

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNIFI'S ONLINE EXCLUSIVE CAMPAIGN AUG & SEPTEMBER 2024**

NO	QUESTION	ANSWER
1.	Can you tell me more about this campaign?	<ul style="list-style-type: none"> • Unifi is giving away Setel vouchers, worth up to RM50 each, for existing Unifi Home customers who get eligible add-on to their Unifi Home subscription, or customers who get Uni5G Postpaid 39 during the campaign period. • This campaign aims to reward existing Unifi Home Broadband customers who subscribe to eligible add-ons (Smart Devices, Mesh Wi-Fi, Unifi TV, Unifi TV Box, Smart Home Solutions, and Cloud Gaming) via the MyUnifi app or the Unifi Self Care portal throughout the campaign period. • This campaign will also reward new customers who subscribe to Uni5G Postpaid 39 via the Unifi Mobile app or the Unifi Mobile eStore. <p><i>*Note:</i></p> <ul style="list-style-type: none"> • <i>Not applicable for transactions via Unifi Stores, TMSC, resellers</i> • <i>Not applicable for any change of plan or speed upgrades</i>
2.	How long is the campaign period?	<ul style="list-style-type: none"> • This campaign runs for a limited-time-only from 19 August until 17 September 2024.
3.	Can you tell me which plan is eligible to participate in the campaign?	<p>This campaign is applicable to:</p> <ul style="list-style-type: none"> • Existing Unifi Home Broadband customers • New Uni5G Postpaid 39 customers <p>The eligible add-ons/products include:</p> <ul style="list-style-type: none"> • Uni5G Postpaid 39 • All Unifi TV Packs (Aneka Plus, Ruby Plus, Varnam Plus, Ultimate Max, Ultimate Plus, Family, Movies, Kids, Sports) • Devices (All Mesh Wi-Fi models, Unifi TV Box) • Smart Devices (All models - Smart TVs, Laptops, Tablets, Gaming Consoles) • Smart Home Solutions • Cloud Gaming offerings (Black Nut)
4.	This is interesting, can you tell me how to join?	<ul style="list-style-type: none"> • All you need to do is follow the steps below: <ul style="list-style-type: none"> i. Log on to the MyUnifi app or the Unifi Self Care portal https://selfcare.unifi.com.my

		<ul style="list-style-type: none"> ii. Or, log on to the Unifi Mobile app or Unifi Mobile eStore via https://unifi.com.my/mobile/postpaid to get Uni5G Postpaid 39 iii. Customers are required to subscribe to any one (1) of the eligible add-ons as listed in question no.3 and will be auto enrolled for that service. iv. Only successful subscriptions/installation/activation of the add-on plans will entitle customers to redeem the giveaway. 																											
<p>5. What are the campaign mechanics?</p>		<ul style="list-style-type: none"> • The first 1,000 existing Unifi Home customers who subscribe to any of the eligible add-ons will get up to RM50 Setel voucher; • The first 200 existing Unifi Home customers who subscribe to Uni5G Postpaid 39 plans will get an RM30 Setel voucher; • The first 1,000 customers who subscribe to Uni5G Postpaid 39 plan will get an RM20 Setel voucher. • The following mechanics will apply for customers participating in this campaign: <table border="1" data-bbox="630 981 1449 1868"> <thead> <tr> <th>Product/Add-on</th> <th>Giveaway for</th> <th>Giveaway for New Customer</th> <th>Giveaway for Unifi Home Customer</th> </tr> </thead> <tbody> <tr> <td>Uni5G Postpaid 39</td> <td>First 1,000 SIM activation</td> <td>RM20 Setel Voucher</td> <td>RM30 Setel Voucher</td> </tr> <tr> <td>Unifi TV Pack (Aneka Plus, Ruby Plus, Varnam Plus)</td> <td>First 100 activation</td> <td rowspan="8" style="text-align: center;">n/a</td> <td>RM30 Setel Voucher</td> </tr> <tr> <td>Unifi TV Pack (Ultimate Max, Ultimate Plus, Family, Movies, Kids, Sports)</td> <td>First 100 activation</td> <td>RM50 Setel Voucher</td> </tr> <tr> <td>Devices (Mesh Wi-Fi, Unifi TV Box)</td> <td>First 200 activation</td> <td>RM30 Setel Voucher</td> </tr> <tr> <td>Smart Devices (Smart TV, Laptop, Tablet, Gaming Console)</td> <td>First 250 activation</td> <td>RM50 Setel Voucher</td> </tr> <tr> <td>Smart Home</td> <td>First 100 activation</td> <td>RM30 Setel Voucher</td> </tr> <tr> <td>Cloud Gaming (Black Nut)</td> <td>First 50 activation</td> <td>RM20 Setel Voucher</td> </tr> </tbody> </table>	Product/Add-on	Giveaway for	Giveaway for New Customer	Giveaway for Unifi Home Customer	Uni5G Postpaid 39	First 1,000 SIM activation	RM20 Setel Voucher	RM30 Setel Voucher	Unifi TV Pack (Aneka Plus, Ruby Plus, Varnam Plus)	First 100 activation	n/a	RM30 Setel Voucher	Unifi TV Pack (Ultimate Max, Ultimate Plus, Family, Movies, Kids, Sports)	First 100 activation	RM50 Setel Voucher	Devices (Mesh Wi-Fi, Unifi TV Box)	First 200 activation	RM30 Setel Voucher	Smart Devices (Smart TV, Laptop, Tablet, Gaming Console)	First 250 activation	RM50 Setel Voucher	Smart Home	First 100 activation	RM30 Setel Voucher	Cloud Gaming (Black Nut)	First 50 activation	RM20 Setel Voucher
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<p>6. When will I receive my giveaway?</p>			<ul style="list-style-type: none"> • You will receive your giveaway within 90 days after the successful subscription/installation/activation of your selected add-on plan. 																										

		<ul style="list-style-type: none"> • Your Unifi account needs to remain active and fully paid up to date in order to receive the giveaway. • If you are selected to receive a giveaway, you will receive an e-mail announcement from us, which includes a link to an online form to claim the giveaway. • Customers are required to do the following: <ol style="list-style-type: none"> 1. Fill up the online form with details including the last 4 digits of the IC registered with Unifi for verification. 2. There will be a simple True or False Question in the online form. For example, Unifi's official colours are orange and blue. True or False? You must answer the True/False question correctly. Incomplete/incorrect answers may disqualify you from receiving the giveaway. 3. Submit the online form. Once verified, you will receive your Setel voucher code via e-mail. • <i>Note: Your Unifi Home plan and Uni5G Postpaid 39 must remain active throughout the campaign period in order to be eligible for the giveaways and fully paid up to date.</i> • Please check your email frequently, including spam/junk folder and we recommend that you add digital@unifi.com.my to your safe list. • Unifi will not be responsible if the voucher expires before use.
7.	<p>I've won before and claimed the giveaway, can I receive another giveaway?</p>	<p>Each NRIC or email address is entitled to only one (1) giveaway throughout this campaign.</p>
8.	<p>Can I transfer my giveaway to my family or friend if my Unifi order submission is failed?</p>	<p>Please note that all giveaways are non-transferable and non-exchangeable.</p>
9.	<p>Can I exchange the giveaway for cash?</p>	<p>Please note that all giveaways are non-transferable and non-exchangeable.</p>

10.	Who should I contact if I have a problem with the giveaway?	If you face any problems, please contact our supplier (Setel) as stated in the email sent to you.
11.	I am an existing Unifi Home/Uni5G Postpaid add-on subscriber, can I participate in this contest?	Yes, you can subscribe to a new/additional eligible add-ons during the contest period to stand another chance for the giveaway.
12.	Am I eligible if the account is not registered under my name?	Please note that only the account holder will be eligible to claim the giveaway.
13.	Will I be tied to any contract for my add-on subscription?	Yes, you will be bound to a new contract for whichever add-on subscriptions you choose.
14.	Can I claim for a giveaway if I have subscribed to the add-ons plan before the campaign period?	We are sorry, you can't claim the giveaway if you have subscribed to any add-ons services before the campaign period.
15.	Who should I contact if I need any assistance or service inquiry?	<p>You can contact us via the channels below:</p> <ul style="list-style-type: none"> ➤ Write to digital@unifi.com.my ➤ Live Chat via unifi.com.my or MyUnifi app ➤ Facebook at facebook.com/weareunifi ➤ Twitter at @helpmeunifi