

TERMS AND CONDITIONS FOR WIRELESS HOME PHONE (WHP) ON LTE NETWORK

The Wireless Home Phone (WHP) On LTE Network (hereinafter referred to as the “Service”) provision by TM Technology Services Sdn Bhd (TM) based on the following terms and conditions. TM reserves the right to update or revise these terms and conditions from time to time and shall publish the latest version online. TM may give notice of such revision to the Customer in any manner that TM deems appropriate. By continuing to access or use of the Service, Customer shall signify as acceptance to the latest updated version of the terms and conditions.

A. GENERAL

1. The Wireless Home Phone (WHP) On LTE Network is open for subscription to all TM’s existing standalone DEL customers (Consumer and Business segment) that resides within TM’s LTE coverage or other identified network by TM. Subscription of the Service shall be subject to TM’s subscription rules.
2. By subscribing to the Service, Customer is eligible to subscribe to voice call plans and/or voice call feature with additional monthly recurring charges.
3. The Service is subject to LTE network availability (signal strength and coverage) during installation.
4. Customer’s account at the time of subscription to the Service must be active and is not blacklisted. If customer DEL account is being suspended, customer is advised to make necessary payment/arrangement for settlement before subscribing to the Service.
5. Upon subscription to the Service, customer will be migrated from copper to 4G LTE network.
6. By subscribing to the Service, customer is bound to the price, package and voice features with the convenience of keeping the original phone number. The Service comes with no service contract commitment.
7. WHP cannot be used with fax machines, credit card terminals (POS), alarm systems (hotline feature), key telephone systems, PABX/PBX, or any other equipment. It only works with a single-line telephone or a DECT phone.
8. Once Customer subscribe to the Service, customer is **UNABLE TO:**
 - a. Add on unifi home / unifi business broadband to the Service. However, customer is allowed to upgrade to unifi home / unifi business broadband. By upgrading to unifi home / unifi business broadband, the WHP service will be terminated.
 - b. Return to copper network.
9. Customer is allowed to upgrade to Unifi home, unifi business, Residential Voice 1P and Business Voice 1P; and maintain service number.
10. Unifi home, unifi business, Residential Voice 1P, Additional Residential Voice 1P, Business Voice 1P, Additional Business Voice 1P is not allowed to downgrade to this Service.
11. Customer is subject to credit limit usage policy. Once hit the credit limit threshold, customer will receive notification and will be block from using the service until payment is made.

B. SERVICE DELIVERY

1. The WHP box and sim card (“Device”) will be delivered within seven (7) working days to Customer’s registered address upon successful registration to the Service subject to stock availability & Customer’s location.
2. There is no additional charges for delivery (for first time Service activation only) of the Device and the delivery service is available nationwide.
3. Upon delivery, Customer must produce original NRIC for identity verification purposes, failing which the customer may not be allowed to collect the product. Third-party collection is strictly not allowed.
4. Customer is responsible to do self-inspection and testing upon receiving the device.

C. INSTALLATION OF THE DEVICE

1. Customer, where necessary shall perform self - installation of the Service.
2. Removing the original sim card or replace with other telco provider’s sim card in the Device is strictly prohibited. At the same time, please ensure not to remove the WHP box to other designated area, as the same would deter customer’s enjoyment to the Service.
3. In order to activate the service, customer need to dial “105” number and place the telephone handset down after 5 seconds.
4. In the event customer did not self activate the Service, system will auto activate the service 7 days after the delivery date. Customer voice services via copper will be automatically terminated and is not in use any longer.
5. Customer shall be responsible for the safety and security of the Device against any third party elements such as theft, fire, cloning or unauthorised use of the Device or sim card.
6. For any defective Device received upon delivery, Customer must lodge a report within twenty-four (24) hours upon receiving the device via live chat at unifi.com.my or TM Contact Centre 100 or Unifi Mobile app. Replacement of the Device may or may not be provided subject to defect assessment by TM.
7. If the report is for defective Device 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 TM and any charges will be payable to TM by the Customer.

D. FAULTY DEVICES

1. The Device comes with twelve (12) months warranty for manufacturing fault/ defect only. TM’s liability and Customer’s sole and exclusive remedy shall be limited to labour, repairs and material cost only. However, the warranty does not cover any repair, replacement and cost upon Customer’s fault or negligence or any third party. In any case the Device is in default, Customer may report to Unifi Store/TMpoint or by calling TM Contact Centre. Any Device replacement or repair beyond warranty due negligence or default of customer or any third party shall be at customer’s cost.

2. For faulty of sim card, Customer is advised to get the sim card replacement at any Unifi Store/TMpoint. Customer may also seek replacement of sim card through delivery via courier service by submitting the request at Unifi Store/TMpoint. Customer need to self-insert the sim replacement at the Device sim slot.
3. For sim card replacement, customer may opt for self pick up at Unifi Store/TMpoint or delivery via courier service. Customer need to self insert the sim replacement at the Device's sim slot.
4. Estimated duration to replace the defective device is seven (7) working days and it is subject to stock availability & Customer's location.
5. Customer is responsible to do self-inspection and testing upon receiving the Device.