

CAMPAIGN TERMS & CONDITIONS

Best Business Deal Campaign

These Specific Terms and Conditions for Best Business Deal Campaign (“Specific Campaign T&C”) shall be read together with the General Terms and Conditions for Unifi Business (“Unifi Business T&C”), as available in www.Unifi.com.my (subject to further changes, at TM’s absolute discretion, without prior notice to customer) and respective Digital Solution T&C (herein defined). In the event of any discrepancies, these Specific Campaign T&C shall prevail over the Unifi Business 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 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. GENERAL

- a) Best Business Deal Campaign (“Campaign”) is brought to you by TM Technology Services Sdn Bhd. (“TM”). The Campaign shall commence from 6th February until 31st July 2025 (“Campaign Period”). However, TM may, at its sole and absolute discretion ends or extends the Campaign Period without prior notice to customer.
- b) The Campaign is offered to new and existing Unifi Business customers who subscribe to any of the Campaign Package (hereinafter defined) via available TM sales channel through TMpoint, Unifi Store , TM Sales Center, TM Reseller, TM Authorized Dealers, Unifi portal via www.unifi.com.my or via MyUnifi app.
- c) The services under this Campaign is at all times subjected to TM infrastructure readiness and port availability at the customer’s installation address.
- d) The Campaign Package (as hereinafter defined) comes with twenty-four (24) months minimum subscription period (“MSP”), depending on the Campaign Package subscribed. The MSP for this offering will deemed to begin upon successful installation and activation of Unifi Business Broadband package at customer’s registered address.

2. CAMPAIGN OFFERINGS

- a) Any subscription for Unifi Business Broadband package bundled with Digital Solution (“Campaign Package”) will enjoy the following benefits:
 - 1) Unifi Business 100 to 300 package will enjoy free RM50 of talk time to all mobile and fixed lines nationwide. Any calls beyond RM50, charges will be as per below:
 - i. Free calls from fixed to fixed; and
 - ii. RM0.12 from fixed to mobile
 - 2) Unifi Business 500 and above package will enjoy free RM70 of talk time to all mobile and fixed lines nationwide. Any calls beyond RM70, charges will be as per below:
 - i. Free calls from fixed to fixed; and
 - ii. RM0.08 from fixed to mobile

- 3) Monthly discount up to RM25 in the bill with total savings up to RM600 (“Convergence Discount”).

- 4) The Convergence Discount offered under the Campaign Package will only be effective once Unifi Business Broadband is activated, where the bill may be subject to prorated charges depending on customer’s billing cycle. Please refer to the table below for detailed information on the bundle offerings:

Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Price	RM129	RM199 RM139	RM239	RM319	RM369
Call Plan	SVP50 <ul style="list-style-type: none"> • Free Calls worth RM50 • Beyond Call Rates: TM Fixed Lines: FREE Mobile & Other Fixed Lines: 12 sen/min • Free DECT Phone 		SVP70 <ul style="list-style-type: none"> • Free Calls worth RM70 • Beyond Call Rates: TM Fixed Lines: FREE Mobile & Other Fixed Lines: 8 sen/min • Free DECT Phone 		
Digital Solution	<ul style="list-style-type: none"> • Digital Marketing Solution • Cloud Storage • eCommerce Hub • Kaspersky Small Office Security (KSOS) 				
Promo	Convergence Discount savings up to RM600				
Contract	24 Months <i>(The package price will remain the same after the contract ends)</i>				

3. UNIFI BUSINESS BROADBAND BUNDLED WITH DIGITAL SOLUTION

- a) Customer who subscribe to the Campaign Package may choose their own preferred digital solution plan. Customer may refer to this [Unifi Website](#) to know more about the available digital solution plan.

- b) The MSP for the Campaign Package is twenty-four (24) months.

- c) Customer who sign up for the Campaign Package is entitled for continuous Convergence Discount in their broadband bill if the digital solution plan remains active and not terminated.

- d) **If Digital Solution is terminated, the bundle package price will be reverted to retail price plan and the Convergence Discount is no longer applicable. Contract will refresh to 24 months.**

- e) The terms and conditions for unifi eCommerce Hub, unifi Cloud Storage, Kaspersky Small Office Security and Digital Marketing Solutions are applicable (“Digital Solution T&C”). For further details on the unifi eCommerce Hub, unifi Cloud Storage, Kaspersky Small Office Security and Digital Marketing Solutions, please visit the respective Digital Solution T&C and the FAQ for the Campaign.

4. CAMPAIGN SUBSCRIPTION

- a) The Campaign Package are available for new and existing Unifi business customers.

- b) Any existing subscription to Value Added Services (VAS) will be carried forward when the customer opt-in to Campaign Package. The VAS is at all times subjected to Terms and Condition of the current existing VAS.
- c) Visual(s) of the Campaign Package 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 item.

5. CHANGE OF PLAN

- a) You are allowed to upgrade your broadband plan with the same digital solution during MSP subject to renewal of the 24 months after successful change of broadband plan.

6. CHARGES AND BILLING

- a) Customer who subscribe to the Campaign Package will receive single bill consist of fixed broadband and Digital Solution monthly charges.
- b) Upon successful activation of the Campaign Package, the pro-rate charges from customer's previous package for existing customers will be reflected in the next billing cycle of the new package.
- c) The pro-rated charges and penalty (if any) shall form part of the amount due under the same bill together with the Campaign Package charges.
- d) The Convergence Discount is not inclusive of any additional add-ons purchased on top of this Campaign. The payment for any additional add-ons on top of this Campaign will run as usual in customer's monthly bill.
- e) TM Credit Limit Terms and Condition applies.

7. TERMINATION

- a) Upon subscription to the Campaign Package, customer must observe and fulfill the MSP as mentioned in Clause 1 (d) of this Terms and Conditions herein. However, if the customer wishes to cancel/terminate their subscription to the Campaign Package within the MSP, customer may submit the request for termination via online medium Unifi portal, Unifi Contact Centre (UCC), with thirty (30) days termination notice upon submission of the termination request. Customer may also walk-in to the nearest Unifi Store outlet. Existing Unifi Business General Terms and Conditions shall apply.
- b) The Convergence Discount will be discontinued if customer terminate any of the combination of service in the Campaign Package during the MSP ("Early Termination"). The remaining active service will be subject to prevailing retail price available at the time.
- c) In the event of Early Termination, customer shall be liable to pay to TM the fee for the remaining months of the Campaign Package (calculated based on price before discount) in addition to all outstanding fees and charges during termination, if any.
- d) The Early Termination penalty will be based on the subscribed bundle as below:

Product	Contract Term	Early Termination Fee (RM)
Broadband Plan	24 months	Broadband fee X remaining months
Digital Solution	12 months	Solution fee X remaining months

8. 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) In the event, where relocation area do not have TM Infra, customer have the option to terminate current service and subject to Early Termination penalty.
- c) During the MSP, transfer of ownership is allowed for the Unifi Business Broadband plan only.
- d) However, for transfer of ownership for the Digital Solutions, it will remain under the current owner's account and will continue to be available as long as the Unifi Business Broadband plan remains active from the new owner's subscription. If the current owner decides to terminate the Digital Solutions and/or devices while still in contract, the Ealy Termination penalty will apply.

9. VARIATION

- a) 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 change, amend, vary, supplement, delete, or modify any of the terms and conditions from time to time without prior notice for the Campaign.

10. 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. For reference, please visit [TM Privacy Notice](#)

11. GOVERNING LAW AND JURISDICTION

- a) The Malaysian law governs these terms and conditions and the courts in Malaysia have exclusive jurisdiction.

12. INDEMNITY

- a) Notwithstanding anything to the contrary, customer will defend, indemnify and hold TM save and harmless from any and all claims, suits, actions, demands, costs, settlements, losses, damages, expenses and all other liabilities including reasonable attorney's fees (collectively "the Claims"), arising out of or resulting from its breach of these Terms and Conditions or

the intentionally wrongful or negligent acts or omissions on your part, in the performance of or failure to perform your obligations under these Terms and Conditions or in relation to your use of the Campaign Package during the subscription.

13. FORCE MAJEURE

- a) TM shall not liable in any way for delay, failure in performance, loss or damage due to any of the following force majeure conditions: fire, strike, embargo, explosion, power blackout, earthquake, flood, war, labor disputes, civil or military authority, pandemic, epidemic, sabotages, acts of God or the public enemy, inability to secure raw materials, acts or omissions of other carriers or suppliers, or other causes beyond its reasonable control, whether or not similar to the foregoing.

14. SEVERABILITY

- a) If any provision herein contained should be found invalid, illegal or unenforceable under any applicable law, the legality and enforceability of the remaining provisions shall not be affected or impaired in any way and such invalid, illegal or unenforceable provision shall be deemed deleted.

15. MISCELLANEOUS

- a) Further enquiries relating to the Campaign can be channeled to TM Live Chat at <https://Unifi.com.my/chat/index.html>, tweet us @helpmeUnifi, message us at facebook.com/weareUnifi for assistance or visit any Unifi Store nationwide.

16. PRIORITIZATION OF DOCUMENTS

- a) In the event there is any inconsistency of the provisions under this terms and conditions, Unifi Business terms and conditions, General Campaign terms and conditions and the Terms of Use, the following order of precedence shall apply:
 - i. This Specific Campaign T&C;
 - ii. Existing Package Terms and Conditions, namely:
 - a. [unifi Business](#) T&C
 - b. [unifi eCommerce Hub](#) T&C
 - c. [unifi Cloud Storage](#) T&C
 - d. [Kaspersky Small Office Security](#) T&C
 - e. [Digital Marketing Solutions](#) T&C
 - f. Our Terms of Use
 - g. FAQ Best Business Deal

[End of Terms and Conditions]
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