

Terms & Conditions – Unifi NetShield

1. INTRODUCTION

1.1 unifi NetShield (“Service”) is a network-based cybersecurity solution offered for subscription by **Telekom Malaysia Berhad (“TM”)** designed to help businesses and individuals detect, prevent and mitigate access to malicious online threats.

1.2 By subscribing to the Service, you (“Customer”) acknowledge that you have read, understood, and agree to be bound by these Terms & Conditions (“Agreement”).

1.3 TM reserves the right to withdraw, cancel, suspend, extend or terminate the Service offering, and to vary, supplement, delete, amend or modify any of these terms from time to time without prior notice.

2. SERVICE DESCRIPTION

2.1 The Service provides network-level filtering to block access to harmful domains, phishing sites, and other online threats based on TM’s threat intelligence and filtering mechanisms.

2.2 The Service is provided on a non-exclusive, non-transferable basis for the Customer’s own use.

2.3 The Service is eligible to existing TM connectivity business as determined by TM.

2.4 The Service may be bundled with qualifying unifi plans or offered as a standalone subscription.

2.5 The Service’s effectiveness depends on threat intelligence and network conditions; it does not guarantee complete protection against all cyber threats.

2.6 The Customer must be connected to the Unifi DNS address 1.9.1.9 to ensure seamless protection from Unifi NetShield.

3. SERVICE ACTIVATION & ACCESS

3.1 Upon successful subscription, the Customer will receive notification of activation via email.

3.2 The Customer agrees to provide a valid email address for registration and communications related to the Service.

3.3 Access to certain management or reporting features may require login credentials provided by TM.

4. CHARGES, BILLING & PAYMENT

4.1 The monthly subscription fee for the Service shall be as published on TM’s portal, My Unifi App, Unifi UniVerse or as notified to the Customer.

4.2 Charges for the Service will be reflected in the Customer’s TM bill or charged according to the agreed subscription arrangement.

4.3 The Customer agrees that TM may impose a credit limit and may suspend the Service if credit limits are exceeded.

4.4 The Customer shall be responsible for all charges incurred for the Service.

5. SUSPENSION & TERMINATION

5.1 TM may suspend or terminate the Service without prior notice if:

- (a) the Customer fails to pay any outstanding fees when due;
- (b) the Customer breaches any term of this Agreement;
- (c) the Customer's use of the Service is unlawful or abusive; or
- (d) TM deems suspension or termination necessary for security or operational reasons.

5.2 The Minimum Subscription Period (MSP) for the Service is 24 months.

5.3 The Customer may terminate the Service via Unifi Store outlets or Unifi Contact Centre.

5.4 Early Termination Charges (ETP) may apply if termination occurs within the MSP.

6. CUSTOMER RESPONSIBILITIES

6.1 The Customer shall use the Service in compliance with applicable laws and shall not attempt to bypass or disable the Service.

6.2 The Customer is responsible for maintaining the confidentiality of any login credentials.

6.3 TM shall not be liable for unauthorized access or misuse of the Service resulting from the Customer's failure to safeguard credentials.

7. LIMITATION OF LIABILITY & DISCLAIMER

7.1 The Service is provided "as is" and "as available". TM makes no warranties regarding the completeness, accuracy, or reliability of threat detection or filtering.

7.2 TM shall not be liable for indirect, incidental, special or consequential damages arising from use of the Service.

8. FORCE MAJEURE

8.1 TM shall not be liable for any failure or delay in performing its obligations under this Agreement due to events beyond its reasonable control.

9. GOVERNING LAW

9.1 This Agreement shall be governed by and construed in accordance with the laws of **Malaysia**.