

## FREQUENTLY ASKED QUESTIONS

**Unifi Online Exclusive: “Beli peranti pintar, dapat TNG RM50 atau baucar Shopee RM30”**

### **1. About the Campaign**

#### **1.1 What is the “Beli peranti pintar, dapat TNG RM50 atau baucar Shopee RM30” campaign about?**

The Unifi Online Exclusive: ***Beli peranti pintar, dapat TNG RM50 atau baucar Shopee RM30*** campaign rewards you when you add on a Smart TV or Laptop/Device to your Unifi Fibre home plan under a 24-month or 36-month contract. The first 300 customers will receive a RM50 TNG e-Wallet **reload PIN** and the next 20 customers will receive a RM30 Shopee e-Voucher.

#### **1.2 When is the campaign period?**

The campaign runs from 1 June 2025 to 31 July 2025. The rewards are limited to the first 300 qualifying customers for the RM50 TNG e-Wallet **reload PIN** and the next 20 for the RM30 Shopee e-Voucher. Buy now to secure your reward!

#### **1.3 Which devices are eligible for this promotion?**

Eligible devices include:

Smart Device	Contract Period
ASUS TUF Gaming F16	24 or 36 months
Asus Expertbook	24 or 36 months
LG 65 Inch 4K UHD Smart TV	24 or 36 months

LG 75 Inch 4K UHD Smart TV	24 or 36 months
SAMSUNG 55 Inch Crystal UHD DU7000 4K Smart TV	24 or 36 months
SAMSUNG 65 Inch Crystal UHD DU7000 4K Smart TV	24 or 36 months
SAMSUNG 75 Inch Crystal UHD DU7000 4K Smart TV	24 or 36 months
SHARP 55 Inch 4K UHD Google TV	24 or 36 months
SHARP 65 Inch 4K UHD Google TV	24 or 36 months
SHARP 75 Inch 4K UHD Google TV	24 or 36 months

More smart devices may be introduced during the campaign. Keep an eye on the MyUnifi app or Unifi Selfcare portal for the latest additions!

#### ***1.4 When will I receive the smart device?***

If you're an existing customer, your smart device will be delivered to your address within 60 calendar days after the order is completed, subject to stock availability.

#### ***1.5 How do I check the smart device delivery status?***

Your smart device will be delivered by our partner, Line Clear Express.

You can track the delivery status at <http://lineclearexpress.com/my/tracking>.

Please enter your Unifi order number (without the "-"), e.g. 141205393843.

#### ***1.6 I've subscribed to a smart device. Can I cancel or return it within the contract period?***

We're sorry, but cancellations or returns are not allowed during the contract period. If you're still tied to a smart device contract, a penalty will apply—calculated based on the remaining monthly balance of the smart device's Recommended Retail Price (RRP).

#### ***1.7 How much is the penalty if I terminate the plan within the contract period?***

If you terminate your plan during the contract, early termination charges will be applied using this calculation formula:

$(\text{Device Recommended Retail Price (RRP)} \div 24 \text{ months}) \times \text{Remaining Month(s)}$

Example:

For a laptop with an RRP of RM2,950 and five (5) months remaining:

$\text{RM2,950} \div 24 \text{ months} = 122.90$

Penalty Fee:  $\text{RM122.90} \times 5 \text{ months} = \text{RM614.50}$

## **2. Rewards and Eligibility**

### **2.1 How do I qualify for the RM50 TNG e-Wallet reload PIN or RM30 Shopee e-Voucher?**

To qualify for the campaign rewards, you must:

- Add on a Smart TV or Laptop/Device.
- Agree to a 24-month or 36-month contract for the selected device.
- Make **payment for your first bill** after the add-on is completed.

### **2.2 What if I'm not one of the first 300 customers?**

The **RM50 TNG e-Wallet reload PIN** is limited to the first **300 eligible customers** only. If you're among the next 20 eligible customers, you'll receive a RM30 Shopee e-voucher instead.

### **2.3 What happens if I cancel my subscription before paying the first bill?**

If you cancel your Smart TV or Laptop/Device add-on before paying the first bill, you'll no longer be eligible for the RM50 TNG e-Wallet **reload PIN** or RM30 Shopee e-Voucher. To qualify for the reward, your first bill must be paid in full.

### **2.4 How many smart devices can I subscribe to, and how do the campaign rewards work?**

You can subscribe to up to two (2) smart devices per Unifi Home account. During the campaign period, each smart device add-on you purchase gives you one (1) chance to win the available rewards.

### ***2.5 Is this campaign available nationwide?***

Yes, the Unifi Online Exclusive: “**Beli peranti pintar, dapat TNG RM50 atau baucar Shopee RM30**” campaign is available nationwide. Simply meet the eligibility criteria and purchase the smart device or Laptop/Device add-on via the MyUnifi app or Unifi Selfcare portal.

## ***3. How to Participate***

### ***3.1 Where can I add on a smart device or Laptop/Device for this campaign?***

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

- **MyUnifi 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 and Unifi Selfcare portal.

## ***4. Rewards Redemption***

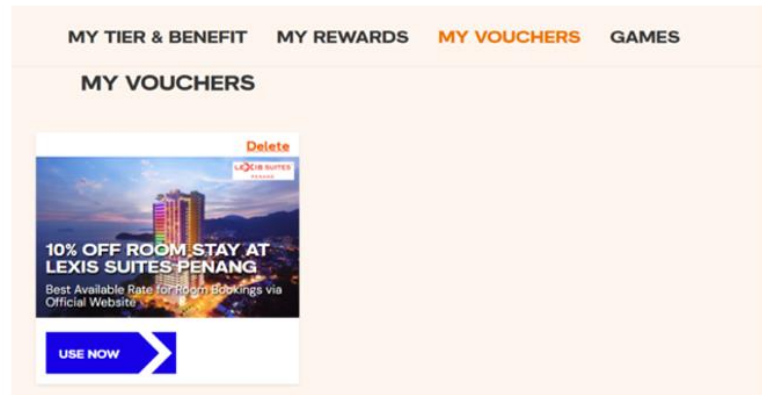
### ***4.1 How will I receive my RM50 TNG e-Wallet reload PIN or RM30 Shopee e-Voucher?***

If you qualify, you'll receive an **email** from [digital@unifi.com.my](mailto:digital@unifi.com.my) with instructions on how to redeem your RM50 TNG e-Wallet **reload PIN** or RM30 Shopee e-Voucher. The **reload PIN** or e-Voucher will be available via the **MyUnifi app** or **Unifi Selfcare portal** under the **Rewards** page.

## Unifi Selfcare Portal



1. Click "View My Rewards"

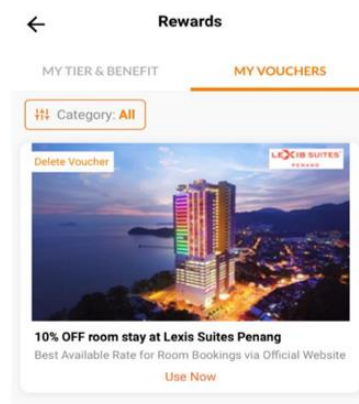


2. Go to "MY VOUCHERS" to view the voucher.

## MyUnifi App



1. Tap "Rewards".



2. . Go to "MY VOUCHERS" to view the voucher.

#### ***4.2 What if I'm not previously enrolled in the Unifi Rewards Membership Programme?***

If you're not yet a member of the Unifi Rewards Membership Programme, you'll be automatically enrolled when you purchase Smart TV and Laptop/Device during the campaign period. Once enrolled, you can access exclusive the e-voucher benefits, promotions and deals via the MyUnifi app or Unifi Selfcare portal. Once you qualify, you'll be able to view and redeem your reload PIN or e-Voucher directly from the Rewards page in the MyUnifi app or Unifi Selfcare portal.

#### ***4.3 How long does it take to receive the e-Voucher after I qualify?***

The **RM50 TNG e-Wallet reload PIN** or **RM 30 Shopee e-Voucher** will be sent to your registered email address within **30 business days** after your first bill payment is successfully processed. Please ensure your account email address is correct.

#### ***4.4 What should I do if I did not receive an email to redeem my e-Voucher or Smart Device?***

If you've qualified but have not receive the email within two (2) months after the campaign ends, please contact **Unifi Customer Support** for assistance at <https://maya.unifi.com.my/> or reach us on our social media channels:

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

When contacting us, please have the following details ready:

- Delivery order
- A photo of the delivery box
- A photo of the defective or damaged part (if applicable)
- Device serial number
- Your contact number and an alternative contact number

#### ***4.5 What should I do if I encounter issues redeeming my e-Voucher?***

If you're having trouble redeeming your e-Voucher, please ensure that:

- You've paid your first bill in full after adding the Smart TV or Laptop/Device to your Unifi Home Fibre broadband plan.
- You're logged in to the **MyUnifi app** and accessing the reward via **Unifi Rewards**.
- You've followed the redemption instructions sent to your registered email.

If the issue still 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>

#### ***4.6 Are there any terms and conditions I should be aware of?***

Yes, please take note of the following:

- The offer is limited to the first 320 customers who add on a Smart TV or Laptop/Device via the MyUnifi app or Unifi Selfcare portal during the campaign period (1 June 2025 to 31 July 2025).
- All devices are tied to a 24-month or 36-month contract.
- You must make payment for your first bill after the add-on is completed.
- For the full campaign terms and conditions, please refer [here](#).
- For the full terms and conditions on smart devices, please refer [here](#).