

FREQUENTLY ASKED QUESTIONS

Unifi Online Exclusive: “Unifi TV Pack – Your Favourite Show Anywhere Anytime”

1. About the Campaign

1.1 What is the “Unifi TV Pack – Your Favourite Show Anywhere Anytime” campaign about?

The Unifi Online Exclusive: **Unifi TV Pack – Add ons** campaign rewards you when you add on a Unifi TV Pack to your Unifi Broadband plan (Home). The first 650 customers will receive **RM20 ZUS voucher**.

1.2 When is the campaign period?

The campaign runs from **15 February 2026 to 30 April 2026**. However, TM may end or extend the campaign period at its sole discretion without prior notice. The rewards are limited to the first 650 qualifying customers for a *RM20 ZUS Voucher*. Buy now to secure your reward!

1.3 Which Unifi TV Pack is eligible for this promotion?

Eligible TV Pack include:

1. Super Star Pack
2. Netflix Pack
3. Disney+ Pack
4. Max Plus Pack
5. All-Star Pack
6. Build-Your-Own Pack
7. Star Pack
8. Sport Pack
9. Max Pack
10. Ying Xiong Pack
11. Wira Pack
12. Veeran Pack
13. Kids Pack

1.4 Where can I subscribe Unifi TV Services?

Kindly reach us at <https://unifi.com.my> or visit the nearest TMpoint outlets or any Authorized TM dealers or via our Digital Channels:

- MyUnifi app
- Unifi Universe app
- Unifi Selfcare Portal at <https://selfcare.unifi.com.my/login>

1.5 Is there any commitment period for Unifi TV?

The minimum contract period for the Unifi TV service will be in accordance to your Unifi contract. For monthly-based subscription content i.e. ala carte premium channels, the subscription will only be cancelled or terminated upon the customer's request. Otherwise, it will automatically be renewed every month.

2. Rewards and Eligibility

2.1 How do I qualify for the RM20 ZUS voucher?

To qualify for the campaign rewards, you must:

1. Add on any of Unifi TV pack during the campaign period via digital channels (Myunifi App, Unifi Universe App and Selfcare Portal).
2. **Not change your Unifi Broadband plan** during the campaign period
3. **Make payment for your first bill** after the add-on is completed
4. **Pay your first bill before the second bill is issued** (late payments are not eligible)

2.2 What if I'm not one of the first 650 customers?

The **RM20 ZUS voucher** is limited to the first **650 eligible customers** only. After that, no more rewards will be given. First come first serve.

2.3 How is the reward allocation determined?

The reward allocation is based on the **sequence of first successful bill payment** made through TM's system. The **system timestamp** of your successful payment will be the sole reference used to determine the reward allocation order. TM's decision on the order and rewards issued is final and not subject to dispute.

2.4 What happens if I cancel my subscription before paying the first bill?

If you cancel your fibre service subscription before paying the first bill, you'll no longer be eligible for the RM20 ZUS voucher. To qualify for the reward, your first bill must be paid in full and before the second bill is released.

2.5 Is this campaign available nationwide?

Yes, the Unifi Online Exclusive: **“Unifi TV Pack – Your Favourite Show Anywhere Anytime”** campaign is available nationwide. Simply meet the eligibility criteria and purchase the Unifi TV pack add-on via the MyUnifi app, Unifi Universe app or Unifi Selfcare portal.

3. How to Participate

3.1 Where can I add on a Unifi TV Pack for this campaign?

You can add on a device exclusively through the following digital channels:

- **MyUnifi app**
- **Unifi Universe app**
- **Unifi Selfcare portal** at <https://selfcare.unifi.com.my/login>

3.2 Can I participate in this campaign by visiting a physical store?

No, this is an **online exclusive** campaign and is only available through the MyUnifi app, Unifi Universe app and Unifi Selfcare portal. Physical store purchases are not eligible for this campaign.

4. Rewards Redemption

4.1 How will I receive my RM20 ZUS voucher?

If you qualify, you'll receive an email from digital@unifi.com.my with instructions on how to redeem your reward **within two (2) months after your first bill payment** is successfully processed. If you don't see the email, please check your spam or junk folder.

4.2 What should I do if I did not receive an email to redeem my RM20 ZUS voucher?

The email should arrive within 2 months after your first successful bill payment. If you haven't received it by then, please contact Unifi Customer Support for assistance:

Live Chat: <https://maya.unifi.com.my/>

Facebook: <https://www.facebook.com/weareunifi>

X (formerly Twitter): <https://x.com/unifi>

When contacting us, please have the following details ready:

- Order Number
- Your contact number and an alternative contact number
- Your receipt for the bill payment for Unifi TV Pack

4.3 What should I do if I encounter issues redeeming my RM20 ZUS voucher?

If you're having trouble redeeming your RM20 ZUS voucher, please ensure that:

- You've followed the redemption instructions sent to your registered email.

If the issue persists, you can reach out to us for assistance via Live Chat at <https://maya.unifi.com.my/> or contact us on our social media channels:

- Facebook: <https://www.facebook.com/weareunifi>
- X (formerly Twitter): <https://x.com/unifi>

5. Important Terms & Conditions

5.1 Can TM disqualify my participation?

Yes, TM may disqualify your participation at any time without notice if you:

- Are found ineligible to participate
- Tamper with the entry process or campaign package
- Attempt to undermine the campaign through fraud, cheating, or deception
- Breach any campaign terms and conditions
- Violate applicable laws

Therefore, please take note of the following:

- The offer is limited to the first **650 customers (eligible for consumer) for RM20 ZUS voucher** who add on a Unifi TV Pack via the MyUnifi app, Unifi Universe app or Unifi Selfcare portal during the campaign period (15 February 2026 to 30 April 2026).
- You must make payment for your first bill after the add-on is completed.
- For the full campaign terms and conditions, please refer here.

TM's decision on disqualification is final and conclusive.

5.2 Can the campaign be modified or terminated?

Yes, TM reserves the right to withdraw, cancel, suspend, extend, or terminate the campaign at any time without prior notice. TM may also change any terms and conditions during the campaign period.

5.3 What other terms and conditions apply?

This campaign is subject to:

- Unifi Online Exclusive: “Unifi TV Pack – Add ons”
- [Unifi Home General Terms and Conditions](#)
- [TM Privacy Notice](#)

5.5 Where can I get more help?



For further enquiries:

- TM Live Chat: <https://maya.unifi.com.my/>
- Tweet us: @helpmeUnifi
- Facebook: facebook.com/weareUnifi
- Visit any TMPoint outlets or Unifi Store nationwide