UNIFI BUSINESS SHIELD
TERMS & CONDITIONS

These Terms and Conditions for Unifi Business Shield ("Product") must be read together with FAQ Unifi Business Shield, and General Unifi Business Terms & Conditions ("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 Customers). In the event of any discrepancies, this Product T&C shall prevail over the above-mentioned T&Cs 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 Product T&C, from time to time without prior notice to the Customers. By subscribing this Product, 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 Product shall be final, binding and conclusive.

1.0 GENERAL

a) This Product is organized by TM Technology Services Sdn Bhd ("TM"). The Product shall commence from 1 September 2026 until further notice ("Product Period"). However, TM may, at its sole and absolute discretion ends or extends the Campaign Period without prior notice to customer.

b) This Product may be subscribed through all TM's sales channels via Unifi website or MyUnifi app, Tmpoint or Unifi Store outlets, TM Authorised Dealer or Resellers, TM Biz Rovers sales representatives and Account Executive.

c) Should there be any inquiries, Customers can reach out to TM via any communication medium below:
   i. Any Unifi Store/TMpoint outlets nationwide
   ii. Unifi Call Centre 100
   iii. LiveChat at unifi.com.my or myunifi app

2.0 PRODUCT OFFERINGS

a) This Product is designed to provide customers with a comprehensive Business Shield service, which includes subscription-based plans, professional installation service, technical support, and device warranties tied to the subscription.

b) This Product exclusively offered to the existing TM customer(s) who subscribed to Unifi Business package as well as non-Unifi subscribers that wish to subscribe to Unifi Business Shield plan, except for existing customers who subscribe to Unifi Lite (Streamyx) and/or Unifi Business package with the speed less than 100Mbps.

c) The Product subscription is subject to a twenty-four (24) month contract period for monthly recurring charges. Upon expiry of the contract period, the subscription shall continue a month-to-month basis at the prevailing monthly rate, which shall remain unchanged from the contracted subscription fee, unless revised by TM with prior notice. No contract applies to one-time charge devices.

d) The twenty-four (24) month contract period shall be applied as follows:
   - For Business Shield packages bundled with Unifi Business broadband ('Bundled Package'), the contract period for both services shall run concurrently.
   - For Add-on Business Shield packages subscribed in addition to the customer's existing broadband plan ('Add-On Package'), the contract period shall apply independently.

e) Details on the product offering as below:

Business Shield Package	Business Shield Basic	Business Shield Standard	Business Shield Plus	Business Shield Premium
Devices	2x AI Indoor Camera	1. 2x AI Indoor Camera 2. 1x Solar Outdoor Camera 3. 1x Smart Hub 4. 1x Smart Door/Window Sensor 5. 1x Smart Motion Sensor	1. 2x AI Indoor Camera 2. 2x Solar Outdoor Camera 3. 1x Smart Hub 4. 2x Smart Door/Window Sensor 5. 1x Smart Motion Sensor	1. 3x AI Indoor Camera 2. 2x Solar Outdoor Camera 3. 1x Smart Hub 4. 2x Smart Door/Window Sensor 5. 1x Smart Motion Sensor
Inclusive of	7 Day Cloud Storage			
Minimum Subscription Period	24 months			
Installation	Self-installation by customer RM120 one time charge for installation by installer			

Add-on Devices

Devices	Contract	Price
AI Indoor Camera	24 months	RM12/month
Solar Outdoor Camera	24 months	RM18/month
Smart Hub	N/A	RM139 (One-time charge)
Smart Door/Window Sensor	N/A	RM139 (One-time charge)
Smart Motion Sensor	N/A	RM169 (One-time charge)

f) The monthly instalment for the one-time device charge shall be reflected in the subsequent Unifi Home bill upon completion of the order.

g) Customers must have an active subscription to any Business Shield plan prior to purchasing add-on a-la carte Smart Business devices. The purchase of such devices is strictly limited to Business Shield subscribers only.

h) Ownership of the device shall vest in the Customer upon successful delivery of the device. The device shall remain under warranty by TM for as long as the Customer maintains an active subscription. In the event of termination within the twenty-four (24) months contract period, an Early Termination Penalty (ETP) shall apply. However for ala-carte device subscription, Customer will own the device upon the full payment.

i) The services readiness of the Product Package is at all times subjected to TM infrastructure readiness and port availability at the customer's installation address.

j) An advance payment of RM100 is required for new customers only. Customers will receive an email notification regarding the advance payment after the order is placed. The advance payment must be made within fourteen (14) days from the installation date. Upon successful payment, Customers will be notified via SMS, and the amount will be reflected in the Customer's next bill.

k) TM reserves the absolute right to determine the model, brand, colour and specifications of the device offered under this Product.

l) Visual(s) of the Campaign Package shown in any advertisement, promotional publicity and other materials are solely for illustration purposes only and may not depict the actual item.

3.0 DELIVERY OF THE DEVICE

a) The delivery process is expected to be made within fourteen (14) to twenty-one (21) working days via TM appointed delivery partner upon successful order creation and is subject to stock availability.

b) Delivery of the Device is provided at no additional cost, and the service is available nationwide. However, Customers are not permitted to change the delivery address. TM will deliver the Device to the address provided by the Customers, which will be the same address used for installation of their Unifi service.

c) Customers in non-serviceable areas may proceed with their order and provide an alternative delivery address within a serviceable area, as TM is unable to deliver the Device to the non-serviceable location. TM shall not be held responsible for delays or failed deliveries resulting from non-serviceable delivery addresses provided by the Customers.

d) Customers hereby agree to receive an auto-generated email or SMS from TM with order summary inclusive of tracking number details upon successful Campaign order. Customers are responsible to manually track the delivery status of the Device using the order number via Universe app.

e) Customers are responsible to do self-inspection and testing upon receiving the Device.

f) For any defective Device received upon delivery, Customers must lodge a report within seven (7) days from delivery date to TM/Unifi customer service via live chat at unifi.com.my or Unifi Contact Centre via 100.

g) If the report is lodge after seven (7) days, the Device replacement will be treated as a warranty claim and is subject to defect assessment by TM during onsite visit. To lodge the complaint, Customer may call 100 or walk in TM Point, Upon assessment by TM that Device is faulty, Device will be couriered to Customer.

h) Estimated duration to replace the defective Device may take up to fourteen (14) working days and it is subject to stock availability & Customer’s location.

i) Upon successful delivery and receipt of the Device by the Customers, the Device shall be deemed accepted and shall be strictly non-returnable, non-exchangeable, and non-refundable, save and except for circumstances expressly set out in this Campaign T&C.

4.0 DEVICE WARRANTY

a) The Device(s) provided under this Package shall be covered by warranty for as long as the Customer maintains an active subscription to the Package and continues to make timely payment of the applicable recurring charges.

b) The warranty covers manufacturer defects, hardware malfunctions and normal wear and tear under standard usage conditions. For avoidance of doubt, coverage for wear and tear applies only where such wear materially affects the Device’s performance, safety, or functionality.

c) The warranty shall not apply to:
   i. Cosmetic changes including, but not limited to scratches, dents, discoloration, fading, or other aesthetic alterations that do not affect usage.
   ii. Normal aging of materials that remain functional.
   iii. Environmental affects (such as sunlight, humidity, or dust exposure) that result only in cosmetic deterioration.

d) Warranty for accessories is limited to one (1) month only from the date of Device received.

e) The warranty expressly excludes:

   i. Physical damage, negligence, misuse, modification, or unauthorized repair;
   ii. Damage caused by accident, fire, water, lightning, power surge, or other external factors beyond the TM's control;
   iii. Issues related to software, applications, or their-party services

f) Customers may return (optional) the defective Device in its entirely (if applicable) to be eligible for replacement, subject to the terms set out in clause 5.0 (b) herein.

g) The warranty shall immediately cease and become void if:
   i. The Customer terminates; or
   ii. The Device is relocated outside the registered service address (for broadband-linked Packages).

h) The warranty is non-transferable and shall not apply if the Device or subscription is assigned or transferred to a third party.

i) TM shall not be liable for any indirect loss, including but not limited to, data loss, interruption of service, or loss of use arising from Device malfunction.

5.0 GENERAL T&C

a) Upgrade/Downgrade

Changes to subscription plans are subject to the following terms and conditions:

i. Upgrade Within Business Shield Plan
Customers may upgrade within the Package plan during the MSP. Upon upgrade, the MSP will be refreshed and Customers shall only receive the additional Device(s) associated with the upgraded plan. No replacement or duplication of previously provided Device shall be given.

ii. Downgrade Within Package
Downgrading of the Campaign Package plan is not permitted during the MSP and if any, Customers will be subject to ETP which will be calculated as per **5.0(d).**

b) Installation & After Sales Service

i. Customers are advised to perform self-installation for the Device by following configuration and manuals provided.

ii. For any report or after sales support related to the service, the Customer may contact 100 or walk in to the nearest TM Point or Unifi Store for assistance.

iii. The Device may only be installed and used at the registered broadband service address. In the event of the Device is relocated by Customer to an address other than the registered broadband service address, the Device warranty will be void.

iv. For any request on the installation of the Device by TM installer, Customer is chargeable with RM120 service fee, and this one-time charge will be reflected in the Customer's next monthly bill. Installation only covers Device(s) purchased and electrical installation/wiring is not included.

v. The warranty for the installation shall be valid for a period of thirty (30) days, commencing from the date of installation.

vi. The installation warranty shall cover workmanship issues arising from the initial installation, including but not limited to improper Device mounting and configuration errors.

c) **Charges & Billing**

i. TM will automatically update Customer's billing information in terms of Campaign name and price once Customer's subscription to the Campaign Package is activated.

ii. The pro-rated charges and penalty (if any) shall form part of the amount due under the same bill together with the plan charges.

iii. TM Credit Limit terms and conditions applies.

d) **Early Termination Penalty (ETP)**

i. Customers are not allowed to terminate the Package during the MSP of twenty-four (24) months. Customer will be charged a standard ETP in the event of early termination, which is calculated as follows:

(Device Recommended Retail Price (RRP) ÷ 24 months) x Remaining Month(s)	-	*Monthly Recurring Charges (MRC)

**Applicable for add-on device subscription*

ii. Upon termination of the Campaign Package by the Customer, the Device may still be used, however, the 7-day video cloud storage feature for the AI Indoor Camera and Solar Outdoor Camera will be discontinued.

e) **Relocation and Transfer of Ownership**

i. In the event of Unifi service relocation, the Product subscription shall remain in effect, and TM will reinstall the broadband and Business Shield devices at the new premises without additional charges. Any relocation of the device due to relocation of Unifi Business package is strictly under the responsibility of Customer.

ii. The device is not transferable to the new owner. Such request shall be treated as termination and the Customer is responsible to pay for the penalty of the device.

f) **Governing Law and Jurisdiction**

This Campaign T&C are governed by the Malaysian law and the courts in Malaysia shall have exclusive jurisdiction over any issues arise pertaining to this Campaign.

g) **Confidentiality**
Any personal data provided by the Customers to TM in connection with the Campaign shall be kept confidential and TM Privacy Notice shall apply. For more info, please visit TM Privacy Notice.

h) **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 this Campaign T&C from time to time without prior notice.

i) **Indemnity**
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 this Campaign T&C 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 during the subscription.

j) **Force Majeure**
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.

k) **Severability**
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.

l) **Prioritization of Documents**
In the event there is any inconsistency of the provisions under this Campaign's T&C, the existing Terms and Conditions and Terms of Use, the following order of precedence shall apply:

i. This Campaign T&C;
ii. FAQ Unifi Business Shield
iii. Existing Terms and Conditions, namely:
   - Unifi Business T&C
   - Our Terms of Use

[End of Terms and Conditions]