SPECIFIC TERMS: PRODUCT PLAN FOR BUSINESS **Unifi Air Biz 5G Plan** SERVICE

20261103

1. **GENERAL**

This is our pricing table for Unifi Air Biz 5G ("Unifi Air Biz 5G Service") and it is applicable only to our business Consumer. This Rate Plan is incorporated and forms part of the **Business Terms and Conditions for Unifi Air Biz Service** ("Business T&C").

These are some of our limitation you should be aware of:-

USAGE LIMITATION ON OUR DATA:-

- **OUR Unifi Air Biz 5G SERVICE IS ONLY AVAILABLE IN LOCATIONS WE HAVE 5G NETWORK COVERAGE AND IT IS LIMITED FOR YOUR USE IN MALAYSIA ONLY. PLEASE CHECK OUT OUR WEBSITE FOR MORE DETAILS ON THE COVERAGE AREA.**

2. **OUR PLAN**

Please refer below:

Package	Monthly Fee	Upfront Payment	Device	Contract Duration	Data Quota	Credit Limit
Unifi Air Biz 5G 149 with Device	RM149	RM149	Free 5G Wireless Device	24 Months	Unlimited [1]	Rm450
Unifi Air Biz 5G 99 with Device	RM99	RM99	Free 5G Wireless Device/MiFi	24 Months	Unlimited [2]	RM300
Unifi Air Biz 5G 99	RM99	RM99	N/A	No Contract for Unifi Air 5G. (24months if add on device agreement)	Unlimited [2]	RM300

[1]*Unifi Air 5G 149 monthly quota is unlimited. To ensure better experience for all users, excessive data usage is subjected to Fair Usage Policy.*
[2]*Unifi Air 5G 99 monthly quota is unlimited, However, under the Fair Usage Policy (FUP), if you exceed 1TB in a billing cycle, your speed will be reduced to 512kbps until the next cycle.*

For further information on Unifi Air 5G Service plans, please refer to https://unifi.com.my/business/products/wireless-broadband-unifi-air

2.1 TM reserves the absolute right to determine the model, brand, color and specification of the device offered for the service.

2.2 The device will be delivered within seven (7) working days to Customer's registered address upon successful registration to the Mobile Plan.

2.3 There is no additional charges for delivery of the device and the delivery service is available nationwide.

2.4 Upon delivery, Customer must produce original NRIC for identity verification purposes, failing which the customer may not be allowed to collect the product. Third-party collection is strictly not allowed.

2.5 For any defective device received upon delivery, Customer should lodge a report to TM/unifi customer service within twenty-four (24) hours upon receiving the device via live chat at unifi.com.my or Unifi Mobile app. Replacement of the device may or may not be provided subject to defect assessment by the device manufacturer.

2.6 If the report is made after twenty-four (24) hours, it will automatically be treated as warranty claim process and will be based on reported defect after assessment by the device manufacturer.

2.7 Estimated duration to replace the defective device is seven (7) working days and it is subject to stock availability & Customer's location.

2.8 Customer is responsible to do self-inspection and testing upon receiving the device.

2.9 The device offered for this campaign are supplied by third party partner. TM is not liable for any liability claims with regards to the additional feature service offered for the device.

2.10 For any warranty claims related to the device, Customer are advisable to liaise with service center listed below:

- ZTE Service Centre: https://www.ztedevices.com.my/service-center

3. REGISTRATION

- Unifi Air 5G Service is only available within our 5G network only. You may check Unifi Air 5G Service availability at your address via our website at https://unifi.com.my/business/products/wireless-broadband-unifi-air or walk to any of our Unifi Store/TMpoint to check on the service coverage https://unifi.com.my/support/find-tm- point

- You can subscribe to the plans via our touchpoints below:
    - unifi website at unifi.com.my
    - SME consultant
    - Unifi Store
    - TM Resellers
    - TM Authorised Dealers

- List of Unifi Store/TMpoint nationwide can be found at https://unifi.com.my/support/find-tm-point

- There is no limit to the number of lines that you can subscribe to.

- Eligible applicants are required to bring valid documentations and other company details as below:

- Photocopy of company director/authorised signatory's NRIC (both sides)/ Passport (for Non-Malaysians)
- Company Authorisation Letter for non-director authorised signatory
- Original or certified true copy of certified documents (whichever applicable;

Business Applicants	Documents
Private Company	i) Return for allotment of shares / Form 24, ii) Notification of change in the Register of Members / Form 49, iii) Users' Registration / Form 9 iv) Super form for Single Director Ownership
Sole Proprietor	Form D & A
Partnership	Form D & B
NGO/Association/ Corporation/ Embassy/ Government	Documents issued by relevant authorities

- If you're an existing TM customer, please bring along your latest bill that is registered under your company name/Business Registration Number (BRN

- Upon successful registration of Unifi Air 5G with Device, you will receive one (1) portable router or 5G MiFi (including USB Cable, quick start guide) ("Equipment"), and one (1) Unifi Air 5G Sim card.

- A deposit of RM500 is chargeable for non-Malaysians subscribing the Plan.

4. **CONTRACT PERIOD**

- Upon successful registration, you will be bound with a minimum subscription period of 24 months contract ("Minimum Subscription Period").

- You may opt to terminate the service within the Minimum Subscription Period and be excluded from early termination fee if:-
  I. Proven the 5G network experience based on registered service address is very bad or congested.
  II. Proven wrong information from our customer service or reseller or agent.
  III. Proven there is an element of fraud from our customer service or reseller or agent.
  IV. You subscribe to Unifi Business Fibre plans at the same address.

- However, if the Unifi Air Biz 5G Service is terminated before expiry of the Minimum Subscription Period, you will incur an early termination fee, which will be calculated based on the remaining balance and will be included in your final bill.

- Example of Router early termination on fee calculation:

Formula: [RM899* ÷ 24 months] x [Remaining month(s]= [total penalty] *Base Penalty: RM899 Example: Early termination penalty calculation for Unifi Air 5G Service with 5 months remaining contract. [RM37.46] x [5 months] = [RM187.30

- Example of MiFi early termination fee calculation: -

Formula: [RM599* ÷ 24 months] x [Remaining month(s]= [total penalty] *Base Penalty: RM599 Example: Early termination penalty calculation for Unifi Air 5G Service with 5 months remaining contract. [RM24.96] x [5 months] = [RM124.80]

5. **SERVICE DISCLAIMER**

- The Unifi Air Biz 5G Air Service only applicable for those who stayed within 5G coverage areas. To check on the coverage, click here.

- Service & assurance guarantee based on your registered service address that you have checked upon subscription.

- ***Unlimited term is subject to Unifi Fair Usage Policy.**
  Unifi reserves the right to amend and vary the plan from time to time at its discretion or withdraw the plan at any time without assigning reasons for such withdrawal and migrate the Customer to another plan or promotional plan as Unifi deems fit.

- The Unifi Air Biz 5G service is not intended for resale purposes; it is meant for personal or non- commercial use only.

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