

**FREQUENTLY ASKED QUESTIONS
(FAQ)
UNIFI'S Q3 ONLINE EXCLUSIVE CAMPAIGN AUG 2026 – SEPT 2026**

NO.	QUESTION	ANSWER
1.	I want to know more about this campaign. What is it about?	- The Q3 Online Exclusive Campaign runs from 1 August 2026 to 30 September 2026, offering vouchers worth up to RM500 to eligible customers who subscribe to selected Unifi plans during the campaign period. - This campaign is open to both new and existing customers who sign up for eligible plans through the following official online channels; Unifi Portal (https://unifi.com.my/) and MyUnifi 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?	This campaign runs for a limited time only from 1 August 2026 to 30 September 2026.
3.	Can you tell me who is eligible to participate in this campaign?	This campaign is open to: - New Unifi Home customers who subscribe to eligible Unifi Home Shield plans. - New or existing Unifi Home/Mobile customers who subscribe to UNI5G Postpaid 39. - New or existing Unifi Home/Mobile customers who purchase selected smartphones. Eligible plans and products include: - UNI5G Postpaid 39 - Selected smartphones under the Free 5G Phones and Unifi EZOwn - Unifi Home with Smart Home bundle plans
4.	This sounds interesting. How do I join?	- All you need to do is follow these simple steps: i. Subscribe to or purchase an eligible plan/product through one of the following channels: a) Unifi Self-Care Portal: https://selfcare.unifi.com.my b) MyUnifi App or Unifi Mobile eStore (Postpaid): https://unifi.com.my/mobile/postpaid c) Unifi Mobile eStore (Devices):

<https://unifi.com.my/mobile/devices>

- ii. Select and subscribe to or purchase any of the eligible plans/products listed in Question 3.
- iii. On the **Review Order** page, enter the applicable promo code: **SETEL30 or SETEL50** (depending on your selected plan or product).
- iv. Upon successful subscription, installation or activation, you will be automatically enrolled and eligible to receive the giveaway.

5. What are the campaign mechanics?

The following mechanics apply to customers participating in this campaign:

- Subscribe to or purchase any of the eligible plans or products listed in FAQ #3 through the designated online channels during the campaign period.
- Enter the applicable promo code (SETEL30 or SETEL50, depending on the selected plan or product) on the Review Order page.
- Complete the subscription, installation, or activation process.
- Customers who successfully meet the campaign requirements will be entitled to the corresponding giveaway on a first-come, first-served basis, subject to the campaign allocation below:

Add-on/SIM Activation (Eligible Products)	Giveaway Limit	Promo Code	New Customers	Existing Customers
Unifi Home (100Mbps & above) plan with Smart Home bundle (Essential, Advance & Premium)	First 250 successful installations	SETEL50	RM50 Setel Voucher	N/A
Unifi Home 100Mbps, 300Mbps and 500Mbps with Smart Home bundle (Essential				

		<table><tr><td>Plus)</td><td></td><td></td><td></td></tr><tr><td>UNI5G Postpaid 39</td><td>First 250 SIM activations</td><td>SETEL30</td><td>RM30 Setel Voucher</td></tr><tr><td>Free 5G Smartphones</td><td rowspan="2">First 300 activations</td><td rowspan="2">SETEL50</td><td rowspan="2">RM50 Setel Voucher</td></tr><tr><td>Unifi EzOwn</td></tr><tr><td>Samsung Galaxy Z Fold 7</td><td>First 50 activations</td><td>N/A</td><td>RM500 Touch 'n Go e-Voucher</td></tr></table>	Plus)				UNI5G Postpaid 39	First 250 SIM activations	SETEL30	RM30 Setel Voucher	Free 5G Smartphones	First 300 activations	SETEL50	RM50 Setel Voucher	Unifi EzOwn	Samsung Galaxy Z Fold 7	First 50 activations	N/A	RM500 Touch 'n Go e-Voucher
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Samsung Galaxy Z Fold 7	First 50 activations	N/A	RM500 Touch 'n Go e-Voucher																
		<i>*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 are eligible to join this campaign.</i>																	
6.	Can I receive this voucher in addition to a voucher from another ongoing campaign?	- No. Each eligible subscription, order, or transaction is entitled to one (1) voucher only. This voucher cannot be combined with or redeemed together with vouchers offered under any other ongoing campaign. - If a subscription, order, or transaction qualifies for more than one campaign, TM reserves the right to determine the applicable voucher or promotional benefit.																	
7.	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. <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>																	

8.	I've received a giveaway before. 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.
9.	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.
10.	Can I exchange the giveaway for cash?	Unfortunately, no. Giveaways are non-exchangeable and cannot be converted into cash or credit.
11.	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.
12.	I am an existing Unifi Home or UNI5G Postpaid add-on subscriber. Can I still 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.
13.	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.

14.	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.
15.	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.
16.	Who should I contact if I need assistance or have a service enquiry?	• If you require assistance or have any enquiries regarding this campaign or your Unifi service, please visit the Unifi Selfcare Portal or chat with our virtual assistant via https://maya.unifi.com.my/chat.