CAMPAIGN TERMS & CONDITIONS
Go Niaga V3 Campaign

Go Niaga V3 Campaign is brought to you by TM Technology Services Sdn Bhd ("**TM**") (Company No. 200201003726 (571389-H)) and **Maybank** [collectively refers to Malayan Banking Berhad (Company No 196001000142) and Maybank Islamic Berhad (Company No 200701029411)].

These Terms and Conditions for the Go Niaga V3 Campaign ("Campaign T&C") shall be read together with the General Terms and Conditions for "Unifi Business T&C", "UNI5G Business Mobile T&C", "FAQ UNI5G Business Mobile", "UNI5G Business Free 5G Phones Campaign T&C", "UNI5G Business With Device T&C", "Unifi Digital Marketing Solutions T&C", "FAQ Unifi Digital Marketing Solutions", "Go Bookit T&C", "FAQ Go Bookit", "IMPAK BIZ T&C" and "FAQ IMPAK BIZ" as available in https://biz.unifi.com.my/ (subject to further changes, at TM's discretion, without prior notice to the Customer), as well as the General and Specific Terms and Conditions governing the applicable Maybank and Maybank Islamic products and services (with twenty-one (21) calendar days' notice to the Customer) herein (collectively the "T&C"). In the event of any inconsistency between these Campaign T&C and the T&C stated above, these Campaign T&C will apply to the extent of the inconsistency. Other terms that are not affected shall remain as is. By participating in the Campaign, Customer (hereinafter defined) is deemed to have read, understood and agreed to be bound by the terms and conditions herein and further agree that any decision by TM, and Maybank in relation to every aspect of the Campaign shall be final, binding and conclusive.

1. GENERAL

a) The Campaign shall commence from **20th April 2026** at 00:00:00 Malaysia Time (MYT) **until 31st December 2026** at 23:59:59 MYT**, both dates inclusive ("Campaign Period")**. TM may, at its discretion determine, amend or extend the Campaign Period without prior notice to you, whereas Maybank may determine, amend or extend the Campaign Period at its discretion with twenty-one (21) calendar days' prior notice to you.

b) The Campaign offers minimum initial deposit of RM100 for each successful sign up of Maybank Islamic SME First Account-i at all Unifi Stores and all Maybank Branches, with activation of the account on any business day within the Campaign Period. This offer is only applicable to:

   i. **New Maybank Small Medium Enterprise (SME) Customer**: Sign up & activate the account with supporting documents submission; or
   ii. **Existing Maybank SME First Account (conventional) Customer:** Sign up & activate the account with supporting documents submission.

c) The Customer may subscribe to the Campaign Package via:
   i. The digital sales channel at https://biz.unifi.com.my/goniaga; or

ii. TM and Maybank sales channels available through Unifi Stores and Maybank branches.

d) "You" or "Customer" shall mean the customers who subscribe to the Campaign Package.

e) The applicable Maybank products and program for this Campaign shall include Maybank Islamic SME First Account-i, Maybank QRPayBiz, SME Digital Financing-i and/or Salaam Market.

2. CAMPAIGN PACKAGE

Unifi Business Mobile Plan	**UNI5G Business 39** • 550GB 4G & 5G Data • 50GB Hotspot • Unlimited calls • RM0.15 per SMS • Complimentary 30-day trial of Go Bookit	**UNI5G Business 69 (comes with Complimentary 5G Android Device)** • 1000GB 5G & 4G data • 500GB Hotspot • Unlimited calls • RM0.15 per SMS • Complimentary 30-day trial of Go Bookit	**UNI5G Business 99 (comes with Complimentary 5G Android Devices)** • Unlimited high speed data • 4G + 5G data • 100GB hotspot • Unlimited calls • RM0.15 per SMS • Complimentary 30-day trial of Go Bookit
Unifi Business Digital Marketing Solution	**Standard** • Ads Credit worth 840 • Meta and/or Google Ads and/or TikTok	**Premium** • Ads Credit worth 1,680 • Meta and/or Google Ads and/or TikTok and/or Rev Media	
IMPAK BIZ	Access your digital awareness with IMPAK BIZ. Unifi Business offers the tools, support, and recognition to accelerate your digital transformation.		
Go Bookit	**Online appointment booking system** • Appointment Scheduling • Reminder Alerts • Customer Database		
Maybank Islamic	**Business Account** • SME First Account –i • QRPayBiz	**Financing Facilities** • SME Digital Financing-i	

Financial Solutions	*Note: Maybank Islamic Berhad is a member of PIDM. SME First Account-i is protected by PIDM up to RM250,000 for each depositor*	
Salaam Market	**Leading Business-to-Business (B2B) Halal Marketplace** Empowers buyers and sellers with an easy-to-use platform – buy and sell certified Halal products with confidence	

3. CAMPAIGN OFFERING

3.1 UNI5G Business Mobile Plan

3.1.1 Eligible UNI5G Business Mobile Plan

a. UNI5G Business 39 (no contract)
b. UNI5G Business 69 [twenty-four (24) months contract]
c. UNI5G Business 99 [twenty-four (24) months contract]

3.1.2 Complimentary Device

a. Customer who subscribe to UNI5G Business 69 or 99 during the Campaign Period will receive **one (1) complimentary 5G android device ("Device").** List of available phone devices can be viewed at Go Niaga V3 Campaign Page

b. Customer must;
   i. Provide Business Registration Number (BRN) certificate / Copy of NRIC
   ii. BRN registration will be subjected to credit checking based on the following criteria:
      a) Existing customer – exempted from Telco CTOS checking but will be subject to account status.
      b) New customer – will go through Telco CTOS checking.

c. Upon registration, customer will need to pay an upfront payment according to the monthly commitment fee e.g. UNI5G Business 39 Service Upfront Payment is RM39.

d. Service Upfront Payment waiver will be granted to a customer who fulfill any of these criteria:
   i. Existing customer with Customer Payment Behaviour Rating (CPBR) A status
   ii. Mobile Number Portability (MNP) customers
   iii. UNI5G Business with Device Bundle
   iv. Non Malaysian (passport) with Foreigner Deposit of **RM500**

e. Device Upfront Payment waiver will be granted to a customer who fulfill any of these criteria:
    i. Existing customer with CPBR A status on Mobile & Fixed on all accounts AND
    ii. Length of Stay (LOS) 6 months and above on Mobile & Fixed on all accounts

f. The Device comes with standard manufacturer warranty and is provided on 'as-is' basis, excluding mobile accessories. For any warranty claims related to the Device, Customer is advised to reach the authorized service centers.

g. TM reserves the right to determine the model, brand, colour and specifications of the Device offered under this Campaign.

h. Customer may collect the Device at any of the Unifi Store. Alternatively, Customer may also request for TM to courier the Device within seven (7) to fourteen (14) working days to Customer's registered address.

i. Customer is required to provide the name of the authorised recipient who will receive the Device. The named person is required to present a valid NRIC for validation and shall be taken as conclusive proof of acceptance, failing which the Customer may not be allowed to collect the Device. Third-party collection is strictly prohibited.

j. Upon request, the Device will be delivered to the registered address of UNI5G Postpaid Biz Plan only. There are no additional charges for delivery of the Device and the delivery service is available nationwide.

k. The delivery partner will make maximum three (3) delivery attempts of delivery. Parcel will be return back to the warehouse upon failure of delivery to Customer. Customer need to contact Unifi customer service for re-delivery. Failure to do so the order will be cancel by TM, ninety (90) days from the date order created.

l. Customer is responsible to do self-inspection and testing upon receiving the Device.

m. The Device offered under this Campaign is supplied by TM's authorised third party partner. Nonetheless, TM is not liable for any liability claims with regards to the additional feature or service unless with TM prior endorsement.

n. TM reserves the rights to block the International Mobile Equipment Identity (IMEI) of the Device if Customer commit the following:

i. Suspected of fraud or found to have committed fraud or illegal activities;
ii. Customer has exceeded the number of device allowed under the Campaign; and/or
iii. Reported to TM that the Device is missing or has been stolen and requested to TM to block the IMEI of the Device.

3.1.3 Complimentary 30-day trial of Go Bookit

a. Customer who subscribe to any of the UNI5G Business Mobile Plan during the Campaign Period entitle to receive **COMPLIMENTARY one (1) 30-day trial account of Go Bookit**.

b. The trial version of Go Bookit for duration of thirty (30) days (the "Trial Period"). The Trial Period begins immediately upon successful creation of account.

c. During the Trial Period, you will have access to standard feature of Go Bookit as of per following table:

Key Features	**Features Description**
Appointment Scheduling	*To ease the time management and customer bookings*
Consolidated Customer Database	*For tracking, reminders, marketing, etc.*
Automated Bot Response	*To not miss any business-critical requirements and respond immediately to urgent queries*

3.2 <u>Digital Marketing Solutions (DMS)</u>

3.2.1 Package Availability

a. Under Go Niaga V3 Campaign, Customer can choose between two (2) following package:
i. DMS Standard
ii. DMS Premium

3.2.2 Package Availability

a. This offer applicable to:
i. New Digital Marketing Solutions Customer
ii. Existing Digital Marketing Solutions Customer who have fulfilled their initial contract term and are currently in an "out-of-contract" status.

3.3 <u>SME First Account-i</u>

3.3.1 Campaign Mechanics

a. New SME First Account-i are entitled to minimum initial deposit of RM100; refer as ("Campaign Offer") when customer sign-up SME First Account-i via:
i. Online sales channel at https://biz.unifi.com.my/goniaga; or
ii. Any Maybank branches.

b. Activation or placement of SME First Account-i deposit can be executed on any day at all Maybank branches.

c. In order to be entitled for the minimum RM100 initial deposit for SME First Account-i, customer need to present the followings at the Maybank branches:
   i. A printed or digitally issued copy of the order acknowledgement page containing order reference code, customer's name, company name, company business registration number (BRN) & list of selected product offering (subject to verification, and Maybank reserves the right to accept or reject them at its discretion); or
   ii. Maybank Campaign leaflet with customer's name and company name written on the leaflets verified with Maybank personnel's stamp.

3.4 <u>Channel and Event Location</u>

3.4.1 Digital Sales Channel

a. Customers are eligible for the Campaign Offering by submitting their application via digital channel at https://biz.unifi.com.my/goniaga. Applications are open twenty-four hours a day, seven days a week (24/7) throughout the Campaign Period.

3.4.2 Event by Unifi Business and Maybank

a. Customers participating in any event organized by Unifi Business, Maybank or their respective partners are entitled to enjoy the Campaign Offering, provided it is made available during the event.

3.4.3 Unifi Store and Maybank Branch

a. Customers would be entitled for Campaign Offering from all Unifi Stores and all Maybank branches.

4. CHARGES AND BILLING

a) Customer who subscribe to this Campaign will get two (2) separate bills following each Unifi monthly bill cycle:
   i. UNI5G Business Mobile Plan bill; and/or
   ii. Digital marketing Solution bill (*If Standalone*); and/or

b) Customer will need to make separate payments accordingly to their subscriptions and is subject to different credit limit.

5. TERMINATION

<u>5.1 UNI5G Business Mobile Plan</u>

a. The termination of UNI5G Business Mobile Plan need to be requested via Unifi Care Crew, Live Digital Agent or walk-in to Unifi Store only. Customers who subscribed to UNI5G Business Mobile Plan and seek to terminate the services shall comply with the existing mobile termination process.

b. Specifically, for Customer that subscribe to UNI5G Business 69 or UNI5G Business 99, early termination penalty will be imposed for any early termination which shall be calculated based on the difference of Device recommended retail price (RRP) and the discounted Device selling price will apply. The shorter the balance period of the contract, the lesser the amount of penalty will be charged to Customer.

c. The early termination penalty will be applicable in the event Customers commit the following actions:
    i. Downgrade of UNI5G Business Plan;
    ii. Voluntary suspension of UNI5G Business;
    iii. Early termination of the contract;
    iv. Port out to other mobile service provider; and/or
    v. Fraud.

5.2 <u>Unifi Digital Marketing Solutions</u>

a. The termination of service can be done by the Customer at any time within or after the completion of the Minimum Subscription Period (MSP) / Contract Period via nationwide Unifi Store and TM Contact Centre.

b. For any early termination within the MSP, early termination charges based on remaining months balance of the Package Plan shall be applicable. The early termination charges shall be reflected in TM Solution bill.

c. If there are any ad credits still available at the point of termination, the remaining ad credits will be forfeited. Customers is not entitled for billing adjustment waiver in a scenario of termination within Minimum Subscription Period regardless of full or partial ads credit consumption.

d. Customer with TM connectivity services (Unifi Biz/ Biz Broadband, Unifi Mobile Biz/telephony) can opt to terminate the connectivity service and remain Service as a standalone subscription.

e. Notwithstanding to the above, TM reserve the right to terminate the Service in the event of discovery of fraud, investigation by legislation authority or enforcement body, or any reasons TM deems fit

6. GENERAL TERMS & CONDITIONS

a) TM/Maybank shall not be responsible or held liable in respect of technical failures of any kind whatsoever, intervention, interruptions, and/or electronic or human errors in the administration and/or processing of the transaction performed via the MAE app, Maybank2u Biz, Maybank2u, or Maybank2e provided the same is not caused by TM/Maybank.

b) TM/Maybank reserve the right to extend, withdraw, cancel, suspend, or terminate this Offering/Campaign earlier either in whole or in part and reserves the right to modify any of the terms and conditions contained herein, from time to time by giving at least minimum of twenty-one (21) days ("day" shall have the same meaning as calendar day) prior notice thereof, the notice of which shall be posted on Maybank2u website at www.maybank2u.com.my or through any other channel determined appropriate by TM/Maybank. It shall be the responsibility of the Eligible Customers to be informed of or otherwise seek out any such notice validly posted.

c) If there is any dispute or non-receipt of the Campaign Offering, customers can contact the respective contact centre within three (3) months after the Campaign Period. No request shall be entertained thereafter.

For Maybank products and services;
Customer are required to contact Maybank's Customer Care Hotline at 1300-80-8668.

For TM products and services;
Customer are required to contact Unifi Contact Center at 100.

d) By participating in this Campaign, Eligible Customers agree to access the Maybank2u website at www.maybank2u.com.my on a regular basis to view the terms and conditions herein and seek clarification from Maybank should any of the Terms & Conditions be not fully understood.

e) Alternatively, Customer may also access information about this Campaign from Unifi portal at https://biz.unifi.com.my/go-niaga for more details of the Campaign.

f) TM/Maybank and its officers, servants, employees, representatives and/or agents (including without limitation, any third party service providers engaged by TM/Maybank for the purposes of this Campaign) shall not be liable to Customers in this Campaign for any direct, indirect, special or consequential loss or damage (including but not limited to, loss of income, profits or Terms and Conditions Go Niaga V3 Campaign) arising from or in connection with this Campaign unless caused by the any gross negligence or omission by TM/Maybank.

g) TM/Maybank shall not be liable for any default of its obligation under this Campaign due to any force majeure events which include but not limited to acts of God, civil commotion, acts of war, strike, riot, lockout, industrial action, fire, flood, drought, storm, epidemic and pandemic or any events and circumstances of whatever nature beyond the reasonable control of TM/Maybank.

h) TM/Maybank may disqualify/reject any Eligible Customer who does not comply with the terms and conditions stated herein and/or are found or suspected to be tampering with the Campaign and/or its process or the operations of this Campaign which includes fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the Campaign.

i) These Terms and Conditions shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.

j) For information, enquiries, feedback and/or complaints related to this Campaign, please contact **Maybank's Customer Care hotline** at **1 300 88 6688** or **+603 7844 3696** or **Unifi Contact Center** at **100**. Alternatively for feedback and/or complaints, Eligible Customers may choose to e-mail Maybank via the feedback form at Maybank2u website www.maybank2u.com.my.

7. CONFIDENTIALITY

a) Any personal data provided by the Customer to TM in connection with the Campaign shall be kept confidential. The Privacy Notice of TM shall apply, which may be viewed on biz.unifi.com.my ("TM Privacy Notice")

b) By participating in this Campaign, Eligible Customers agree to be bound by the Terms and Conditions herein and agree and consent to allow his/her personal data being collected, processed and used by Maybank in accordance with the Maybank Privacy Statement, which may be viewed on www.maybank2u.com.my ("Maybank's Privacy Statement") and the Personal Data Protection Act 2010 (PDPA) Form for Individual Customers.

c) In addition, and without prejudice to the terms in the Maybank's Privacy Statement and the Personal Data Protection Act 2010 (PDPA) Form for Individual Customers, Eligible Customers agree and consent to his/her personal data or information being collected, processed and used by TM/Maybank for:
    i. the purposes of the Campaign; and
    ii. marketing and promotional activities conducted by TM/Maybank, including but not limited to any form of advertising or publicity media and materials such as audio and/or visual recordings published through newspapers, television networks, radio stations or online and digital media and on the Internet. Marketing and promotion activities include without limitation the use and/or publication of any details

provided in and/or in connection to the entries, interviews material as well as responses and related photographs. In this regard, Eligible Customers agree to co-operate and participate in all advertising and publicity activities of TM/Maybank in relation to the Campaign.

[End of Terms and Conditions]

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