Shield Installation shall be valid for a period of thirty (30) days, commencing from the date of installation completion.
- 5.6 The installation warranty shall cover workmanship issues arising from the initial installation, including but not limited to improper device mounting and configuration errors.

6. PAYMENT & BILLING

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

7. RELOCATION AND TRANSFER OF OWNERSHIP

- 7.1 In the event of Unifi service relocation, the Product subscription shall remain in effect, and TM will reinstall the broadband and Home Shield devices at the new premises without additional charges. Any relocation of the device due to relocation of Unifi Home package is strictly under the responsibility of Customer.
- 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 penalty for the Device.

8. CANCELLATION AND TERMINATION OF CAMPAIGN AND DEVICE

- 8.1 The Campaign Package and/or Device can only be terminated via Unifi Store outlets nationwide.
- 8.2 Termination of the Campaign Package **within Contract Period**, there will be penalty as below:

Terminate bundle				
Scenarios	Broadband speed	Home Shield Package	Rules	Penalty treatment
	Terminate	Terminate	Allowed	Broadband based on remaining months x package price

Change of plan to Non Campaign package				
Scenarios	Broadband speed	Home Shield Package	Rules	Penalty treatment
	Upgrade/ downgrade	Terminate	Allowed	ETP: Home shield package prove x remaining months
Change of plan of Bundle with Home Shield package				
Home Shield Package COP scenarios	Broadband speed	Home Shield Package	Rules	Penalty treatment
	Upgrade /Downgrade/ Maintain	Upgrade	Allowed	The customer will be entitled to receive the new additional device. No ETP
	Upgrade /Downgrade/ Maintain	Downgrade	Not Allowed	Not Allowed
	Upgrade /Downgrade/ Maintain	Terminate <i>Notes: the devices may still be used; however, the 7-day video cloud storage feature for the AI Indoor Camera and Solar Outdoor Camera will be discontinued.</i>	Allowed	The customer shall be liable to pay the penalty. ETP: Bundle Package Price x Remaining Months.

8.3 Upon termination of the Home Shield package by the Customer, the devices may still be used; however, the 7-day video cloud storage feature for the AI Indoor Camera and Solar Outdoor Camera will be discontinued with prior notice given to the Customer.

9. PROHIBITED USE

9.1 The Customer shall:

- a) Not use the Campaign Package for any unlawful purpose including without limitation for any criminal purposes;
- b) Not infringe any intellectual property rights of TM, its related companies and subsidiaries or any third party;
- c) Not share the Campaign Package with any person including a company or corporation without the prior written approval of TM and shall use the Campaign only for the purpose for which it is subscribed;
- d) Not resell or sublet the Campaign Package to any third parties;
- e) Not use the Campaign Package in any manner, which in the opinion

of TM may adversely affect the use of other customers or efficiency or security as a whole.

9.2 TM reserves the right to suspend the Customer's account or to terminate the Campaign Package if the Customer is found to have committed any action that falls within the prohibited use mentioned in this Clause 9.1 and TM shall not be liable for any cost or loss incurred by the Customer due to such suspension or termination.

10. VARIATION

10.1 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.

11. CONTACT INFORMATION

11.1 For any inquiries, clarification, report, complaint, questions, comments or suggestions, you may reach out to us via myUnifi App /Unifi Portal or email to help@tm.com.my. or call to Unifi Contact Center.

12. GOVERNING LAW AND JURISDICTION

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

13. PRIORITIZATION OF DOCUMENTS

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

- a) Unifi Home Shield Exclusive Campaign Terms and Conditions;
- b) Unifi Smart Home: Home Shield T&C
- c) Unifi Home Terms and Conditions;
- d) Terms of Use.

[End of Terms and Conditions]