

TERMS & CONDITIONS

UNI5G Business Free 5G Phones Campaign

The terms and conditions for **UNI5G Business Free 5G Phones Campaign (“Promo”)** is to be read together with **UNI5G Business** Terms & Conditions available at <https://biz.unifi.com.my/> (together with its future amendments). Except for the specific terms and conditions stated therein, all other general terms and conditions for UNI5G Business shall continue to apply.

1. GENERAL

- 1.1. The **UNI5G Business Free 5G Phones Campaign (“Promo”)** is brought to you by TM Technology Services Sdn Bhd (“TM”).
- 1.2. This Promo shall commence from 5 September 2024 until 30 September 2025 (“Promo Period”).
- 1.3. The UNI5G Business Free 5G Phones Campaign offers Customers to choose mobile device (at the price stipulated) with the subscription of UNI5G Business 69 or UNI5G Business 99

2. DETAILS OFFERINGS

2.1. Eligibility

- 2.1.1. This offering is applicable to all new and existing customers that fulfill all the criteria as specified below:
 - a. 18 years old and above;
 - b. Not blacklisted by any mobile operator
 - c. Not applicable for customers with 2 or more active device contracts registered in the same NRIC and/or passport; and
 - d. Has not subscribe to more than three (3) lines of unifi Mobile Postpaid registered in the same NRIC and/or passport (hereinafter referred to as “Identification Documents”); or
 - e. Successful Mobile Number Portability (MNP) application.(Hereinafter referred to as “Customer”).
- 2.1.2. For existing UNI5G Mobile Package customer, any change of plan to the existing Promo offering is allowed, subject to any applicable Early Termination Penalty (ETP) of the previous UNI5G Mobile Package.
- 2.1.3. For non-citizen of Malaysia, a deposit of RM300 is chargeable upon successful registration and subscription of UNI5G Business 69 or UNI5G Business 99 under this Promo.

2.2. Product Offerings

2.2.1. The details of Promo is stated as per Table 1 below:

a. UNI5G Business 99 with RM30 discount

Model	RRP	Selling Price	Device Upfront Payment	Contract Period
Samsung Galaxy A16 5G	RM899	FREE	RM744	24 months
Oppo A5 5G	RM1,099	FREE	RM720	
Redmi Note 14 5G (256GB)	RM899	FREE	RM744	

b. UNI5G Business 69 with RM10 discount

Model	RRP	Selling Price	Device Upfront Payment	Contract Period
Samsung Galaxy A06 5G	RM699	FREE	RM504	24 months
Vivo Y29s 5G	RM899	FREE	RM528	

Table 1

(hereinafter referred to as “Mobile Plan”)

2.2.2. One (1) mobile number/principal line is entitled for one (1) device only under this Promo.

2.2.3. Customer may refer the list of devices offered under this Mobile Package via the link: <https://biz.unifi.com.my/products/mobile-postpaid>

2.2.4. Customer will continue to enjoy the RM10 or RM30 discount as long as Customer remain active in the Mobile Plan under the Promo. The rebate will discontinue once Customer switch to other UNI5G Mobile Plans or terminate the Mobile Plan.

2.2.5. If Customers are currently enjoying the RM10 Unifi Mobile discount with Unifi Business Broadband, this discount will be discontinued with this campaign. Customer will only receive RM10 or RM30 discount with the respective UNI5G Business plan.

2.2.6. By subscribing to the Mobile Plan under the Promo, Customer must **PAY** the device price (Device Selling Price) as advertised at <https://biz.unifi.com.my/products/mobile-postpaid> during registration of the Mobile Plan. TM reserve the right to charge Customer of the Device Selling Price in the event of any discrepancies of payment during registration.

2.2.7. Apart from the Device Selling Price, Customer need to **PAY** upfront payment as advertised at <https://biz.unifi.com.my/products/mobile-postpaid> and the upfront payment will be credited in Customer's bill and this amount will be offset against total monthly bill over the period of 24 months. For avoidance of doubt,

Device Selling Price is the amount that Customer need to pay for the device and Device Recommended Retail Price (RRP) is the price set by the manufacturer.

2.2.8. However, Customer who fulfill the following conditions is entitled for the waiver of Device Upfront Payment: -

- i. Malaysian citizen;
- ii. Unifi Mobile account with subscription period of six (6) months and above; and
- iii. A good paymaster of Unifi Mobile Postpaid account for the past four (4) months.

2.2.9. The device are strictly non-transferable, assignable, exchangeable for cash or any form of the legal tender.

2.2.10. TM reserves the absolute right to determine the model, brand, color and specifications of the device offered under this Mobile Plan.

2.2.11. Visual(s) used in any advertisement, promotional materials and other materials relating to this Campaign are solely for illustration purposes only and may not depict the actual device offered.

2.2.12. Credit limit terms and conditions shall apply.

2.2.13. TM reserves the rights to block the International Mobile Equipment Identity (IMEI) of the Device if Customer commit the following:

- i. Suspected of fraud or found to have committed fraud;
- ii. Reported to TM that the Device is missing or has been stolen and requested to TM to block the IMEI of the Device; and/or
- iii. After subscribing to this package, Customer fails to make full payment of any amount due to TM within fourteen (14) days of the statement due date.

2.3. Delivery of the Device

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

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

2.3.3. 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.

2.3.4. 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.

2.3.5. 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.

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

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

2.3.8. 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.

2.3.9. For any warranty claims related to the device, Customer are advisable to liaise with respective authorize service centers as listed below:

- Vivo : <https://www.vivo.com/my/support>
- Xiaomi : <https://www.mi.com/my/support/>
- ZTE/Nubia : <https://nubia.my/pages/support>
- Infinix : <https://my.infinixmobility.com/care/support>
- Oppo : <https://support.oppo.com/my/>
- Samsung : <https://www.samsung.com/my/support>
- Honor : <https://www.honor.com/my/support>
- Nothing : <https://my.nothing.tech/pages/support-centre>
- Realme : <https://www.realme.com/my/support>

3. TERMINATION AND PENALTY

3.1 In the event of early termination during the twenty-four (24) or thirty-six (36) months contract period, Customer is chargeable with early termination penalty, which will be based on the remaining month balance of the contract period. The calculation for the early termination penalty are as per below:

(Device Recommended Retail Price (RRP) – (Device Selling Price) / (Contract Period) x (Remaining Contract Balance) = Early Termination Penalty

Example:

Device: ZTE Blade A75 5G:

RRP: RM 749

Selling price: FREE

Plan: UNI5G Business 69

Contract Period: 24 months

Remaining contract period is 12 months

(RM799 – RM0) / (24 months) x 12 months = RM399.50

3.2 If there is any balance left from the upfront payment amount, that amount will be used to offset with the early termination penalty.

- 3.3 Early termination penalty will be charged to customers in the event of;
- i. Termination of line, either voluntarily or involuntarily
 - ii. Termination of contract due to downgrade of plan or change of ownership
 - iii. Port out to other service provider
 - iv. Fraud

3.4 Early termination penalty will have to be paid upfront upon termination request.

4. VARIATION

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

5. GOVERNING LAW AND JURISDICTION

This terms and conditions are governed by the Malaysian law and the courts in Malaysia have exclusive jurisdiction.

6. CONFIDENTIALITY

Any personal data provided by the Applicant to TM in connection with the Campaign shall be kept confidential. The Privacy Notice of TM applies, please visit [TM Privacy Notice](#)

7. MISCELLANEOUS

- 7.1 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 vary, supplement, delete, amend or modify any of the terms and conditions from time to time without prior notice for the Campaign.
- 7.2 Except for the specific terms and conditions for the Campaign stated herein, all other terms and conditions for unifi Home, unifi Mobile Postpaid and General Campaign terms and conditions shall continue to apply.
- 7.3 Further enquiries relating to the Campaign can be channeled to TM Live Chat at unifi.com.my/chat, tweet us @helpmeunifi, message us at facebook.com/weareunifi for assistance or visit any unifi stores/TMpoint nationwide.

8. PRIORITIZATION OF DOCUMENTS

In the event there is any conflict or inconsistency between the Application, the Consumer T&C, the Specific Terms and our Terms of Use, the following order of precedence shall apply:

- i. UNI5G with Device Terms and Conditions (highest precedence)
- ii. Unifi Mobile Postpaid Terms and Conditions; and
- iii. our Terms of Use

[End of Terms and Conditions]