

UNIFI BUSINESS SHIELD CAMPAIGN TERMS & CONDITIONS

These Terms and Conditions for Unifi Business Shield Campaign (“Campaign T&C”) must be read together with FAQ Unifi Business Shield Campaign, General Unifi Business Terms & Conditions (“Unifi Business T&C”), Terms & Conditions for Mesh Wi-Fi (“Mesh Wi-Fi T&C”) and FAQ 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 Campaign 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 Campaign T&C, from time to time without prior notice to the Customers. By subscribing 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.

1.0 THE CAMPAIGN

- a) The Unifi Business Shield Campaign (“Campaign”) is organized by TM Technology Services Sdn Bhd (“TM”). The Campaign shall commence from 12 February 2026 until 31 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 any of the following TM sales channels:
 - i. Unifi website or MyUnifi app
 - ii. TMpoint or Unifi Store outlets
 - iii. TM Authorised Dealer & TM Resellers
 - iv. TM Biz Rovers sales representatives
 - v. TM Unifi Center (TMUC)
 - vi. Account Executives
- c) Every subscription of the Campaign Package (as defined herein) is subject to a twenty-four (24) months Minimum Subscription Period (“MSP”). The MSP for this Campaign Package will be deemed to begin upon successful installation Unifi Business Broadband service at Customer’s registered address or successful activation of the Campaign Package.
- d) 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
- e) The Campaign Package offered under the Campaign is subject to TM infrastructure readiness and port availability at the Customer’s installation address.

2.0 CAMPAIGN OFFERINGS

- a) Under this Campaign, Customers may subscribe to any of the following packages (hereinafter referred to as “Campaign Package”):

Speed	300Mbps	500Mbps	1Gbps	2Gbps
Connectivity	Download: 300Mbps Upload: 50Mbps	Download: 500Mbps Upload: 100Mbps	Download: 1Gbps Upload: 500Mbps	Download: 2Gbps Upload: 1Gbps
Equipment	Combo Box (RG-BTU) + MESH WiFi 6		Combo Box (RG-BTU) + MESH WiFi 7	
Free Voice Plan	SVP50	SVP70		
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
Business Shield Package Entitlement	Complimentary	Complimentary	Complimentary	Complimentary
Minimum Subscription Period	24 months			
Installation	Self-installation by customer RM120 one time charge for installation by installer			
<u>Add-on Devices</u>				
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)	

- b) Existing Unifi Business customers may subscribe to the Campaign Package provided that they are to upgrade from current unifi business subscription to higher or lateral speed.
- c) Customers will continue to be charged the Campaign Package price (inclusive of any add-on subscription, if applicable) after the MSP has lapsed.

- d) Customers may opt to add-on Device provided that they have successfully subscribed to a Business Shield package. Customers are not permitted to subscribe to add-on Device independently without an active Business Shield package.
- e) 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.
- f) The Campaign Package shall be subject to further changes as advertised in Unifi website, at TM's absolute discretion, without prior notice to Customers.
- g) 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 DEVICE READINESS

- a) TM has the absolute right to determine the brand, model, colour and specifications of the Device.
- b) The Device offered is subject to stock availability. TM reserves the right to substitute the Device offered in the Campaign Package with the other Device within the same specifications.
- c) TM shall not entertain any request to exchange Device (in terms of variant/model) upon successful delivery or exchanged to any cash term, rebate or a value for the Device.
- d) The Device are strictly non-transferable, assignable, exchangeable for cash or with any other item.

4.0 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.

5.0 DEVICE WARRANTY

- a) The Device(s) provided under this Campaign Package shall be covered by warranty for as long as the Customer maintains an active subscription to the Campaign 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 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 entirety (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 the Campaign Package; or
 - ii. The Device is relocated outside the registered service address.
- 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.

6.0 GENERAL T&C

- a) **Upgrade/Downgrade**

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

i. Upgrade Within Campaign Package

Customers may upgrade within the Campaign 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 Campaign 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 **6.0(d)**.

iii. Change to Non-Campaign Package

Customers may change their subscription to a non-Campaign Package plan. If the change occurs within the MSP, ETP shall apply and will be calculated as per **6.0(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 Campaign 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:

Package Price (calculated before discounts) x Remaining months	+	(Device Recommended Retail Price (RRP) ÷ 24 months) x Remaining Month(s)	-	*Monthly Recurring Charges (MRC)
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If Customers maintain the Campaign Package but remove/terminate of add-on Device from bundled subscription:

(Device Recommended Retail Price (RRP) ÷ 24 months) x Remaining Month(s)	-	*Monthly Recurring Charges (MRC)
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**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. Relocation of address is allowed subject to infra-availability when subscribing to the Campaign. However, if there are changes in terms of infra or technology (FTTH to VDSL), Customers may no longer be able to enjoy the same plan.
- ii. In the event where relocation area does not have TM Infra, Customers have the option to terminate current Campaign Package and subject to ETP for Device if the termination is within the MSP.
- iii. The ETP will be calculated as per item 6.0(d)(i).
- iv. 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 ETP.
- v. The Unifi CCTV is only applicable to be used with fixed broadband and not with Unifi Air.

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 Campaign
- iii. Existing Terms and Conditions, namely:
 - [Unifi Business T&C](#)
 - [T&C for Mesh WiFi](#)
 - [FAQ for Mesh WiFi](#)
- iv. Our Terms of Use

[End of Terms and Conditions]