

FREQUENTLY ASKED QUESTIONS

YEAR END HOLIDAY GIVEAWAY

1. What is this campaign about?

This campaign rewards the first 800 new and existing Unifi customers who sign up for Unifi Home Plus Plans or Smart Device Fiesta plans or Unifi Smart Shield Plans. Eligible customers will receive a pair of Theme Park tickets (worth RM160) once all campaign conditions are met.

2. When is the campaign period?

The campaign runs from 23 October 2025 to 31 December 2025.

3. Who is eligible to participate?

Customers are eligible if they are:

- New subscription or recontract to any of the following plans:
 - Any Unifi Home Plus Plans with a 36-months contract
 - Any Unifi Smart Home Shield Plans with a 24-months contract
 - Any Smart Device Fiesta plans with 36 months contractduring the campaign period.
- Make compulsory payment of their first bill and is *among the first 800 customers who fulfil the above criteria*

4. What do I get if I qualify?

Qualified customers will receive a pair of Theme Park tickets worth RM180 from either Splashmania Gamuda Cove, Sepang; A'Famosa Water World & Safari Wonderland, Melaka or The Lost World of Tambun, Perak

5. Which channels can I use to participate?

You can participate via the following channels:

- MyUnifi App
- Selfcare Portal - <https://selfcare.unifi.com.my/login>
- Unifi UniVerse App
- <https://unifi.com.my/devicefiesta>
- <https://unifi.com.my/all-in-one>
- <https://unifi.com.my/smart-device-fiesta>
- <https://unifi.com.my/smarthome>

5. Is this offer available in-store or offline?

No, this is an **online exclusive** campaign, available only through the MyUnifi app, Selfcare Portal, Unifi UniVerse app, <https://unifi.com.my/devicefiesta>, <https://unifi.com.my/all-in-one>, <https://unifi.com.my/smart-device-fiesta> and <https://unifi.com.my/smarthome>

6. How do I redeem my reward if I am a winner?

We will send an official email to confirm your postal address available in your Unifi account.

We will not be responsible for any loss or damage caused by the said courier service.

7. Is payment of the first bill compulsory to qualify?

Yes. Payment of the first bill is compulsory to be eligible for the Theme Park tickets.

8. What do I do if I did not receive an email to redeem my prize?

If you have qualified and did not receive the email within 2 months after the campaign ends, please reach out to **Unifi Customer Support** for assistance at <https://maya.unifi.com.my/>

9. What is the validity of the prizes?

- Gamuda Cove Splashmania: 01/12/2025 to 31/05/2026
- A'Famosa Water World: 1/4 2026
- The Lost World of Tambun: 1/10/2025 - 30/6/2026

10. What happens if I cancel my subscription before the first bill is paid?

If you cancel your subscription before paying the first bill, you will no longer be eligible for the prize. Payment for the first bill is required to qualify for the reward.

11. How long does it take to receive the prize if I qualify?

The winner announcement email should arrive within **30 business days** after your payment is successfully processed. Please ensure your email address is correct in your account profile.

12. What should I do if I encounter issues redeeming my prize?

Kindly contact the respective theme park operators below for any resolution related to the redemption or reach out to **Unifi Customer Support** for assistance at <https://maya.unifi.com.my/>

- Gamuda Cove Splashmania:
<https://gamudacove.com.my/splashmania/>
- A'Famosa Water World:
<https://www.afamosa.com/water-theme-park>
- The Lost World of Tambun:
<https://sunwaylostworldoftambun.com/>

13 – Where can I read the Campaign Terms and Condition?

- Unifi Home Plus - [TnCs Home Broadband Plus Campaign 2025 V1 p1.pdf](#)
- Smart Device Fiesta - <https://unifi.com.my/smart-device-fiesta>
- Unifi Smart Home Shield - [UNIFI.SMART.HOME.TC.product.pdf](#)