



CAMPAIGN TERMS & CONDITIONS FIXED MOBILE CONVERGENCE

These Specific Terms and Conditions for **Fixed Mobile Convergence (FMC) 2025 Campaign** (“Specific Campaign T&C”) shall be read together with the General Terms and Conditions for Unifi Business (“Unifi Business T&C”) and SME Terms and Conditions for Unifi Mobile (“Unifi Business Mobile T&C”) as available in <https://biz.unifi.com.my/> subject to further changes, at TM’s absolute discretion, without prior notice to Customer. In the event of any discrepancies, this Specific Campaign T&C shall prevail over the Unifi Business T&C and Unifi Business Mobile 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) Fixed Mobile Convergence (FMC) 2025 Campaign (“Campaign”) is brought to you by TM Technology Services Sdn Bhd. (“TM”). The Campaign shall commence from **8th December 2025 until 31st July 2026** (“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 (“Customers”) who subscribe to any of the Campaign Package (hereinafter defined) via available TM sales channel through TMpoint / Unifi Store, Digital platforms (Unifi website) and TM’s authorized resellers.
- 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 will begin to run upon successful installation and/or activation of the Campaign Package.
- e) The Campaign Package shall be subject to further changes, at TM’s absolute discretion, without prior notice to Customers.
- f) Where applicable, the Customers hereby consent to TM to conduct relevant credit checks on the Customers.

2. CAMPAIGN PACKAGE

- a) Customers who wish to subscribe to the FMC package offered under this Campaign will be entitled for:
 - i. Convergence discount
- b) Customers must subscribe to the combination of Unifi Business Broadband and Unifi Business Mobile plan before they can enjoy the benefits in 2(a) above.
- c) The FMC packages offered under this Campaign are as follows:

FMC Package with Convergence Discount				
Unifi Business Broadband Plan				
100Mbps	300Mbps	500Mbps	1Gbps	2Gbps
Choose one (1) UNI5G Business Mobile plan				
For UNI5G Business 39 + RM 1 for additional 200GB Data Pass		UNI5G Business 69		
Convergence Discount				
RM10/month discount		RM15/month discount		
Minimum Subscription Period				
Twenty-Four (24) months				

(The above FMC packages shall hereinafter be referred to as “Campaign Package”)

- d) Customers who sign up for **FMC package with Convergence Discount** is entitled for the offered price in perpetuity. After 24 months MSP ends, the bundle price will maintain in perpetuity unless the Customer requested for change of plan to any other plan. The discount will no longer be valid if the package changes.
- e) Customers who subscribe to any of the Campaign Package have options to add on, Mesh Wi-Fi, or any other solution add on, and be subject to the terms & conditions and contractual obligations of the add on.
- f) The Campaign Package shall be subject to further changes as advertised in Unifi Business website or other platforms from time to time in response to recent market changes, at TM’s absolute discretion, without prior notice to customer.
- g) TM reserve the rights to offer broadband price at TM’s discretion as the base price of the Campaign Package. Regardless of any clause within this T&C, TM are not subjected or obligated to offer the Campaign Package to all business broadband price points prior to this campaign. Broadband bundling are subject to TM’s sole discretion.

3 CAMPAIGN SUBSCRIPTION

- a) To be eligible to subscribe to the Campaign Package, Customers must:
 - ii. be a Malaysian business with valid Business Registration Number (BRN)
 - iii. not blacklisted by Unifi or any other telco service provider
- b) Foreign businesses **are not allowed** to subscribe to the Campaign Package.
- c) Additionally, Customers must fulfil the following conditions to subscribe to the Campaign Package:

For New Customers:

- i. Not blacklisted by Unifi or any other telco service provider.
- ii. Provide the required documentation as per item 3(f).

For Existing Customers:

- i. Bring along your latest bill that is registered under your company name/BRN
- d) The method and process used by TM to assess the Customer's eligibility to subscribe to the Campaign Package pursuant to the credit score checking or CPBR are determined solely at TM's discretion.
- e) TM reserves the right to reject or accept any Customer application for this Campaign.
- f) Specifically, for new Customers, they must provide the following documentations:
 - I. Photocopy of company director/authorized signatory's NRIC (both sides)/ Passport (for Non-Malaysians)
 - II. Company Authorization Letter for non-director authorized signatory
 - III. 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



- g) Customers may subscribe to the Campaign Package through TMpoint / Unifi Store, Digital platforms (Unifi website) and TM's authorized resellers.
- h) Each Customer is allowed to subscribe to a maximum of three (3) accounts/lines per BRN across all legacy and future Convergence Campaign.
- i) Customers who wish to switch their mobile subscription to Unifi Business from other telco provider is required to complete the switch of service process before subscribing to the FMC package with Device.
- j) Customers who have purchased any add-on Smart Device with their existing Unifi Business Broadband plan are eligible to sign up for the Campaign Package under this Campaign, provided they have completed the existing Smart Device contract. "Smart Device" in this context refers to devices such as Smart TV, Unifi Cloud Gaming, Laptop & Tablet or WiFi Booster or any other devices categorize as Smart Device past or future.
- k) Any existing subscription to Value Added Services (VAS) will be carried forward when the Customer opt-in to the Campaign Package. The VAS is at all times subjected to Terms and Condition of the current existing VAS.
- l) 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.
- m) Any other processes and requirements for subscription of the services under the Campaign Package shall follow the applicable provisions under Unifi Business T&C and Unifi Business Mobile T&C where applicable.

4 UPGRADE/DOWNGRADE

- a) Only standalone Business Broadband Customer whose current subscription is still within the MSP is allowed to upgrade to the Campaign Package.
- b) For Customer who downgrades from the Campaign Package, the Customer will be subject to ETP (as defined herein).

5 CHARGES AND BILLING

- a) Customer who subscribe to any Campaign Package under this Campaign will get one (1) bill for the monthly bill cycle:-
 - i. Unifi bill consist of the monthly fee of all services based on Customer's Campaign Package subscription.
- b) TM will automatically update Customer's billing information in terms of package name and price once Customer's Campaign Package is being activated and upon successful subscription or change of plan.

- c) For new Customers, upon successful activation of the Campaign Package, the pro-rate charges will be reflected in the first billing cycle.
- d) For existing Customers, the pro-rate charges from their previous package will be reflected in the next billing cycle of the new package.
- e) The pro-rated charges and penalty (if any) shall form part of the amount due under the same bill together with the new package charges.
- f) In the event of monthly bill payment default by the Customers or upon discovery of fraud or suspected fraud throughout the subscription, TM reserves the absolute right to terminate Customer's subscription. TM has the right to charge the ETP.
- g) TM Credit Limit Terms and Condition apply.

6 TERMINATION

- a) Customers who subscribe to the Campaign Package are required to maintain all services (i.e.: Unifi Home Broadband, Unifi Mobile Postpaid or Unifi TV pack) throughout the MSP. In the event of termination of any one (1) of the services within the MSP, the entire Campaign Package shall be deemed terminated. Consequently, Customers will be subject to an Early Termination Penalty (ETP).
- b) However, if the Customer wishes to terminate their subscription to the Campaign Package while still serving the MSP, Customer may submit the request for service termination via Unifi portal or Unifi Contact Centre (UCC) with a thirty (30)-day notice period effective from the date of submission. Customers may also walk-in to the nearest TM Point or Unifi Store outlet.
- c) If Customers terminate any of the combination of service in the Campaign Package (i.e.: Unifi Business Broadband or Unifi Business Mobile Postpaid) during the MSP, the remaining active service will revert to commercial plan and will be subject to prevailing retail price available at the time.
- d) The ETP for terminating the services of FMC Package with Discount within the MSP will be calculated as follows:

Calculation for:-

- i. **Unifi Business Broadband : Monthly Fee x Remaining Months**
- ii. **UNI5G Mobile Business : Discount Amount x Remaining Months**

7 RELOCATION AND TRANSFER OF OWNERSHIP

- a) For any relocation of Unifi service, the Campaign subscription will continue despite the change to new address. The relocation will subject to TM infrastructure readiness and port availability at the Customer's new installation address.
- b) In the event where relocation area does not have TM Infra , Customers have the option to:
 - o Subscribe to Unifi Air with refresh MSP; or
 - o Terminate current service and subject to ETP for Smart Device if termination is within MSP.
- c) Transfer of ownership of Unifi Business account is allowed after MSP ends, subject to terms and conditions for relocation and transfer of ownership.

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 from time to time without prior notice for the Campaign.

9 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](#)

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, 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 this 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 this Terms and Conditions or in relation to your 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 MISCELLANEOUS

- a) Except for the specific terms and conditions for the Campaign stated herein, all other terms and conditions for Unifi Home Broadband, Unifi Mobile and General Campaign terms and conditions with device shall continue to apply.
- b) Further enquiries relating to the Campaign can be channeled to TM Live Chat at maya.unifi.com.my, tweet us at [@Unifi](https://twitter.com/Unifi), message us at facebook.com/weareunifi for assistance or visit any TMPoint outlets or Unifi Store nationwide.

15 PRIORITIZATION OF DOCUMENTS

- a) In the event there is any inconsistency of the provisions under this Specific Campaign T&C and the other applicable T&Cs, the following order of precedence shall apply:
 - i. This Specific Campaign T&C;
 - ii. [General Terms and Conditions for Unifi Biz](#)
 - iii. [SME Terms and Conditions for Unifi Mobile](#); and
 - iv. Terms of Use.

[End of Terms and Conditions]