

FREQUENTLY ASKED QUESTIONS (FAQ)

UNIFI'S MID YEAR SALE ONLINE EXCLUSIVE CAMPAIGN MAY 2026 – JUL 2026

NO.	QUESTION	ANSWER
1.	I want to know more about this campaign. What is it about?	- We're giving away Setel vouchers worth up to RM50 when you subscribe to UNIFI Home 100Mbps and above plan with Netflix or Hbo Max, UNIFI Home 100Mbps and above plan with Smart Home bundle (Essential, Advance & Premium), UNIFI 5G Postpaid 39 plan, or purchase a smartphone during our Mid-Year Sale online exclusive campaign period from 12 May 2026 to 31 July 2026. - You'll enjoy this reward whether you're a new Unifi Home or New or existing Unifi Mobile customer — just sign up for the eligible plans or buy your device via the Unifi Selfcare Portal (Postpaid), MyUnifi App and Unifi UniVerse App. <i>*Note:</i> <i>This offer is not applicable for transactions made at Unifi Store/TMpoint outlets, TM Contact Centre (100), or through resellers.</i>
2.	How long is the campaign period?	You can enjoy this campaign for a limited time only, from 12 May 2026 until 31 July 2026.
3.	Am I eligible to join this campaign?	Yes—if you're a new Unifi Home customer or a new / existing Unifi Mobile customer, you can join. Here's how: You're eligible when you: - Subscribe to the UNIFI Home 100Mbps & above plan bundle with Netflix or Hbo Max and enter promo code SETEL40 during checkout on the Review Order page. This offer is not eligible if you opt for the Unifi Home plan bundle with Netflix or HBO Max. - Subscribe to the UNIFI Home 100Mbps & above plan with Smart Home bundle (Essential, Advance & Premium) and enter promo code SETEL40 during checkout on the Review Order page. - Subscribe to the UNIFI 5G Postpaid 39 plan and enter promo code SETEL30 during checkout on the Review Order page. - Purchase any smartphone under the Free 5G Smartphone or Unifi EzOwn and enter promo code SETEL40 or SETEL50 during checkout on the Review Order page. Eligible products include: - UNIFI Home 100Mbps, 300Mbps, 500Mbps, 1Gbps, and 2Gbps plan with bundle with Netflix or Hbo Max. - UNIFI Home 100Mbps, 300Mbps, 500Mbps, 1Gbps, and 2Gbps plan with Smart Home bundle (Essential, Advance & Premium)

		• UNIFI 5G Postpaid 39 plan • All smartphones under Free 5G plan and EzOwn plan.
4.	This sounds interesting. How do I join?	• All you need to do is follow these simple steps: i. Log in to the MyUnifi app or Unifi Selfcare portal at https://selfcare.unifi.com.my - OR - Log in to the Unifi Mobile app or Unifi Mobile eStore at https://unifi.com.my/mobile/postpaid - OR - Log in to the Unifi Mobile eStore at https://unifi.com.my/mobile/devices ii. Subscribe to or purchase any of the eligible add-ons/products listed in Question 3. iii. On the Review Order page, enter the promo code: SETEL30 / SETEL40 / SETEL50 (depending on your selected product). iv. Upon successful subscription, installation or activation, you will be automatically enrolled and eligible to redeem your giveaway.
5.	What are the campaign mechanics?	Here's how the giveaway works: • Unifi Home (100Mbps & above) bundle with Netflix or Hbo Max If you subscribe to 100Mbps & above Unifi Home plan bundle with Netflix or Hbo Max and enter the promo code SETEL40 during the campaign period, you'll receive an RM40 Setel voucher. • Unifi Home (100Mbps & above) plan with Smart Home bundle (Essential, Advance & Premium) If you subscribe to the UNIFI Home 100Mbps & above plan with Smart Home bundle (Essential, Advance & Premium) and enter promo code SETEL40 during checkout on the Review Order page. • This applies to the first 1,250 new customers.

- **Unifi 5G Postpaid 39**

If you subscribe to any eligible UNIFI 5G Postpaid plan and enter the promo code **SETEL30** during the campaign period, you'll receive an RM30 Setel voucher. This applies to the first 800 new or existing customers.

- **Free 5G Smartphone / Unifi EzOwn**

If you purchase any eligible smartphone under the Free 5G plan, you will receive an RM40 Setel voucher or RM50 Setel voucher for UNIFI EzOwn plan. This applies to the first 550 customers.

- The following mechanics apply to customers participating in this campaign:

Add-on/SIM Activation (Eligible Products)	Giveaway Limit	New Customers	Existing Customers
Unifi Home 100Mbps and above plan bundle with Netflix / Hbo Max	First 1,250 successful installations	RM40 Setel Voucher	N/A
Unifi Home (100Mbps & above) plan with Smart Home bundle (Essential, Advance & Premium)			N/A
UNI5G Postpaid 39	First 800 SIM activations	RM40 Setel Voucher	
UNIFI Free 5G (Smartphone)	First 550 activations	RM40 Setel Voucher	
Unifi EzOwn		RM50 Setel Voucher	

**Note: If you are an existing customer upgrading or changing your current Unifi mobile postpaid subscription, you're still eligible to join this campaign. However, only new customers for Unifi Home is eligible to join this campaign.*

6.	What are the giveaways and when will I receive mine?	- You will receive your voucher within 90 days after successful subscription, installation or activation of your selected add-on plan. - To remain eligible, your Unifi account must remain active and free of outstanding payments throughout the campaign period. How to Redeem My Giveaway: - Check your email for a notification from Unifi, which includes a link to an online redemption form. - Complete the online form, including your phone number registered under your Unifi Home / Mobile account for verification purposes. - Answer a simple True or False question, such as: <i>“Unifi’s official colours are orange and blue. True or False?” (Incomplete or incorrect answers may result in disqualification.)</i> - Submit the form. Once verified, your voucher code will be sent to you via email. <i>Important Notes:</i> <i>Your Unifi Home and Unifi Mobile (UNI5G Postpaid 39 plan) accounts must remain active and clear of outstanding payments throughout the campaign period to be eligible.</i> <i>Check your email regularly, including your spam/junk folder. Add digital@unifi.com.my to your safe sender list to ensure you receive the notification email.</i> <i>Unifi is not responsible for expired vouchers if they are not redeemed within the validity period.</i>
7.	I’ve won before and claimed the giveaway. Can I receive another one?	We are glad you have participated. However, each NRIC or email address is only eligible for one (1) giveaway throughout the entire campaign period.
8.	Can I transfer my giveaway to a family member or friend if my Unifi order submission is unsuccessful?	Unfortunately, giveaways are strictly non-transferable and can only be used by the original recipient.

9.	Can I exchange the giveaway for cash?	Unfortunately, no. Giveaways are non-exchangeable and cannot be converted into cash or credit.
10.	Who should I contact if I have a problem with the giveaway?	If you experience any issues, kindly contact the provider/issuer listed in the email notification sent to you.
11.	I am an existing Unifi Home/UNI5G Postpaid add-on subscriber. Can I participate in this campaign?	Yes, you can. You are welcome to subscribe to a new or additional eligible add-on during the campaign period for another chance to receive the giveaway, subject to eligibility and campaign limits.
12.	Am I eligible if the Unifi account is not registered under my name?	- No. Giveaways are non-transferable and can only be claimed by the registered account holder. - If the account is not registered under your name, you will not be eligible to redeem the giveaway.
13.	Will I be tied to a contract for my add-on subscription?	Yes, a new contract will apply to any eligible add-on subscription made under this campaign.

14.	Can I claim a giveaway if I subscribed to the add-on plan before the campaign period?	• We're sorry, but this giveaway is only applicable to subscriptions made during the campaign period.
15.	Who should I contact if I need assistance or have a service enquiry?	• If you need help or have any questions, you can always reach out via the Unifi UniVerse App or visit the Unifi Selfcare Portal for assistance.