

Terms and Conditions for Unified Communications Solution (UC)

Unified Communications Solution (UC) ("Service") is provisioned by TM Technology Services Sdn Bhd ("TM") based on the following Terms and Conditions. Kindly read the terms carefully before subscribing the Service. By subscribing to the Service, you acknowledge and agree that you have read, understood and agreed to be bound by the terms herein ("Agreement"). All the Terms and Conditions shall govern the access and use of the Service. TM reserves the right to update or revise these Terms and Conditions from time to time and shall publish the latest version online. TM may give notice of such revision in any manner that TM deems appropriate. By continuing to access or use of the Service, Subscriber (as hereinafter defined) shall signify as acceptance to the latest updated version of the terms and conditions & [TM Privacy Notice](#).

1. GENERAL TERMS OF USE

1.1 The Service is a digital solution that permits TM SME customers ("Subscribers") to conduct communications with their customers ("Customers") via Subscribers' mobile devices using the TM Business Landline ("Fixed Line") number. Upon subscription, The Service is enabled through the Unifi UC mobile application, which is made available to Subscribers and their authorised employees (collectively referred to as "Users") as part of the UC subscription. The Fixed Line number provisioned on Subscribers' mobile devices (via Unifi UC mobile application) is to be used for all inbound and outbound communications under the Service, ensuring a consistent and unified business identity.

1.2 The Service exclusively enables incoming calls made to the TM Business Landline to be routed to the Unifi UC mobile application installed on authorised Users' mobile devices. The Service also allows Users to make outbound calls via the Unifi UC mobile application, whereby such calls will display the TM Business Landline number to call recipients.

1.3 The Service provides access to additional UC features, including instant messaging functionality, for communication among authorised Users. Additionally, the video conferencing feature may be used among authorised Users and may also be extended to Customers via email invitation.

1.4 As such, upon subscription of the Service, Users can communicate with Customers via both the office landline desk phone and Users' mobile devices using the same TM Business Landline number.

1.5 The Unifi UC mobile application may access and import a User's native device contact information solely for the purposes of enabling calling and video conferencing functionalities. Such access shall be limited strictly to the aforesaid purposes and shall not include any unsolicited data collection without the User's separate consent. When sharing content externally through Unifi UC

mobile application, such information becomes subject to the application's respective terms and privacy policies.

1.6 TM reserves the right to monitor application activity to ensure compliance with these terms and to maintain service quality. TM may modify or discontinue any aspect of the service, including these terms, on a time and material basis. The platform bears no liability for Customer conduct, technical disruptions during calling, video conferencing and instant messaging (beyond the terms and condition of the Service), or third-party misuse of User information registered through the Service.

1.7 The Service is available to existing Unifi Business subscribers with an active subscription and is subject to technical feasibility and service availability.

1.8 The Service is offered as an optional add-on and may be bundled with or charged separately from the selected business plan as determined by TM.

1.9 By subscribing to the Service, Subscribers hereby agree with the Service order processing days as advised by TM from time to time.

2. DEFINITIONS

2.1 **"Activation Date"** means the date on which the Service and the corresponding user account are activated by TM for the Subscribers.

2.2 **"Application Form"** means the application form and/or any other form as may be prescribed by TM, whether in digital or physical format, to which these Terms and Conditions are applicable or referred to.

2.3 **"Subscribers"** means the Service subscribers as approved and determined by TM whose application to enter into this Agreement has been accepted by TM, and shall include its permitted successors, executors, administrators, personal representatives and permitted assigns. The term "Users" shall be synonymous with the terms "Subscriber" wherever used in any related correspondence or documentation.

2.4 **"Customers"** means any individual or entity to whom the Subscribers provide products or services at the Subscribers' sole discretion, and who are not determined, appointed, affiliated with or associated with TM or any of its subsidiaries or affiliate companies.

2.5 **"Fee"** means the monthly subscription fee for the Service at the applicable rate as stated in the bill or such other rates as may be prescribed by TM from time to time and shall include any applicable stamp duties, taxes, levies or governmental charges imposed in connection with the provision of the Service.

2.6 **“Force Majeure Events”** means the events as specified in Clause 13 of this Terms and Conditions.

2.7 **“Minimum Subscription Period”** (MSP) means the minimum subscription period for the Service as specified in the application form and/or the applicable terms thereunder or in the absence of such specification, a period of twelve (12) months commencing from the Activation Date or such other minimum subscription period as may be determined by TM from time to time.

3. AGREEMENT PERIOD

3.1 This Agreement shall take effect on the date the Service is activated by TM for the Subscribers (“Activation Date”), subject to TM’s acceptance and registration of the duly completed Application Form together with all required supporting documents. TM reserves the right, at its sole discretion, to reject or decline any application, provided that the Subscribers are informed of the grounds for such rejection.

3.2 All Service plans are subject to a Minimum Subscription Period (MSP) of twelve (12) months, commencing from the Activation Date.

3.3 This Agreement shall remain in full force and effect throughout the MSP and shall thereafter continue on a month-to-month basis without any renewal of the MSP, unless earlier terminated by either Party in accordance with the provisions of this Agreement.

4. THE SERVICE

4.1 The Service is eligible for subscription to SME with active business registration under Suruhanjaya Syarikat Malaysia (SSM).

4.2 There are three (3) plans offered under this Service:

Plan	UC 3	UC 5	UC 10
Monthly Price	RM60	RM75	RM130
No of Mobile App Users	3	5	10
Concurrent Inbound and Outbound Calls	Up to 3	Up to 5	Up to 10
Call Transfer	√		
Call Among Mobile App Users	Free and Unlimited		
Add-on Mobile App User(s)	N/A		Available at RM13/user/month
Other Features	UC Customer Admin Portal Unifi UC mobile app		

Notes:

UC is a Value-Added Service to Unifi Business Voice and sharing the same call plan

4.3 Each Subscriber is entitled to subscribe to one (1) UC plan for each Fixed Line number. Where a Subscriber has more than one (1) Fixed Line with Telephone ATA (Analog Telephone Adapter) under the same account, the Subscriber may subscribe to multiple UC plans, provided that only one (1) UC plan is subscribed for each number.

4.4 For each UC plan subscription, the Subscriber may select an applicable SVP call plan from the range of SVP call plans offered. In the event that no SVP call plan is expressly selected, the Service shall, by default, be provisioned with a Pay As You Use call plan. Certain packages may include an SVP call plan that is hard-bundled with the Service, in which case the call plan shall not be changeable. The relevant sales channel shall inform the Subscriber accordingly, and any subscription to the Service shall be deemed to have been made with the Subscriber's full knowledge and consent.

4.5 All UC Plans are subject to twelve (12) months MSP effective from the Activation Date.

4.6 Key features of the Service, divided to 2 platforms, are as per the following summary table:

Platform	Key Features	Details of Features
UC Customer Portal	Administrative Management	The Service allows authorised Users to add, remove and manage portal administrator(s).
	Mobile App User Management	The Service allows portal administrator(s) to assign and reassign extension numbers to mobile application users based on User's email addresses.
	Reporting	The Service provides access to call logs, call history, and mobile app usage records, whether on an individual or group basis, as well as usage statistics, subject to system availability.
	Security and Authentication	The Service supports security features including multi-factor authentication (MFA).
UC Mobile App	Calling features	The Service enables Users to make and receive off-net calls using the Fixed Line number and to make and receive on-net calls using assigned extensions. The Service further supports call transfer and call forking functionalities.
	Messaging and Video Conferencing	The Service provides instant messaging and video conferencing functionalities for communication purpose.
	Contact Management	The Service supports synchronisation of the phonebook with the native contacts on Users' mobile devices.
	Call Management	The Service provides access to call history and call logs, subject to system availability.
	Security and Authentication	The Service incorporates security features including multi-factor authentication (MFA) via email.

4.7 Each Service requires registration using a valid email address of a Subscriber. The Subscriber hereby agrees to provide a valid email address for registration purposes, which shall be designated as the UC Super Admin and assigned as the primary User for access to the UC Customer Portal.

4.8 The email address registered as the UC Super Admin shall be fixed in TM's system. Any change, amendment or replacement of such registered email address after successful registration shall be strictly subject to processing through TM's official channel/helpline and in accordance with TM's prescribed procedures.

4.9 The UC Super Admin shall be responsible for adding Users to the Unifi UC mobile application. To access and use the Service, Users are required to install the Unifi UC mobile application, which is available for download from the official application stores:

- a. Google Play Store for Android devices
- b. Apple App Store for iOS devices

4.10 The minimum operating system requirements for mobile devices to access and use the Service are Android version 8.0 (Oreo) or later, and iOS version 13 or later. TM reserves the right to amend or update the minimum operating system requirements from time to time, subject to technical feasibility and compatibility.

4.11 For audio calling, the Service functions in a manner similar to a native phone call. The Service does not support call recording.

4.12 For instant messaging, the Service's chat history shall be retained to enable Users to continue conversations seamlessly. File attachments within instant messaging are not supported under the Service.

4.13 For video conferencing, Users may initiate a video conference via the Unifi UC mobile application and share the meeting link with participants through email invitation. The Service does not support online meeting recording.

4.14 Access to the Service is granted on a non-exclusive and non-transferable basis and solely for the User's own use and legitimate business purposes.

4.15 The Subscriber may subscribe to the Service through TM's sales channels for new Service subscriptions, including but not limited to the Unifi Portal, Unifi Stores, Unifi Authorised Resellers, TM 100 and Unifi SME consultants.

4.16 Any change of plan or modification to the Service shall be requested by the Subscriber through TM's sales channels for Service modifications, including but not limited to Unifi Stores, Unifi Authorised Resellers, TM 100 and Unifi SME consultants.

4.17 Any termination of the Service shall be processed through TM's official channels for Service termination, including but not limited to Unifi Stores and TM 100.

5. APPLICATION FOR THE SERVICE AND DOCUMENTATIONS FOR APPLICATION, REGISTRATION AND PROVISIONING OF SERVICE

5.1 The Subscriber may register their interest to subscribe to Service online or offline. Where the Service is applied online, the Subscriber is still required to submit the relevant documents prescribed under Clause 5.3 or any payment as advised by TM from time to time.

5.2 Upon submission of the Application Form (whether online or offline), the Subscriber shall ensure that all information (and documents) submitted to TM for the purpose of subscribing to the Service (including information requested to be submitted with the Subscriber's Application Form or information upon TM's request) are accurate, true, current and complete and the Subscriber hereby undertakes to inform TM of any updates to such information in the event of any changes thereto.

5.3 Where applicable, the Subscriber is required to submit to TM the following supporting documents for verification by TM's personnel during application, registration and installation processes together with the Subscriber's signed and completed Application Form:

- a. For sole proprietor:

- i. Original MyKad (for Malaysians), MyKAS or MyPR (for permanent residents), or a valid passport (for non-Malaysians with a minimum validity of twenty-four (24) months), together with the original Certificate of Business Registration, shall be produced for verification.
- b. For company:
 - i. Certified true copies of the relevant statutory forms, namely the Super Form, Forms 9, 13, 24, and 49 (for private limited companies); Forms 8, 23, and 49 (for limited companies); or the Super Form or Forms 9, 13, 24 and 49 (for foreign companies), as applicable.
 - ii. The Subscriber shall provide the required supporting documents in the prescribed number of copies. TM reserves the right to retain such copies for record, audit, and compliance purposes.

5.4 Application, Registration and Provisioning of the Service will only be attended to by TM when Subscriber or Subscriber's authorized representative is physically present during the process of application, registration and installation, as the case may be.

5.5 TM shall be entitled, at its absolute discretion, to reject or suspend Subscriber's application or registration or installation of the Service:

- a. If Subscriber is blacklisted in TM's system and record due to outstanding or non-payment of subscription fee or charges for any of TM's or its affiliates' services and subscribed by Subscriber; or
- b. Subscription by Subscriber of any of TM's or its affiliates' services is suspended or terminated for any reason attributable to the Subscriber's default; or
- c. If Subscriber has criminal record or attempt to defraud TM; or
- d. TM is of the reasonable opinion that Subscriber will use the Service for any illegal activities; or
- e. Upon Subscriber's credit or other worthiness check, TM is of the reasonable opinion that the Subscriber may not likely be able to perform its obligations under the terms herein. Subject however that in case of the matter falling under Clause 5.5(a) above, TM may, at its absolute discretion, consider Subscriber's application when all outstanding payment due to TM or its affiliates has been fully paid.

6. CHARGES, PAYMENT, BILLING & CREDIT LIMIT

6.1 The Service subscription Fee shall be as below:

Plan	UC 3	UC 5	UC 10
Monthly Price	RM60	RM75	RM130
Add-on Mobile App User(s)	N/A		Available at RM13/user/month

6.2 The Fee for the Service shall be charged at the applicable rate as set out in Clause 6.1 or at such other rates as may be prescribed and notified to the Subscriber by TM from time to time.

6.3 The Fee for the Service will be reflected in the monthly bill issued by TM.

6.4 The Fee shall be charged to and payable by the Subscriber with effect from the Activation Date upon successful completion of the Service registration. The Subscriber shall be liable for and shall promptly pay to TM, within the time period specified in TM's bill for the Service, all charges, fees, rentals, costs or other amounts whatsoever as shown in TM's bill, notwithstanding that the Subscriber may dispute the same for any reason(s) whatsoever.

6.5 The Service plan subscription via TM is only available on monthly subscription and is not available for one-time use/charge.

6.6 Subscriber agrees that TM at its discretion may implement credit limit to Subscriber's usage of the Service. The Subscriber further acknowledges that TM may suspend the Subscriber's usage of the Service once the credit usage has reached or exceeds its limit. The Subscriber further understands that the credit limit as may be imposed by TM may vary with each subscriber. The prevailing credit limit (if any) shall be specified in the bill.

6.7 The Subscriber shall be responsible to observe the credit limit as imposed and TM shall not in any way be responsible in ensuring that the Subscriber's usage of the Service does not exceed the credit limit.

6.8 Notwithstanding the implementation of the credit limit, the Subscriber acknowledges that TM may, at its absolute discretion, suspend the availability of or terminate the Unifi Service in the event of;

- a. Failure by the Subscriber to pay any outstanding sum for the Service as and when it falls due or has exceeded its credit limit, or
- b. For failure by the Subscriber to pay any outstanding amount of subscription fee or charges subscribed by the Subscriber or
- c. Fraud

6.9 In the event of suspension or termination of the Service or this Agreement at any time during the MSP, except where such termination arises from TM's material breach or willful default or due to Force Majeure Event, Subscriber shall be liable to pay to TM, in addition to all outstanding Fees and charges during suspension or termination of Service.

7. TRANSFER OF SERVICE

This Service independently, is strictly not transferable to third party.

8. CHANGE OF SERVICE PLAN/ADD ON/VALUE ADDED SERVICE

8.1 Customer may change Service plan (upgrade/downgrade) or subsequently subscribe to any Add On/Value Added Service during or after the MSP.

8.2 For any change of plan (upgrade/downgrade) of the Service subscription within or after the completion of MSP, Subscriber will not be charged with early termination charges for the remaining months' balance for the previous plan.

8.3 Any request by the Subscriber for upgrade or downgrade of its Service plan/Add On/Value Added Service during or after the MSP shall be subject to TM's written approval which approval shall not be unreasonably withheld. For any allowable upgrade or downgrade as aforementioned, installation, activation and any other applicable fees (for downgrade only) will be charged to the Subscriber at a rate specified by TM from time to time.

8.4 The new plan of the Service will be charged accordingly upon activation. Subscriber hereby agrees for any subscription (new/change of plan) of the Service plan, TM will charge full monthly amount of total subscription plan and any pro-rate charges for the month.

8.5 A new MSP will be imposed (refresh) upon any request for upgrade or downgrade for the Service plan.

8.6 In the event of any additional Add On/Value Added Service, Subscriber will be subjected to the specific terms and conditions including but not limited to its MSP or penalty as advertised by TM from time to time at <https://biz.unifi.com.my/>.

9. SUSPENSION AND RECONNECTION OF SERVICE

9.1 Without prejudice to any other rights of TM, the Subscriber acknowledges that TM may, at its absolute discretion, suspend the availability of or terminate the Service and/or place the Subscriber on TM's blacklist in the event of failure by the Subscriber to pay any outstanding amount for the Service.

9.2 Suspension of the Service as a result of breach by the Subscriber or under any of the circumstances as provided in this Agreement shall not prejudice the right of TM to continuously charge the Subscriber for the subscription fees and/or

9.3 Without prejudice to any other rights or remedies and notwithstanding any waiver by TM of any previous breach by the Subscriber, TM may, without prior notice, suspend the Service for a period determined by TM in its sole discretion for any reason whatsoever and/or, in the event that:

- a. Any Fees and/or payment due hereunder for the Service provided is not settled in full on due date;
- b. There is outstanding fee and/or payment due from Subscriber;
- c. The Subscriber fails to comply with the terms of this Agreement;

- d. The Subscriber has committed any action that falls within the prohibited use as stated in this Agreement;
- e. Any scheduled or unscheduled outages occur which cause interruption to the Service, including but not limited to maintenance of Service systems/platform/server; or
- f. Fraud

9.4 In the event of any suspension of the Service by TM in accordance with Clause 9.3(a) and Clause 9.3(b), TM may, if it deems appropriate at its sole discretion and upon such terms, impose a reconnection fee to reactivate the Service, in which event the Service and this Agreement shall continue in effect as if the Service had not been suspended.

10. CANCELLATION AND TERMINATION OF SERVICE

10.1 Cancellation or termination of the Service can be done by the Subscriber at any time within or after the completion of the MSP.

10.2 For any early termination within the MSP, early termination charges based on remaining months balance of the Service shall be applicable. The early termination charges shall be reflected in the Service final bill.

10.3 A Subscriber with TM connectivity services (Unifi Biz and/or Fixed Line including Telephone ATA) can opt to terminate such connectivity services. Upon termination of the relevant connectivity service, the Service tied to the terminated connectivity service shall automatically be terminated due to the absence of the associated Fixed Line number. Notwithstanding the foregoing, early termination charges shall apply in accordance with Clause 10.2 where such termination occurs within the MSP.

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

10.5 Upon termination of the Service, whether such termination is initiated by the Subscriber or by TM, the Subscriber shall be solely responsible for downloading, backing up and/or otherwise securing all data associated with the Service prior to the effective date of termination. TM shall not be responsible or liable for any loss, damage, corruption or inability to retrieve such data arising from or in connection with the termination of the Service, howsoever caused, whether suffered by the Subscriber or any third party.

11. PROHIBITED USE

11.1 The Subscriber shall:

- a. not use the Service for any unlawful purpose including without limitation for any criminal purposes;

- b. not use the Service to send unsolicited electronic messages or any message which is obscene, threatening or offensive on moral, religious, racial or political grounds to any person including a company or a corporation;
- c. not use the Service to access pornographic, offensive or illegal content or sites;
- d. not compromise or infect any systems with computer viruses or otherwise;
- e. not infringe any intellectual property rights of TM, its related companies and subsidiaries or any third party;
- f. not gain unauthorized access to any computer system connected to the Internet or any information regarded as private by any person including a company or corporation;
- g. not share the Service with any person including a company or corporation without the prior written approval of TM and shall use the Service only for the purpose for which it is subscribed;
- h. not resell or sublet the Service to any third parties without prior written consent from TM; and,
- i. not use the Service in any manner, which in the opinion of TM may adversely affect the use of the Service by other customers or efficiency or security as a whole.

11.2 TM reserves the right to suspend the Subscriber's access to the Service or to terminate the Service if the Subscriber is found to have committed any action that falls within the prohibited use mentioned in this Agreement and TM shall not be liable for any cost or loss incurred by the Subscriber due to such suspension or termination.

12. SECURITY AND OTHER FEATURES

12.1 The Subscriber shall be responsible for the safety, security and maintaining the confidentiality of his passwords and/or user identification/username if any, (including without limitation changing his passwords or user identification/username from time to time) and shall not reveal the same to any other person. Where user identification/username is necessary to access the Service, the Subscriber shall use only his user identification. TM disclaims any liability for any unauthorized use by any third party of any password or user identification of the Subscriber.

12.2 The Subscriber shall be responsible for all transactions and access to the Service using the user identification/username or password by any third party and TM shall not be held responsible for any prohibited and/or unauthorized use of the Service as provided in this Agreement.

13. FORCE MAJEURE

For the purposes of this terms and conditions, Force Majeure Event is understood as any event occurring that is beyond the predictability and control of a Party, directly affecting the performance of its obligations of this Agreement, including, but not limited to, Acts of God such as inclement weather, lightning or subsidence or any other natural disaster, insurrection of civil disorder, terrorism attack, war or military operations, national or local emergency, declaration of sporadic, endemic, epidemic or

pandemic of disease by the authority or other competent authority, acts or omissions of government, highway authority or other competent authority, industrial disputes of any kind, electricity or power failure, cable cut, fire, explosion, flood, acts or omissions of persons or bodies for whom neither party is responsible or any other cause whether similar or dissimilar outside either party's control. The parties hereby agree that either party may terminate this Agreement, by giving fourteen (14) days' notice to the other party, in the event that the Force Majeure event which has occurred prevents either party from performing and/or continuing its obligations for more than a period of sixty (60) days.

14. INDEMNITY

The Subscriber undertakes and agrees to indemnify, save and hold harmless TM at all times against all actions, claims, proceedings, costs, losses and damages whatsoever including but not limited to libel, slander or infringement of copyright or other intellectual property rights or death, bodily injury or property damage howsoever arising which TM may sustain, incur or pay, or as the case may be, which may be brought or established against TM by any person including a company or corporation whomsoever arising out of or in connection with or by reason of the operation, provision or use of the Service and/or equipment under and pursuant to this terms and conditions and which are attributable to the act, omission or neglect of the Subscriber, its servants or agents.

15. LIMITATION OF LIABILITY

15.1 The Service is provided on "best effort" basis. TM makes no warranty of any kind, either expressed or implied, and expressly disclaims all implied warranties, including, but not limited to warranties of accuracy, availability, stability or accessibility of the Service including access to any online sites or destination or domain.

15.2 Save for loss or damage due to injury or death arising from the gross negligence or willful default of TM, TM shall not be liable to the Subscriber for any indirect, consequential and incidental loss, cost, claim, liability, expenses, demands or damages whatsoever, loss of profits, loss of savings, loss of data or loss of business arising out of the Subscriber's failure or inability to use the Service. TM's liability (if any) is limited to restoring the Service but subject always to technical limitations or other limitations beyond TM's control and if necessary.

15.3 TM shall not be liable in the event that the Subscriber's own equipment and/or other devices are damaged due to Force Majeure Event. TM shall not be liable to the Subscriber for any loss or any damages sustained by reason of any disclosure, inadvertent or otherwise in any information concerning the Service particulars unless due to gross negligence or willful default of TM.

15.4 While every care is taken by TM in the provision of the Service, TM shall not be liable for any loss of information or data howsoever caused whether as a result of any interruption, suspension, or termination of the Service or otherwise, or for the contents accuracy or quality of information

available, received or transmitted through the Service unless due to gross negligence or willful default of TM.

16. SECURITY OF INFORMATION

16.1 Within the scope of this Agreement, “Confidential Information” means information, documents, data formed, arising from the process of negotiating, signing and implementing this Agreement, including but not limited to information provided by one Party to the other Party in the form of written documents, electronic data messages or any other forms in accordance with the provisions of law and the Agreement of the two Parties.

16.2 The Party Receiving Confidential Information (“Receiving Party”) shall not use Confidential Information of the Disclosing Party (“Disclosure Party”) for any purpose not expressly set forth in this Agreement unless This Agreement authorizes the disclosure of Confidential Information of the Disclosing Party to employees and contractors or employees of the Company of the Receiving Party, who need to know the Confidential Information for the purposes of the performance of this Agreement; Recipients are hereby also obligated to keep Confidential Information confidential as is the obligation of the Recipient. The Receiving Party undertakes to make every effort to protect the Confidential Information as if it were the Recipient's own information.

17. INTELLECTUAL PROPERTY RIGHTS

17.1 TM is the legal owner of the Service and software described for this Service in accordance with the Malaysian laws and regulations and does not infringe the intellectual property rights of any other organization or individual.

17.2 The website and all its content for the Service, including but not limited to the text, design, graphics, interface, images, code, are copyrighted by TM or a third party licensed to us. Any content on this website including trademarks, trade names, company or product logos, product designs, etc., are owned by TM and are protected under the provisions of the Malaysian intellectual property law and related documents.

17.3 Any act of copying, quoting, modifying, distributing, publishing, circulating, etc. for commercial purposes in any form without the prior written consent of TM is an infringement of our rights. TM reserves the right to request the Subscriber to terminate the use and compensate for any damages (if any).

18. GOVERNING LAW AND JURISDICTION

This Service is governed by the laws of Malaysia and any dispute arising out of or in connection with them shall subject to the exclusive jurisdiction of the courts in Malaysia.

19. VARIATION

TM shall reserve the right to amend the terms and conditions herein contained at any time if amendment is reasonably necessary in the interest of and for ensuring a fair level of availability of the Service to a majority of TM's subscribers and the Subscriber shall be bound by the amended terms and conditions. Notice of the amendment may be given by TM to the Subscriber in such manner as TM deems appropriate.

20. CONTACT INFORMATION

For any inquiry(ies), clarification, report, complaint, questions, comments, suggestions or after sales support, Subscribers may reach out to TM via channels:

- a. Dial 100 (from local fixed lines and mobile numbers)
- b. Email to help@unifi.com.my
- c. Live Chat at maya.unifi.com.my
- d. Facebook at facebook.com/weareunifi
- e. X (Twitter) @unifi
- f. Refer our Unifi SME consultants nationwide
- g. [Unifi UniVerse app](#)
- h. Unifi Self-care [portal](#)

Subscriber agrees to have read, understood, and accepted these Terms and Conditions, and to be bound by them upon subscribing to Unified Communications Solution (UC).

[End of Terms and Conditions]