

**Maybank**
Islamic**Maybank**

CAMPAIGN TERMS & CONDITIONS

Go Niaga V3 Campaign

Go Niaga V3 Campaign is brought to you by TM Technology Services Sdn Bhd (**"TM"**) (Company No. 200201003726 (571389-H)) and **Maybank** [collectively refers to Malayan Banking Berhad (Company No 196001000142) and Maybank Islamic Berhad (Company No 200701029411)].

These Terms and Conditions for the Go Niaga V3 Campaign (**"Campaign T&C"**) shall be read together with the General Terms and Conditions for "Unifi Business T&C", "UNI5G Business Mobile T&C", "FAQ UNI5G Business Mobile", "UNI5G Business Free 5G Phones Campaign T&C", "UNI5G Business With Device T&C", "Unifi Digital Marketing Solutions T&C", "FAQ Unifi Digital Marketing Solutions", "Go Bookit T&C", "FAQ Go Bookit", "IMPAK BIZ T&C" and "FAQ IMPAK BIZ" as available in <https://biz.unifi.com.my/> (subject to further changes, at TM's discretion, without prior notice to the Customer), as well as the General and Specific Terms and Conditions governing the applicable Maybank and Maybank Islamic products and services (with twenty-one (21) calendar days' notice to the Customer) herein (collectively the "T&C"). In the event of any inconsistency between these Campaign T&C and the T&C stated above, these Campaign T&C will apply to the extent of the inconsistency. Other terms that are not affected shall remain as is. By participating in the Campaign, Customer (hereinafter defined) is deemed to have read, understood and agreed to be bound by the terms and conditions herein and further agree that any decision by TM, and Maybank in relation to every aspect of the Campaign shall be final, binding and conclusive.

1. GENERAL

- a) The Campaign shall commence from **20 April 2026** at 00:00:00 Malaysia Time (MYT) **until 30th September 2026** at 23:59:59 MYT, **both dates inclusive ("Campaign Period")**. TM may, at its discretion determine, amend or extend the Campaign Period without prior notice to you, whereas Maybank may determine, amend or extend the Campaign Period at its discretion with twenty-one (21) calendar days' prior notice to you.
- b) The Campaign offers minimum initial deposit of RM100 for each successful sign up of Maybank Islamic SME First Account-i at all Unifi Stores and all Maybank Branches, with activation of the account on any business day within the Campaign Period. This offer is only applicable to:
 - i. **New Maybank Small Medium Enterprise (SME) Customer:** Sign up & activate the account with supporting documents submission; or
 - ii. **Existing Maybank SME First Account (conventional) Customer:** Sign up & activate the account with supporting documents submission.

- c) The Customer may subscribe to the Campaign Package via:
- The digital sales channel at <https://biz.unifi.com.my/go-niaga>; or
 - TM and Maybank sales channels available through Unifi Stores and Maybank branches.
- d) "You" or "Customer" shall mean the customers who subscribe to the Campaign Package.
- e) The applicable Maybank products and program for this Campaign shall include Maybank Islamic SME First Account-i, Maybank QRPaybiz, SME Digital Financing-i and/or Salaam Market.

2. CAMPAIGN PACKAGE

Unifi Business Mobile Plan	UNI5G Business 39 30GB 4G/5G Data 30GB Hotspot - Unlimited calls - RM0.15 per SMS - Complimentary 30-day trial of Go Bookit	UNI5G Business 69 (comes with Complimentary 5G Android Device) - Unlimited high speed 5G data 60GB 4G data 60GB Hotspot - Unlimited calls - RM0.15 per SMS - Complimentary 30-day trial of Go Bookit	UNI5G Business 99 (comes with Complimentary 5G Android Devices) - Unlimited high speed data 4G + 5G data 100GB hotspot - Unlimited calls - RM0.15 per SMS - Complimentary 30-day trial of Go Bookit
Unifi Business Digital Marketing Solution	Standard - Ads Credit worth 840 - Meta and/or Google Ads and/or TikTok		Premium - Ads Credit worth 1,680 - Meta and/or Google Ads and/or TikTok and/or Rev Media
IMPAK BIZ	Access your digital awareness with IMPAK BIZ. Unifi Business offers the tools, support, and recognition to accelerate your digital transformation.		
Go Bookit	Online appointment booking system - Appointment Scheduling - Reminder Alerts - Customer Database		
Maybank Islamic Financial Solutions	Business Account SME First Account –i	Financing Facilities SME Digital Financing-i	

	<i>Note: Maybank Islamic Berhad is a member of PIDM. SME First Account-i is protected by PIDM up to RM250,000 for each depositor</i>	
Salaam Market	Leading Business-to-Business (B2B) Halal Marketplace Empowers buyers and sellers with an easy-to-use platform – buy and sell certified Halal products with confidence	

3. CAMPAIGN OFFERING

3.1 UNI5G Business Mobile Plan

3.1.1 Eligible UNI5G Business Mobile Plan

- a. UNI5G Business 39 (no contract)
- b. UNI5G Business 69 [twenty-four (24) months contract]
- c. UNI5G Business 99 [twenty-four (24) months contract]

3.1.2 Complimentary Device

- a. Customer who subscribe to UNI5G Business 69 or 99 during the Campaign Period will receive **one (1) complimentary 5G android device (“Device”)**. List of available phone devices can be viewed at Go Niaga V3 Campaign Page
- b. Customer must;
 - i. Provide Business Registration Number (BRN) certificate / Copy of NRIC
 - ii. BRN registration will be subjected to credit checking based on the following criteria:
 - a) Existing customer – exempted from Telco CTOS checking but will be subject to account status.
 - b) New customer – will go through Telco CTOS checking.
- c. Upon registration, customer will need to pay an upfront payment according to the monthly commitment fee e.g. UNI5G Business 39 Service Upfront Payment is RM39.
- d. Service Upfront Payment waiver will be granted to a customer who fulfill any of these criteria:
 - i. Existing customer with Customer Payment Behaviour Rating (CPBR) A status
 - ii. Mobile Number Portability (MNP) customers
 - iii. UNI5G Business with Device Bundle
 - iv. Non Malaysian (passport) with Foreigner Deposit of **RM500**
- e. Device Upfront Payment waiver will be granted to a customer who fulfill any of these criteria:

- i. Existing customer with CPBR A status on Mobile & Fixed on all accounts AND
 - ii. Length of Stay (LOS) 6 months and above on Mobile & Fixed on all accounts
- f. The Device comes with standard manufacturer warranty and is provided on 'as-is' basis, excluding mobile accessories. For any warranty claims related to the Device, Customer is advised to reach the authorized service centers.
- g. TM reserves the right to determine the model, brand, colour and specifications of the Device offered under this Campaign.
- h. Customer may collect the Device at any of the Unifi Store. Alternatively, Customer may also request for TM to courier the Device within seven (7) to fourteen (14) working days to Customer's registered address.
- i. Customer is required to provide the name of the authorised recipient who will receive the Device. The named person is required to present a valid NRIC for validation and shall be taken as conclusive proof of acceptance, failing which the Customer may not be allowed to collect the Device. Third-party collection is strictly prohibited.
- j. Upon request, the Device will be delivered to the registered address of UNI5G Postpaid Biz Plan only. There are no additional charges for delivery of the Device and the delivery service is available nationwide.
- k. The delivery partner will make maximum three (3) delivery attempts of delivery. Parcel will be return back to the warehouse upon failure of delivery to Customer. Customer need to contact Unifi customer service for re-delivery. Failure to do so the order will be cancel by TM, ninety (90) days from the date order created.
- l. Customer is responsible to do self-inspection and testing upon receiving the Device.
- m. The Device offered under this Campaign is supplied by TM's authorised third party partner. Nonetheless, TM is not liable for any liability claims with regards to the additional feature or service unless with TM prior endorsement.
- n. 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 or illegal activities;

- ii. Customer has exceeded the number of device allowed under the Campaign; and/or
- iii. Reported to TM that the Device is missing or has been stolen and requested to TM to block the IMEI of the Device.

3.1.3 Complimentary 30-day trial of Go Bookit

- a. Customer who subscribe to any of the UNI5G Business Mobile plan during the Campaign Period entitle to receive **COMPLIMENTARY one (1) 30-day trial account of Go Bookit.**
- b. The The trial version of Go Bookit for duration of thirty (30) days (the **“Trial Period”**). The Trial Period begins immediately upon successful creation of account.
- c. During the Trial Period, you will have access to standard feature of Go Bookit as of per following table:

Key Features	Features Description
Appointment Scheduling	To ease the time management and customer bookings
Consolidated Customer Database	For tracking, reminders, marketing, etc.
Automated Bot Response	To not miss any business-critical requirements and respond immediately to urgent queries

3.2 Digital Marketing Solutions (DMS)

3.4.3 Package Availability

- a. Under Go Niaga V3 Campaign, Customer can choose between two (2) following package:
 - i. DMS Standard
 - ii. DMS Premium

3.2.2 Package Eligibility

- a. This offer applicable to:
 - i. New Digital Marketing Solutions Customer
 - ii. Existing Digital Marketing Solutions Customer who have fulfilled their initial contract term and are currently in an “out-of-contract” status.

3.3 SME First Account-i

3.3.1 Campaign Mechanics

- a. New SME First Account-i are entitled to minimum initial deposit of RM100; refer as (“Campaign Offer”) when customer sign-up SME First Account-i via:
 - i. Online sales channel at <https://biz.unifi.com.my/go-niaga>; or

- ii. Any Maybank branches.
- b. Activation or placement of SME First Account-i deposit can be executed on any day at all Maybank branches.
- c. In order to be entitled for the minimum RM100 initial deposit for SME First Account-i, customer need to present the followings at the Maybank branches:
 - i. A printed or digitally issued copy of the order acknowledgement page containing order reference code, customer's name, company name, company business registration number (BRN) & list of selected product offering (subject to verification, and Maybank reserves the right to accept or reject them at its discretion); or
 - ii. Maybank Campaign leaflet with customer's name and company name written on the leaflets verified with Maybank personnel's stamp.

3.4 Channel and Event Location

3.4.1 Digital Sales Channel

Customers are eligible for the Campaign Offering by submitting their application via digital channel at <https://biz.unifi.com.my/go-niaga>. Applications are open twenty-four hours a day, seven days a week (24/7) throughout the Campaign Period.

3.4.2 Event by Unifi Business and Maybank

Customers participating in any event organized by Unifi Business, Maybank or their respective partners are entitled to enjoy the Campaign Offering, provided it is made available during the event.

3.4.3 Unifi Store and Maybank Branch

Customers would be entitled for Campaign Offering from all Unifi Stores and all Maybank branches.

4. CHARGES AND BILLING

- a) Customer who subscribe to this Campaign will get two (2) separate bills following each Unifi monthly bill cycle:
 - i. UNI5G Business Mobile Plan bill; and/or
 - ii. Digital marketing Solution bill (*If Standalone*); and/or
- b) Customer will need to make separate payments accordingly to their subscriptions and is subject to different credit limit.

5. TERMINATION

5.1 UNI5G Business Mobile Plan

- a. The termination of UNI5G Business Mobile Plan need to be requested via Unifi Care Crew, Live Digital Agent or walk-in to Unifi Store only. Customers who subscribed to UNI5G Business Mobile Plan and seek to terminate the services shall comply with the existing mobile termination process.
- b. Specifically, for Customer that subscribe to UNI5G Business 69 or UNI5G Business 99, early termination penalty will be imposed for any early termination which shall be calculated based on the difference of Device recommended retail price (RRP) and the discounted Device selling price will apply. The shorter the balance period of the contract, the lesser the amount of penalty will be charged to Customer.
- c. The early termination penalty will be applicable in the event Customers commit the following actions:
 - i. Downgrade of UNI5G Business Plan;
 - ii. Voluntary suspension of UNI5G Business;
 - iii. Early termination of the contract;
 - iv. Port out to other mobile service provider; and/or
 - v. Fraud.

5.2 Unifi Digital Marketing Solutions

- a. The termination of service can be done by the Customer at any time within or after the completion of the Minimum Subscription Period (MSP) / Contract Period via nationwide Unifi Store and TM Contact Centre.
- b. For any early termination within the MSP, early termination charges based on remaining months balance of the Package Plan shall be applicable. The early termination charges shall be reflected in TM Solution bill.
- c. If there are any ad credits still available at the point of termination, the remaining ad credits will be forfeited. Customers is not entitled for billing adjustment waiver in a scenario of termination within Minimum Subscription Period regardless of full or partial ads credit consumption.
- d. Customer with TM connectivity services (Unifi Biz/ Biz Broadband, Unifi Mobile Biz/telephony) can opt to terminate the connectivity service and remain Service as a standalone subscription.
- e. Notwithstanding to the above, TM reserve the right to terminate the Service in the event of discovery of fraud, investigation by legislation authority or enforcement body, or any reasons TM deems fit

6. GENERAL TERMS & CONDITIONS

- a) Maybank/TM shall not be responsible or held liable in respect of technical failures of any kind whatsoever, intervention, interruptions, and/or electronic or human errors in the administration and/or processing of the transaction performed via the MAE app, Maybank2u Biz, Maybank2u, or Maybank2e provided the same is not caused by Maybank/TM.
- b) Maybank/TM reserves the right to withdraw, cancel, suspend, extend or terminate this Offering/Campaign earlier in whole or in part and reserves the right to modify any of the terms and conditions contained herein, from time to time by giving at least minimum of twenty-one (21) days ("day" shall have the same meaning as calendar day) prior notice thereof, the notice of which shall be posted on Maybank2u website at www.maybank2u.com.my or through any other channel determined appropriate by Maybank/TM. It shall be the responsibility of the Eligible Customers to be informed of or otherwise seek out any such notice validly posted.
- c) If there is any dispute or non-receipt of the Campaign Offering, customers can contact the respective contact centre within three (3) months after the Campaign Period. No request shall be entertained thereafter.

For Maybank products and services;

Customer are required to contact Maybank's Customer Care Hotline at 1 300-88-6688.

For TM products and services;

Customer are required to contact Unifi Contact Center at 100.

- d) By participating in this Campaign, Eligible Customers agree to access the Maybank2u website at www.maybank2u.com.my on a regular basis to view the terms and conditions herein and seek clarification from Maybank should any of the Terms & Conditions be not fully understood.
- e) Alternatively, Customer may also access information about this Campaign from Unifi portal at <https://biz.unifi.com.my/go-niaga> for more details of the Campaign.
- f) Maybank/TM and its officers, servants, employees, representatives and/or agents (including without limitation, any third party service providers engaged by Maybank/TM for the purposes of this Campaign) shall not be liable to Customers in this Campaign for any direct, indirect, special or consequential loss or damage (including but not limited to, loss of income, profits or Terms and Conditions Go Niaga V3 Campaign) arising from or in connection with this Campaign unless caused by the any gross negligence or omission by Maybank/TM.

- g) Maybank/TM shall not be liable for any default of its obligation under this Campaign due to any force majeure events which include but not limited to acts of God, civil commotion, acts of war, strike, riot, lockout, industrial action, fire, flood, drought, storm, epidemic and pandemic or any events and circumstances of whatever nature beyond the reasonable control of Maybank/TM.
- h) Maybank/TM may disqualify/reject any Eligible Customer who does not comply with the terms and conditions stated herein and/or are found or suspected to be tampering with the Campaign and/or its process or the operations of this Campaign which includes fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the Campaign.
- i) These Terms and Conditions shall be governed by the Laws of Malaysia and subject to the exclusive jurisdiction of the Courts of Malaysia.
- j) For information, enquiries, feedback and/or complaints related to this Campaign, please contact **Maybank's Customer Care hotline at 1 300 88 6688 or +603 7844 3696 or Unifi Contact Center at 100**. Alternatively, for feedback and/or complaints, Eligible Customers may choose to e-mail Maybank via the feedback form at Maybank2u website www.maybank2u.com.my.

7. CONFIDENTIALITY

- a) Any personal data provided by the Customer to TM in connection with the Campaign shall be kept confidential. The Privacy Notice of TM shall apply, which may be viewed on biz.unifi.com.my ("TM Privacy Notice")
- b) By participating in this Campaign, Eligible Customers agree to be bound by the Terms and Conditions herein and agree and consent to allow his/her personal data being collected, processed and used by Maybank in accordance with the Maybank Privacy Statement, which may be viewed on www.maybank2u.com.my ("Maybank's Privacy Statement") and the Personal Data Protection Act 2010 (PDPA) Form for Individual Customers.
- c) In addition and without prejudice to the terms in the Maybank's Privacy Statement and the PDPA Form for Individual Customers, Eligible Customers agree and consent to his/her personal data or information being collected, processed and used by Maybank/TM for:
 - i. the purposes of the Campaign; and
 - ii. marketing and promotional activities conducted by Maybank/TM, including but not limited to any form of advertising or publicity media and materials such as audio and/or visual recordings published through newspapers, television networks, radio stations or online and digital media and on the Internet. Marketing and promotion activities include without limitation the use and/or publication of any details provided in and/or in connection to the entries, interviews material as well as responses and related photographs. In this regard,

Eligible Customers agree to co-operate and participate in all advertising and publicity activities of Maybank/TM in relation to the Campaign.

*Note: "PDPA" refers to Personal Data Protection Act (2010).

[End of Terms & Conditions]


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TERMA & SYARAT KEMPEN

Kempen Go Niaga V3

Kempen Go Niaga V3 dibawakan kepada anda oleh TM Technology Services Sdn Bhd ("**TM**") (No. Syarikat 200201003726 (571389-H)) dan **Maybank** [secara kolektif merujuk kepada Malayan Banking Berhad (No. Syarikat 196001000142) dan Maybank Islamic Berhad (No. Syarikat 200701029411)].

Terma dan Syarat bagi Kempen Go Niaga V3 ("Kempen T&S") ini hendaklah dibaca bersama-sama dengan Terma dan Syarat bagi "*UNI5G Business Free 5G Phones Campaign T&C*", "*UNI5G Business With Device T&C*", "*Unifi Digital Marketing Solutions T&C*", "*FAQ Unifi Digital Marketing Solutions*", "*Go Bookit T&C*", "*FAQ Go Bookit*", "*IMPAK BIZ T&C*" dan "*FAQ IMPAK BIZ*" yang tersedia di <https://biz.unifi.com.my/> (tertakluk kepada sebarang perubahan lanjut, mengikut budi bicara mutlak TM, tanpa notis terlebih dahulu kepada Pelanggan), serta Terma dan Syarat Umum dan Khusus yang mengawal produk dan perkhidmatan Maybank dan Maybank Islamic (tertakluk kepada sebarang perubahan lanjut, mengikut budi bicara mutlak Maybank, dengan memberikan notis sekurang-kurangnya dua puluh satu (21) hari kalendar kepada Pelanggan) yang terpakai di sini (secara kolektif dirujuk sebagai "T&S"). Sekiranya terdapat sebarang percanggahan, Terma dan Syarat Kempen ini akan mengatasi Terma dan Syarat lain yang dinyatakan di atas, namun hanya setakat percanggahan tersebut sahaja. Terma-terma lain yang tidak terjejas akan kekal terpakai seperti biasa. Dengan menyertai Kempen ini, Pelanggan (sebagaimana yang ditakrifkan selepas ini) dianggap telah membaca, memahami dan bersetuju untuk terikat dengan terma dan syarat yang ditetapkan dan seterusnya bersetuju bahawa sebarang keputusan oleh TM, dan Maybank berhubung dengan setiap aspek Kempen adalah muktamad, mengikat dan konklusif.

1. AM

- a) Kempen ini bermula dari **20 April 2026** pada jam 00:00:00 Waktu Malaysia **hingga 30 September 2026** pada jam 23:59:59 Waktu Malaysia, **termasuk kedua-dua tarikh ("Tempoh Kempen")**. TM berhak, mengikut budi bicaranya, untuk menentukan, meminda atau melanjutkan Tempoh Kempen tanpa sebarang notis awal kepada anda. Manakala Maybank berhak untuk menentukan, meminda atau melanjutkan Tempoh Kempen mengikut budi bicaranya dengan memberikan notis sekurang-kurangnya dua puluh satu (21) hari kalendar kepada anda.
- b) Kempen ini menawarkan deposit permulaan minimum sebanyak RM100 bagi setiap pembukaan Akaun Maybank Islamic SME First Account-i di mana-mana cawangan Unifi Store atau cawangan Maybank, dengan syarat akaun tersebut diaktifkan pada hari bekerja dalam Tempoh Kempen. Tawaran ini hanya terpakai kepada:

- i. **Pelanggan Perusahaan Kecil dan Sederhana (PKS) Maybank Baharu:** Mendaftar dan mengaktifkan akaun berserta penyerahan dokumen sokongan yang lengkap; atau
 - ii. **Pelanggan SME First Account (Konvensional) Maybank sedia ada:** Mendaftar dan mengaktifkan akaun berserta penyerahan dokumen sokongan yang lengkap.
- c) Pelanggan boleh melanggan Pakej Kempen ini melalui:
- i. Saluran penjualan digital di <https://biz.unifi.com.my/go-niaga>; atau
 - ii. Saluaran jualan TM dan Maybank yang tersedia melalui Unifi Store dan cawangan Maybank di seluruh negara.
- d) “Anda” atau “Pelanggan” ditakrifkan sebagai individu atau pihak yang melanggan Pakej Kempen ini.
- e) Produk dan program Maybank yang terpakai bagi Kempen ini termasuk SME First Account-i Maybank Islamic, QRPaybiz Maybank, Pembiayaan Digital PKS-i Maybank dan/atau Salaam Market.

2. PAKEJ KEMPEN

Pelan Mudah Alih Unifi Business	UNI5G Business 39 - Data 30GB (4G/5G) - Hotspot 30GB - Panggilan tanpa had - RM0.15 setiap SMS Percubaan percuma 30-hari Go Bookit	UNI5G Business 69 (disertakan bersama Peranti 5G Android) - Data 5G berkelajuan tinggi tanpa had - Data 60GB (4G) - Hotspot 60GB - Panggilan tanpa had - RM0.15 setiap SMS Percubaan percuma 30-hari Go Bookit	UNI5G Business 99 (disertakan bersama Peranti 5G Android) - Data berkelajuan tinggi tanpa had - Data 4G + 5G - Hotspot 100GB - Panggilan tanpa had - RM0.15 setiap SMS Percubaan percuma 30-hari Go Bookit
Solusi Pemasaran Digital Unifi Business	Standard Kredit Iklan sebanyak 840Meta dan/atau Google Ads dan/atau TikTok		Premium Kredit Iklan sebanyak 1,680Meta dan/atau Google Ads dan/atau TikTok dan/atau Rev Media
IMPAK BIZ	Akses kesedaran digital anda dengan IMPAK BIZ. Unifi Business menawarkan alat, sokongan dan pengiktirafan untuk mempercepatkan transformasi digital anda.		
Go Bookit	Sistem tempahan janji temu dalam talian - Penjadualan Janji Temu - Notifikasi Peringatan		

	Pangkalan Data Pelanggan	
Solusi Kewangan Maybank Islamic	Akaun Perniagaan SME First Account-i <i>Nota: Maybank Islamic Berhad ialah ahli Perbadanan Insurans Deposit Malaysia (PIDM). SME First Account-i dilindungi oleh PIDM sehingga RM250,000 bagi setiap pendeposit.</i>	Kemudahan Pembiayaan Pembiayaan Digital PKS-i
Salaam Market	Pasaran Perniagaan-ke-Perniagaan (B2B) Halal terkemuka Memperkasa pembeli dan penjual dengan platform yang mudah digunakan – beli dan jual produk Halal yang diperakui dengan penuh keyakinan	

3. TAWARAN KEMPEN

3.1 Pelan Mudah Alih UNI5G Business

3.1.1 Kelayakan pelan UNI5G Business Mobile

- Pelanggan UNI5G Business 39 (Tanpa Kontrak)
- UNI5G Business 69 [Kontrak dua-puluh-empat (24) bulan]
- UNI5G Business 99 [Kontrak dua-puluh-empat (24) bulan]

3.1.2 Kelayakan pelan UNI5G Business Mobile

- Pelanggan yang melanggan mana-mana pelan UNI5G Business 69 atau 99 sepanjang Tempoh Kempen akan **menerima satu (1) peranti 5G Android**. Senarai peranti telefon yang tersedia boleh dirujuk di Halaman Kempen Go Niaga V3.
- Pelanggan mestilah;
 - Mengemukakan Perakuan Nombor Pendaftaran Perniagaan (BRN) / Salinan Kad Pengenalan
 - Pendaftaran BRN tertakluk kepada semakan kredit berdasarkan kriteria berikut:
 - Pelanggan sedia ada – dikecualikan daripada semakan CTOS oleh pihak Telco, namun masih tertakluk kepada status akaun.
 - Pelanggan baharu – akan menjalani semakan CTOS oleh pihak Telco.
- Semasa pendaftaran, pelanggan dikehendaki membuat bayaran pendahuluan berdasarkan caj bulanan pelan yang dipilih. Sebagai contoh, bayaran pendahuluan bagi perkhidmatan UNI5G Business 39 ialah RM39.

- d. Pengecualian Bayaran Pendahuluan Perkhidmatan akan diberikan kepada pelanggan berdasarkan kriteria berikut:
 - i. Pelanggan sedia ada dengan status Tingkah Laku Pembayaran Pelanggan (CPBR) A
 - ii. Pelanggan MNP (Pengekalan Nombor Mudah Alih)
 - iii. Pelanggan UNI5G Business dengan Pakej Peranti
 - iv. Bukan warganegara (pemegang passport) dengan Deposit Warganegara Asing sebanyak **RM500**
- e. Pengecualian Bayaran Pendahuluan Peranti akan diberikan kepada pelanggan berdasarkan kriteria berikut:
 - i. Pelanggan sedia ada dengan status CPBR A bagi Perkhidmatan Mudah Alih & Tetap untuk semua akaun, DAN
 - ii. Tempoh Langganan (LOS) 6 bulan dan ke atas bagi Perkhidmatan Mudah Alih & Tetap untuk semua akaun.
- f. Peranti disertakan dengan jaminan standard daripada pengeluar dan diberikan dalam keadaan “seadanya”, tidak termasuk aksesori mudah alih. Bagi sebarang tuntutan jaminan yang berkaitan dengan peranti, pelanggan dinasihatkan untuk menghubungi pusat servis yang sah.
- g. TM berhak menentukan model, jenama, warna dan spesifikasi Peranti yang ditawarkan di bawah Kempen ini.
- h. Pelanggan boleh mendapatkan Peranti di mana-mana Unifi Store. Sebagai alternatif, pelanggan juga boleh mengajukan permohonan kepada TM untuk menghantar Peranti melalui kurier dalam tempoh tujuh (7) hingga empat belas (14) hari bekerja ke alamat berdaftar pelanggan.
- i. Pelanggan dikehendaki menyediakan nama penerima bagi pihak yang akan menerima Peranti. Individu yang dinamakan perlu mengemukakan NRIC yang sah untuk tujuan pengesahan dan ia akan dianggap sebagai bukti penerimaan yang muktamad. Sekiranya gagal, pelanggan mungkin tidak dibenarkan mengambil Peranti. Pengambilan oleh pihak ketiga adalah dilarang sama sekali.
- j. Atas permohonan, peranti akan dihantar ke alamat berdaftar untuk kedua-dua Pelan Biz Pascabayar UNI5G sahaja. Tiada bayaran tambahan dikenakan untuk penghantaran Peranti dan perkhidmatan penghantaran tersedia di seluruh negara.
- k. Perkhidmatan penghantaran rakan kongsi akan membuat maksimum tiga (3) percubaan penghantaran. Sekiranya penghantaran gagal, bungkusan akan dikembalikan ke gudang.

Pelanggan dikehendaki menghubungi khidmat pelanggan Unifi untuk permintaan penghantaran semula. Sekiranya gagal berbuat demikian, pesanan akan dibatalkan oleh TM selepas sembilan puluh (90) hari dari tarikh pesanan dibuat.

- l. Pelanggan bertanggungjawab untuk membuat pemeriksaan dan ujian sendiri sebaik menerima Peranti.
- m. Peranti yang ditawarkan di bawah Kempen ini dibekalkan oleh rakan kongsi berdaftar TM. Walau bagaimanapun, TM tidak bertanggungjawab terhadap sebarang tuntutan liabiliti berkaitan ciri atau perkhidmatan tambahan, kecuali dengan sokongan atau pengesahan terdahulu daripada TM.
- n. TM berhak untuk menyekat Identiti Peralatan Mudah Alih Antarabangsa (IMEI) Peranti sekiranya pelanggan melakukan perkara-perkara berikut:
 - i. Disyaki melakukan penipuan atau didapati terlibat dalam penipuan atau aktiviti haram;
 - ii. Pelanggan telah melebihi bilangan peranti yang dibenarkan di bawah Kempen; dan/atau
 - iii. Telah melaporkan kepada TM bahawa Peranti hilang atau dicuri dan memohon penyekatan IMEI oleh TM.

3.1.3 Percubaan 30-hari percuma Go Bookit

- a. Pelanggan yang melanggan mana-mana pelan UNi5G Business Mobile layak bagi menikmati tempoh percubaan 30-hari Go Bookit.
- b. Kempen menawarkan satu (1) kali, versi percubaan Go Bookit bagi tempoh 30 hari ("**Tempoh Percubaan**"). Tempoh percubaan efektif bermula dari tarikh akaun dicipta.
- c. Sepanjang tempoh percubaan, pelanggan boleh mengakses ciri-ciri asas perkhidmatan seperti yang tertera dalam jadual berikut:

Ciri-Ciri	Penerangan
Penjadualan Tempahan	Memudahkan pengurusan masa dan tempahan pelanggan
Pengkalan Data Pelanggan	Bagi kegunaan penjejakan, peringatan dan pemasaran dan sebagainya.
Maklum Balas Bot Automatik	Agar tidak terlepas sebarang keperluan kritikal perniagaan dan memberi maklum balas segera terhadap pertanyaan mendesak

3.2 Solusi Pemasaran Digital (DMS)

3.2.1 Ketersediaan Pakej

- a. Di bawah Kempen Go Niaga V3, pelanggan boleh memilih antara dua (2) pakej berikut:
 - i. DMS Standard
 - ii. DMS Premium

3.2.2 Kelayakan Pakej

- a. Tawaran ini terpakai kepada:
 - i. Pelanggan baharu Solusi Pemasaran Digital
 - ii. Pelanggan sedia ada Solusi Pemasaran Digital yang telah menyempurnakan tempoh kontrak asal dan berada dalam status "*out-of-contract*".

3.3 SME First Account-i

3.3.1 Mekanik Kempen

- a. Pelanggan baharu SME First Account-i layak membuat deposit permulaan minimum sebanyak RM100; dirujuk sebagai ("Tawaran Kempen") apabila pelanggan mendaftar SME First Account-i melalui:
 - i. Saluran jualan atas talian <https://biz.unifi.com.my/go-niaga>; atau
 - ii. Mana-mana cawangan Maybank.
- b. Pengaktifan atau deposit SME First Account-i boleh dilakukan pada mana-mana hari bekerja di semua cawangan Maybank.
- c. Untuk layak menerima deposit permulaan minimum RM100 bagi SME First Account-i, pelanggan perlu megemukakan dokumen berikut di cawangan Maybank:
 - i. Salinan cetak atau digital halaman pengesahan pesanan yang mengandungi kod rujukan pesanan, nama pelanggan, nama syarikat, nombor pendaftaran perniagaan syarikat (BRN) serta senarai produk pilihan (tertakluk kepada verifikasi, dan Maybank berhak membuat keputusan untuk menerima atau menolak atas budi bicara mutlak); atau
 - ii. Risalah Kempen Maybank yang mengandungi nama pelanggan dan nama syarikat yang telah disahkan dengan cap kakitangan Maybank.

3.4 Saluran dan Lokasi Acara

3.4.1 Saluran Penjualan Digital

Pelanggan layak untuk menerima tawaran Kempen dengan menghantar permohonan mereka melalui saluran digital di <https://biz.unifi.com.my/go-niaga>. Permohonan dibuka 24 jam sehari sepanjang Tempoh Kempen.

3.4.2 Acara oleh Unifi Business dan Maybank

Pelanggan yang menyertai sebarang acara yang dianjurkan oleh Unifi Business, Maybank atau rakan kongsi masing-masing layak untuk menikmati Tawaran Kempen, sekiranya ia disediakan semasa acara tersebut.

3.4.3 Cawangan Unifi Store dan Maybank

Pelanggan layak untuk menikmati tawaran Kempen dari semua Unifi Store dan cawangan Maybank.

4. CAJ DAN BIL

- a) Pelanggan yang melanggan Kempen ini akan menerima dua (2) bil berasingan selepas setiap kitaran bil bulanan Unifi:
 - i. Bil Pelan Mudah Alih UNI5G Business; dan/atau
 - ii. Bil Solusi Pemasaran Digital (jika berasingan); dan/atau
- b) Pelanggan perlu membuat bayaran berasingan mengikut langganan masing-masing dan tertakluk kepada had kredit yang berbeza.

5. PENAMATAN

5.1 Pelan Mudah Alih UNI5G Business

- a. Penamatan Pelan Mudah Alih UNI5G Business hanya boleh dimohon melalui Unifi Care Crew, Ejen Digital Secara Langsung (Live Digital Agent) atau kunjungan ke Stor Unifi. Pelanggan yang melanggan Pelan Mudah Alih UNI5G Business dan ingin menamatkan perkhidmatan hendaklah mematuhi proses penamatan mudah alih sedia ada.
- b. Khusus untuk pelanggan yang melanggan UNI5G Business 69 atau UNI5G Business 99, caj penamatan awal akan dikenakan sekiranya berlaku penamatan sebelum tempoh kontrak tamat. Caj ini akan dikira berdasarkan perbezaan antara harga runcit cadangan peranti (RRP) dan harga jualan peranti selepas diskaun. Semakin pendek baki tempoh kontrak, semakin rendah jumlah denda yang akan dikenakan kepada pelanggan.
- c. Caj penamatan awal akan dikenakan sekiranya pelanggan terlibat dengan mana-mana aktiviti berikut:
 - i. Menurunkan taraf Pelan UNI5G Business;
 - ii. Penggantungan UNI5G Business secara sukarela;
 - iii. Penamatan kontrak lebih awal;
 - iv. Beralih ke penyedia perkhidmatan mudah alih lain; dan/atau
 - v. Penipuan.

5.2 Solusi Pemasaran Digital Unifi

- a. Penamatan perkhidmatan boleh dilakukan oleh Pelanggan pada bila-bila masa dalam atau selepas tamat Tempoh Langganan Minimum (MSP)/ Tempoh Kontrak melalui Stor Unifi dan Pusat Perhubungan TM di seluruh negara.
- b. Untuk sebarang penamatan awal dalam MSP, caj penamatan awal berdasarkan baki bulanan Pelan Pakej akan dikenakan. Caj penamatan awal akan ditunjukkan dalam bil TM Solution.
- c. Sekiranya terdapat kredit iklan yang masih berbaki pada masa penamatan, baki kredit iklan tersebut akan dibatalkan. Pelanggan tidak layak untuk pengecualian pelarasan bil sekiranya penamatan berlaku dalam Tempoh Langganan Minimum, tanpa mengira sama ada kredit iklan telah digunakan sepenuhnya atau hanya sebahagiannya.
- d. Pelanggan yang melanggan Perkhidmatan Sambungan TM (unifi Biz/Biz Broadband, Unifi Mobile Biz/Telefon) boleh memilih untuk menamatkan perkhidmatan sambungan dan mengekalkan Perkhidmatan sebagai langganan bersendirian.
- e. Walau bagaimanapun, TM berhak untuk menamatkan Perkhidmatan sekiranya berlaku penipuan, siasatan oleh pihak berkuasa undang-undang atau badan penguatkuasa, atau atas sebarang sebab yang difikirkan wajar oleh TM.

6. TERMA DAN SYARAT AM

- a) Maybank/TM tidak akan bertanggungjawab atau dipertanggungjawabkan bagi apa jua kegagalan teknikal, intervensi, gangguan, dan/atau kesilapan elektronik atau manusia dalam pentadbiran dan/atau pemprosesan transaksi yang dilakukan melalui aplikasi MAE, Maybank2u Biz, Maybank2u, atau Maybank2e dengan syarat perkara tersebut tidak berpunca daripada Maybank/TM.
- b) Maybank/TM berhak untuk menarik balik, membatalkan, menggantung, melanjutkan atau menamatkan Tawaran/Kempen ini lebih awal, secara keseluruhannya atau sebahagian daripadanya, dan berhak untuk mengubah mana-mana terma dan syarat yang terkandung dalam dokumen ini, dari semasa ke semasa dengan memberikan notis sekurang-kurangnya minimum dua puluh satu (21) hari ("hari" hendaklah mempunyai maksud yang sama dengan hari kalendar) sebelum tarikh tersebut, dan notis berkenaan hendaklah disiarkan melalui laman web Maybank2u di www.maybank2u.com.my atau melalui apa-apa saluran lain yang didapati sesuai oleh Maybank. Pelanggan yang Layak bertanggungjawab untuk mendapatkan maklumat tentang ataupun mencari apa-apa notis sedemikian yang disiarkan secara sah.
- c) Sekiranya terdapat sebarang pertikaian atau tidak menerima Tawaran Kempen, pelanggan dikehendaki menghubungi Perkhidmatan Pelanggan seperti dibawah

dalam tempoh tiga (3) bulan selepas Tempoh Kempen. Sebarang permohonan yang dibuat selepas tempoh tersebut tidak akan dilayan.

Untuk produk dan perkhidmatan Maybank:

Sila hubungi Pusat Khidmat Pelanggan Maybank di 1 300-88-6688.

Untuk produk dan perkhidmatan TM:

Sila hubungi Pusat Khidmat Pelanggan Unifi di 100.

- d) Dengan menyertai Kempen ini, Pelanggan yang Layak bersetuju untuk mengakses laman sesawang Maybank2u di www.maybank2u.com.my secara tetap bagi melihat terma dan syarat dalam dokumen ini dan mendapatkan penjelasan daripada Maybank jika terdapat mana-mana Terma & Syarat yang tidak difahami sepenuhnya.
- e) Sebagai alternatif, Pelanggan juga boleh mengakses maklumat lanjut mengenai Kempen melalui portal Unifi di <https://biz.unifi.com.my/go-niaga>.
- f) Maybank/TM dan pegawai, kakitangan, pekerja, wakil dan/atau ejennya (termasuk dan tanpa had kepada mana-mana penyedia perkhidmatan pihak ketiga yang dilantik oleh Maybank untuk tujuan Kempen ini) tidak bertanggungjawab terhadap Pelanggan yang Layak dalam Kempen ini bagi apa-apa kerugian atau kerosakan langsung, tidak langsung, khas atau berbangkit (termasuk tetapi tidak terhad kepada kehilangan pendapatan, keuntungan atau terma dan syarat Kempen Go Niaga V3) yang timbul dari atau yang berhubung dengan Kempen ini kecuali disebabkan oleh apa-apa kecuai atau pengabaian oleh Maybank/TM.
- g) Maybank/TM tidak akan bertanggungjawab bagi apa-apa kegagalan melaksanakan obligasinya di bawah Kempen ini yang disebabkan oleh apa-apa peristiwa force majeure yang termasuk tetapi tidak terhad kepada ketentuan Tuhan, bencana alam, kekacauan awam, tindakan perang, mogok, rusuhan, sekatan masuk, tindakan perindustrian, kebakaran, banjir, kemarau, ribut, epidemik dan pandemik atau apa-apa peristiwa dan keadaan walau apa pun sifatnya, yang di luar kawalan munasabah Maybank/TM.
- h) Maybank/TM boleh membatalkan/menolak mana-mana Pelanggan yang Layak yang tidak mematuhi terma dan syarat yang dinyatakan dalam dokumen ini dan/atau didapati atau disyaki cuba mengubah Kempen dan/atau prosesnya atau operasi Kempen ini yang termasuk aktiviti pemalsuan melibatkan apa-apa tindakan tipu helah dan/atau perdayaan dan/atau penipuan berhubung dengan Kempen ini.
- i) Terma dan Syarat ini hendaklah dikawal oleh Undang-undang Malaysia dan tertakluk kepada bidang kuasa eksklusif Mahkamah Malaysia.

- j) Untuk maklumat, pertanyaan, maklum balas dan/atau aduan bertaitan Kempen ini, sila hubungi **Pusat Khidmat pelanggan Maybank** di **1 300 88 6688** atau **+603 7844 3696** atau **Pusat Panggilan Unifi** di **100**. Sebagai alternatif, untuk maklum balas dan/atau aduan, Pelanggan juga boleh memilih untuk menghantar e-mel kepada Maybank melalui borang maklum balas menerusi laman web Maybank2u, www.maybank2u.com.my.

7. PRIVASI

- a) Sebarang data peribadi yang diberikan oleh pelanggan kepada TM berkaitan dengan Kempen ini akan dirahsiakan. Notis Privasi TM akan terpakai dan boleh dirujuk di biz.unifi.com.my ("Notis Privasi TM").
- b) Dengan menyertai Kempen ini, Pelanggan yang Layak bersetuju untuk terikat dengan Terma dan Syarat dalam dokumen ini serta bersetuju dan memberi kebenaran supaya data peribadinya dikumpul, diproses dan digunakan oleh Maybank menurut Penyata Privasi Maybank yang boleh didapati di www.maybank2u.com.my ("*Maybank Privacy Statement*") dan pada Borang PDPA untuk Pelanggan-Pelanggan Individu.
- c) Sebagai tambahan kepada dan tanpa menjejaskan terma dalam *Maybank Privacy Statement* dan Borang PDPA untuk Pelanggan-Pelanggan Individu, Pelanggan yang Layak bersetuju dan membenarkan data atau maklumat peribadinya dikumpul, diproses dan digunakan oleh Maybank/TM untuk:
- tujuan Kempen; dan
 - aktiviti pemasaran dan promosi yang dijalankan oleh Maybank/TM, termasuk tetapi tidak terhad kepada apa-apa bentuk pengiklanan atau media dan bahan publisiti seperti rakaman audio dan/atau visual yang diterbitkan melalui akhbar, rangkaian televisyen, stesen radio atau media dalam talian dan media digital serta dalam internet. Aktiviti pemasaran dan promosi termasuk dan tanpa had kepada penggunaan dan/atau penyiaran apa-apa butiran yang diberikan dalam dan/atau yang berhubung dengan penyertaan, bahan temu bual serta respons dan gambar yang berkaitan. Dalam hal ini, Pelanggan yang Layak bersetuju untuk bekerjasama dan mengambil bahagian dalam semua aktiviti pengiklanan dan publisiti Maybank/TM yang berkaitan dengan Kempen ini.

*Nota: "PDPA" merujuk kepada Personal Data Protection Act (2010) (Akta Perlindungan Data Peribadi (2010)).

[Terma dan Syarat Tamat]