

TERMS & CONDITIONS

UNI5G Postpaid Free 5G Phones Campaign

The terms and conditions for UNI5G Postpaid Free 5G Phones Campaign (“**Campaign T&C**”) is to be read together with UNI5G Postpaid Terms & Conditions available at www.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 Postpaid shall continue to apply.

1. GENERAL

- 1.1. The **UNI5G Postpaid Free 5G Phones Campaign (“Campaign”)** is brought to you by TM Technology Services Sdn Bhd (“**TM**”).
- 1.2. This Campaign shall commence from **5 September 2024 until 30 June 2026 (“Campaign Period”)**.
- 1.3. The UNI5G Postpaid Free 5G Phones Campaign offers Customers to own selected free mobile device with the subscription of UNI5G Postpaid plan subject to eligibility and credit checks.
- 1.4. The Customers hereby consent to TM conducting relevant credit checks on them for the purpose of signing up to the plan under this Campaign.
- 1.5. Customers may subscribe to the Campaign through these channels:
 - i. TMpoint or Unifi Store outlets
 - ii. Unifi website
 - iii. TM Authorized Dealers or Resellers

2. DETAILS OFFERINGS

2.1. Eligibility

- 2.1.1. This Campaign is applicable to all new and existing Unifi customers that fulfill all the criteria as specified below:
 - i. 18 years old and above;
 - ii. Not blacklisted by any mobile operator
 - iii. Not applicable for customers with 2 or more active device contracts registered in the same NRIC and/or passport (hereinafter referred to as “**Identification Documents**”); and
 - iv. Has not subscribed to more than three (3) lines of Unifi Mobile Postpaid in the same Identification Documents; or
 - v. Successful Mobile Number Portability (MNP) application.

(Hereinafter referred to as “Customers”).

- 2.1.2. For existing customers under UNI5G Postpaid with Device plan, any change of plan to this Campaign offering is allowed, subject to any applicable Early Termination Penalty (ETP).

2.1.3. For non-citizen of Malaysia, a deposit of RM300 is chargeable upon successful registration and subscription of UNI5G Postpaid Plan under this Campaign.

2.2. Campaign Offerings

2.2.1. The details of Campaign are as follows:

a. UNI5G Postpaid 99 with RM30 discount

Model	RRP	Selling Price	Device Upfront Payment (Low)	Device Upfront Payment (Normal)	Contract Period
Oppo A6T 5G	RM1,099	FREE	EM288	RM696	24 months
Samsung Galaxy A17 5G	RM999	FREE	RM264	RM648	
Redmi 15C 5G	RM1,099	FREE	RM240	RM600	
Honor 400 Smart 5G	RM1,099	FREE	RM288	RM672	
Nubia Neo 3 5G	RM999	FREE	RM312	RM744	

b. UNI5G Postpaid 69 with RM10 discount

Model	RRP	Selling Price	Device Upfront Payment (Low)	Device Upfront Payment (Normal)	Contract Period
Honor X7d 5G	RM699	FREE	RM216	RM528	24 months
Vivo Y29t 5G	RM899	FREE	RM216	RM528	

c. UNI5G Postpaid 99 with FREE phones

Model	RRP	Selling Price	Device Upfront Payment (Low)	Device Upfront Payment (Normal)	Contract Period
Redmi Note 15 5G	RM1,299	FREE	RM312	RM768	24 months
Nothing Phone(3a) Lite (Online Exclusive)	RM1,199	FREE	RM360	RM864	

d. UNI5G Postpaid Family 129 with FREE phones

Model	RRP	Selling Price	Device Upfront Payment (Low)	Device Upfront Payment (Normal)	Contract Period
Samsung Galaxy A26 5G	RM1,399	FREE	RM768	RM936	24 months
vivo Y31 5G	RM1,399	FREE	RM744	RM912	

e. UNI5G Postpaid Family 159 with FREE phones

Model	RRP	Selling Price	Device Upfront Payment (Low)	Device Upfront Payment (Normal)	Contract Period
Honor X9d 5G	RM1,699	FREE	RM888	RM1,104	24 months

f. UNI5G Postpaid Family 189 with FREE phones

Model	RRP	Selling Price	Device Upfront Payment (Low)	Device Upfront Payment (Normal)	Contract Period
Honor 400 5G	RM1,899	FREE	RM672	RM840	24 months
Redmi Note 15 Pro+	RM1,899	FREE	RM672	RM840	

(hereinafter referred to as “UNI5G Postpaid Free 5G Phone Plan”)

- 2.2.2. One (1) mobile number/principal line is entitled for one (1) device only under this Campaign.
- 2.2.3. The list of free phones set out above is not exhaustive and may be updated, varied or amended by TM from time to time at its sole discretion. For the most up-to-date information on the Campaign offerings, Customers are advised to refer to <https://unifi.com.my/mobile/devices>.
- 2.2.4. Customer will continue to enjoy the RM10, RM20 or RM30 discount (“Device Bundle Discounts”) as long as Customer remains active in the UNI5G Postpaid Free 5G Phone Plan. The discount will discontinue once Customer switch to other UNI5G Postpaid plans or terminate the UNI5G Postpaid Free 5G Phone Plan.
- 2.2.5. The Unifi Mobile discount enjoyed and offered under any other campaign are not stackable with the Device Bundle Discounts offered under this Campaign.
- 2.2.6. Customer may be required to pay device upfront payment as advertised at <https://unifi.com.my/mobile/devices> 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.
- 2.2.7. However, Customers who fulfill the following conditions are entitled for full or partial waiver of device upfront payment: -

New Unifi Customer:

- i. Good credit score

Existing Unifi Customer:

- i. Unifi account with subscription period of six (6) months and above;

- ii. Good paymaster of Unifi account
- iii. Good credit score

Note: The waiver for upfront payment is applicable for Customers who is a citizen of Malaysia only. A Non-citizen is not entitled for the waiver.

- 2.2.8. The method and process used by TM to assess the Customer's eligibility for the waiver of upfront payment pursuant to the credit score checking are determined solely at TM's discretion.
- 2.2.9. TM may offer partial waiver of the upfront payment at any percentage, if not full, subject to TM's business decision based on the assessment of the Customer's credit scoring.
- 2.2.10. The device is strictly non-transferable, assignable, exchangeable for cash or any form of the legal tender.
- 2.2.11. TM reserves the absolute right to determine the model, brand, color and specifications of the device offered under this UNI5G Postpaid Free 5G Phone Plan.
- 2.2.12. 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.
- 2.2.13. TM's Credit limit terms and conditions shall apply.
- 2.2.14. 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 five (5) working days to Customer's registered address upon successful registration to the UNI5G Postpaid Free 5G Phones 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 Identification Documents for 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 for self-inspection and testing upon receiving the device.
- 2.3.8. The device offered under this Campaign are supplied by third party partner. TM is not liable for any liability claims with regard 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. EARLY TERMINATION 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:

$(\text{Device Recommended Retail Price (RRP)} - (\text{Device Selling Price}) / (\text{Contract Period}) \times (\text{Remaining Minimum Subscription Period}))$

Example:

Device: vivo Y29t 5G:

RRP: RM 899

Selling price: FREE

Plan: UNI5G Postpaid 69

Contract Period: 24 months

Remaining MSP is 12 months

$(RM899 - RM0) / (24 \text{ months}) \times 12 \text{ months} = RM449.50$

- 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 Campaign T&C is 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 @unifi, message us at [facebook.com /weareunifi](https://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 applicable and relevant terms and conditions, the following order of precedence shall apply:

- i. This Campaign T&C;
- ii. Unifi Mobile Postpaid Terms and Conditions; and
- iii. Terms of Use

[End of Terms and Conditions]