

TERMS AND CONDITIONS

UNI5G POSTPAID WITH DEVICE & UNIFI EZOWN FOR MOBILE DEVICES

The terms and conditions for **UNI5G Postpaid with Device & Unifi EzOwn for Mobile Devices** are to be read together with Postpaid T&C 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 Unifi Mobile Campaign shall continue to apply.

1. GENERAL

- 1.1. The **UNI5G Postpaid with Device & Unifi EzOwn for Mobile Devices (collectively as “Plans”)** are brought to you by TM Technology Services Sdn Bhd (“TM”).
- 1.2. **UNI5G Postpaid with Device** is a plan where the Customers subscribe to any of the participating UNI5G Postpaid plan and take a device together in a bundle plan.
- 1.3. **Unifi EzOwn for Mobile Devices** is a plan where Customers subscribe to any of the participating UNI5G Postpaid plan and take a device which price are to be paid in instalments.
- 1.4. Both Plans offer the Customers the specified device at the stated price, when subscribed together with any participating UNI5G Postpaid plans.
- 1.5. Where applicable, the Customers hereby consent to TM to conduct relevant credit checks on the Customers.

2. DETAILS OFFERINGS

2.1. Eligibility

- 2.1.1. The offer for both Plans is applicable to all new and existing customers of Unifi Mobile and Unifi Home who fulfill all the criteria as specified below:

Eligibility	UNI5G Postpaid with Device	Unifi EzOwn for Mobile Devices
18 years old and above	✓	✓
Not blacklisted by any mobile operator	✓	✓
Has not subscribe to more than three (3) lines of Unifi Mobile Postpaid registered in the same NRIC and/or passport	✓	✓
Non-citizen of Malaysia	✓ with deposit of RM300	✗

(Hereinafter referred to as “Customers”).

2.2. Product Offerings

2.2.1. The details of the applicable UNI5G postpaid plans offering are as per Table 1 below:

Postpaid Plan Name	UNI5G Postpaid 69	UNI5G Postpaid 99	UNI5G Postpaid 129	UNI5G Postpaid 159	UNI5G Postpaid 189
UNI5G Postpaid with Device	✓	✓	✓	✓	✓
Unifi EzOwn for Mobile Devices	✗	✓	✓	✓	✓
Monthly Commitment	RM69	RM99	RM129	RM159	RM189
Internet	60GB UNLIMITED 5G + 60GB 4G	100GB UNLIMITED 5G + 4G	150GB UNLIMITED 5G + 4G	200GB UNLIMITED 5G + 4G	250GB UNLIMITED 5G + 4G
Calls (All Network)	Unlimited				
SMS (All Network)	RM 0.15				
Monthly Hotspot	Hotspot using data quota				
Contract Period	24 months				

Table 1

(hereinafter referred to as “Package”).

2.2.2. Each Customer is allowed to have **maximum one (1) active device contract under Unifi EzOwn for Mobile Devices plan** and **maximum two (2) active device contracts under UNI5G Postpaid with Device plan** registered in the same NRIC.

2.2.3. Customer may refer the list of devices offered under this Package via the link: <https://unifi.com.my/mobile/devices>. TM reserves the absolute right to determine the model, color and specifications of the devices offered and is subject to stock availability.

2.2.4. By subscribing to the Package, Customers may choose the device model and pay the device price or to opt for the instalment payment option as stated in <https://unifi.com.my/mobile/devices> during registration of the Package.

2.2.5. Additionally, Customers may be required to pay the upfront payment. The upfront payment will be credited in Customer's bill in the following way:

a) For **UNI5G Postpaid with Device**:

The upfront payment amount will be offset against total monthly bill over 24 months.

b) For **Unifi EzOwn for Mobile Devices:**

The upfront payment amount will knock off the outstanding bill amount and the balance, if any, will be carried forward to the following month.

2.2.6. However, Customers who fulfill the following conditions is entitled for the waiver of device upfront payment: -

a) For **UNI5G Postpaid with Device:**

- i. Unifi Mobile account with subscription period of six (6) months and above; and
- ii. A good paymaster of Unifi account.

b) For **Unifi EzOwn for Mobile Devices:**

- i. A good paymaster of Unifi account; and
- ii. Good CTOS credit score.

Note: The waiver for device upfront payment is applicable for Customers who is a citizen of Malaysia only.

2.2.7. Where one or both of the conditions are not fulfilled in the case of **2.2.6 (a)**, TM may, subject to Customer's consent, conduct CTOS credit score checking on the Customer to determine the eligibility for waiver of the Device Upfront Payment.

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 CTOS credit score check 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 devices are strictly non-transferable, assignable, exchangeable to 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 Package.

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

2.2.13 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. This device will be delivered within seven (7) working days to Customer's registered address upon successful registration to the Package.
- 2.3.2. There are no additional charges for delivery of the device and the delivery service is available nationwide.
- 2.3.3. Customers hereby agree to receive an auto-generated email from TM with order summary and to be provided with the tracking number details once the order is processed through the MyUnifi/UniVerse apps.
- 2.3.4. Upon delivery, Customer must produce original NRIC for identity verification purposes, failing which the Customer may not be allowed to receive the product. Third-party collection is strictly not allowed.
- 2.3.5. 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 my unifi app. Replacement of the device may or may not be provided subject to defect assessment by the device manufacturer.
- 2.3.6. 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.
- 2.3.7. Estimated duration to replace the defective device is seven (7) working days and it is subject to stock availability & Customer's location.
- 2.3.8. Customer is responsible to do self-inspection and testing upon receiving the device.
- 2.3.9. The device offered under these Plans 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.
- 2.3.10 For any warranty claims related to the device, Customers are advisable to liaise with respective authorize service centers as listed below:
 - Samsung: <https://www.samsung.com/my/support>
 - Vivo: <https://www.vivo.com/my/support>
 - Xiaomi: <https://www.mi.com/my/support/>
 - Oppo: <https://support.oppo.com/my/>
 - ZTE/Nubia: <https://nubia.my/pages/support>
 - Infinix - <https://my.infinixmobility.com/care/support>
 - Honor - <https://www.honor.com/my/support>
 - Realme - <https://www.realme.com/my/support>
 - Nothing - <https://my.nothing.tech/pages/support-centre>

3. EARLY TERMINATION PENALTY

- 3.1 In the event of early termination during the twenty-four (24) 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:

a) For **UNI5G Postpaid with Device:**

$(\text{Recommended Retail Price (RRP)} - (\text{Device Selling Price}) / 24 \text{ months}) \times \text{remaining Contract Period}$

Example:

Device: Samsung Galaxy S25 Ultra:

RRP: RM 6,599

Selling price: RM4,799

Plan: UNI5G Postpaid 99

Remaining contract period is 12 months

$(RM6,599 - RM4,799) / (24 \text{ months}) \times 12 \text{ months} = RM900$

b) For **Unifi EzOwn for Mobile Devices:**

$(\text{Recommended Retail Price (RRP)} / 24 \text{ months}) \times \text{Remaining Month(s) of the Contract Period}$

Example:

Device: Samsung Galaxy S25 Ultra:

RRP: RM 6,599

Plan: UNI5G Postpaid 99

Remaining contract period is 12 months

$(RM6,599 / (24 \text{ months}) \times 12 \text{ months} = RM3299.50$

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;

- ii. Termination of line, either voluntarily or involuntarily
- iii. Termination of contract due to downgrade of plan or change of ownership
- iv. Port out to other service provider
- v. 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 to the Customers.

5. GOVERNING LAW AND JURISDICTION

These 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 Package subscription 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 to the Customers.
- 7.2 Except for the specific terms and conditions for the Plans 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 Plans 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 Postpaid with Device & Unifi EzOwn for Mobile Devices Terms and Conditions (highest precedence)
- ii. Unifi Mobile Postpaid Terms and Conditions; and
- iii. our Terms of Use

[End of Terms and Conditions]