CAMPAIGN TERMS & CONDITIONS
Unifi Business Shield Pro Campaign

These Specific Terms and Conditions for Unifi Business Shield Pro 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 https://biz.unifi.com.my/ (subject to further changes, at TM's absolute discretion, without prior notice to customer) and respective Digital Solution Terms and Conditions. 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 Customers. 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) Unifi Business Shield Pro Campaign ("**Campaign**") is brought to you by TM Technology Services Sdn Bhd. ("**TM**"). The Campaign shall commence from 22nd August 2026 until 30th April 2027 ("**Campaign Period**"). However, TM may, at its sole and absolute discretion ends or extends the Campaign Period without prior notice to Customers.

b) The Campaign is offered to new Unifi Business customers (collectively as "**Customers**") who subscribe to any of the Campaign Package (as defined herein) 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 subject to TM infrastructure readiness and port availability at the Customer's installation address.

d) The Campaign Package comes with twenty-four (24) months Minimum Subscription Period ("**MSP**"). The MSP for this offering will be deemed to begin upon successful installation and activation of Unifi Business Broadband package at Customer's registered address.

2. CAMPAIGN OFFERINGS

a) Customers subscribing to the plan under this Campaign will enjoy the following benefits:

1) Monthly discount up to RM10 in the bill with total savings up to RM240 ("**Convergence Discount**").

2) The Convergence Discount offered under the Campaign Package will only be effective once Unifi Business Broadband is activated, where the first 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:

Broadband Speed	100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Call Plan	Pay-per-Use (PAYU) 20 cent/min				
Devices	• Wi-Fi 6 Combo Box • DECT Phone	• Wi-Fi 6 Combo Box • Wi-Fi 6 Mesh Wi-Fi • DECT Phone		• Wi-Fi 7 Combo Box • Wi-Fi 7 Mesh Wi-Fi • DECT Phone	
Digital Solution	• Unifi Netshield • Unifi Business Shield • Device Shield (powered by Kaspersky) • Unifi Cloud Storage (UCS) • Unified Communications Solution (UC)				
Shield Pro	**All-In-One Package** Unifi Netshield + Unifi Business Shield + Device Shield for RM55/month				
Minimum Subscription Period	24 Months (*Package Price will remain after MSP ends*)				

(The above table shall hereinafter be referred to as "Campaign Package")

3. UNIFI BUSINESS BROADBAND BUNDLED WITH DIGITAL SOLUTION

a) Customers 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) Customers who sign up for the Campaign Package are entitled to a continuous Convergence Discount in their broadband bill if the Campaign Package remains active and not terminated.

d) The terms and conditions for Unifi Netshield, Unifi Business Shield, Device Shield (powered by Kaspersky), Unifi Cloud Storage and Unified Communications Solution are applicable throughout the subscription of the Campaign Package. Customers may read through the terms and conditions for Unifi Netshield, Unifi Business Shield**,** Device Shield (powered by Kaspersky), Unifi Cloud Storage and Unified Communications Solution which are available in the Unifi Business website.

e) 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.

4. CHANGE OF PLAN

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

b) To remain eligible for the Convergence Discount, Customers shall not modify or switch their subscribed Digital Solution. In the event a Customer upgrades, downgrades, or switches their Digital Solution package (including changes between tiers or switching to an alternative solution), the Convergence Discount will cease automatically, and the solution will be billed at the revised package or standard rate

5. CHARGES AND BILLING

a) Customers who subscribe to the Campaign Package will receive a single bill consisting of fixed broadband and Digital Solution monthly charges.

b) Upon successful activation of the Campaign Package, the pro-rate charges will be reflected in the first billing cycle of the Campaign 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 apply.

6. TERMINATION

a) Upon subscription to the Campaign Package, Customers must observe and fulfill the MSP as mentioned in Clause 1 (d) of this Terms and Conditions herein. However, if the Customers wish to cancel/terminate their subscription to the Campaign Package, Customers 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. Customers may also walk-in to the nearest Unifi Store outlet. Existing Unifi Business General Terms and Conditions shall apply.

b) In the event of early termination of the subscription within MSP, Customers 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.

c) The Early Termination Penalty (ETP) will be based on the following calculation:

Product	MSP	Early Termination Fee (RM)
Broadband Plan	24 months	Broadband fee X remaining months
Unifi Business Shield & Unifi Netshield	24 months	Solution fee X remaining months
Digital Solution (UCS, Device Shield, UC)	12 months	Solution fee X remaining months

7. 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), Customers may no longer be able to enjoy the same plan and will be required to downgrade within the same family package.

b) In the event, where relocation area does not have TM Infra, Customers have the option to:
   i. Subscribe to Unifi Air; or
   ii. Terminate current Campaign Package and subject to ETP if still within the MSP.

c) For subscription of Campaign Package with Unified Communications Solution (UC),

transfer of ownership of the Unifi Business Fibre account and the UC are permitted during MSP and the transfer will be in bundle to the new owner with MSP refresh.

d) However, transfer of ownership is not permitted for subscription of Campaign Package with Digital Solutions (Unifi Netshield, Unifi Business Shield**,** Device Shield (powered by Kaspersky), and Unifi Cloud Storage).

e) For clarity, any transfer of ownership of the Campaign Package made during the MSP will be subject to ETP.

8. 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 of the Campaign from time to time without prior notice to the Customers.

9. CONFIDENTIALITY

a) Any personal data provided by the Customers 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**

10. GOVERNING LAW AND JURISDICTION

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

11. INDEMNITY

a) Notwithstanding anything to the contrary, Customers 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 Customer’s part, in the performance of or failure to perform the obligations under these Terms and Conditions or in relation to the use of the Campaign Package during the subscription.

12. 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.

13. 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.

14. MISCELLANOUS

a) Further enquiries relating to the Campaign can be channeled via the MyUnifi app or the Unifi official website for assistance or visit any Unifi Store nationwide.

15. PRIORITIZATION OF DOCUMENTS

a) In the event there is any inconsistency of the provisions under this Specific Campaign T&C, the services terms and conditions, the Terms of Use and the FAQ, the following order of precedence shall apply:
   i. This Specific Campaign T&C;
   ii. The respective Digital Solution Terms and Conditions, namely:
      a. unifi Business T&C
      b. Unifi Netshield T&C
      c. Unifi Business Shield T&C
      d. Unifi Cloud Storage T&C
      e. Device Shield (powered by Kaspersky) T&C
      f. Unified Communications Solution T&C

   iii. Our Terms of Use
   iv. FAQ Unifi Business Shield Pro Campaign

[End of Terms and Conditions]