

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR UNIFI MOBILE PENJAWAT AWAM 2025 CAMPAIGN**

QUESTION		ANSWER																							
1.	What is the Unifi Mobile Penjawat Awam 2025 Campaign?	If you are a government servant, this campaign is for you. You can get a free 5G smartphone when you sign up for a UNI5G Postpaid plan with a 24-month contract – available exclusively for government employees.																							
2.	When is this campaign period?	The campaign runs from 6 May 2025 to 31 December 2025 .																							
3.	Am I eligible to join this campaign?	You are eligible if you are a Malaysian Government Servant aged 18 and above with a valid ID.																							
4.	What do I get with this offer?	<p>This campaign is open to selected UNI5G Postpaid plans and device models that comes with a 24-month contract as following:</p> <table><tr><th>Device Models</th><th>Device Recommended Retail Price, RRP (RM)</th><th>Device Upfront Payment (RM)</th><th>Eligible Postpaid plan</th><th>Device Selling Price (RM)</th></tr><tr><td>vivo Y28s 5G</td><td>RM799</td><td>RM180</td><td rowspan="3">UNI5G Postpaid 69 @ RM49</td><td>FREE</td></tr><tr><td>Redmi 13C 5G</td><td>RM999</td><td>RM180</td><td>FREE</td></tr><tr><td>Samsung Galaxy A06 5G</td><td>RM699</td><td>RM180</td><td>FREE</td></tr><tr><td>Samsung Galaxy A16 5G</td><td>RM899</td><td>RM180</td><td>UNI5G Postpaid 99 @ RM69</td><td>FREE</td></tr></table> <p>The device models listed above shall be replaced from time to time, subject to the stock availability and model replacement.</p>	Device Models	Device Recommended Retail Price, RRP (RM)	Device Upfront Payment (RM)	Eligible Postpaid plan	Device Selling Price (RM)	vivo Y28s 5G	RM799	RM180	UNI5G Postpaid 69 @ RM49	FREE	Redmi 13C 5G	RM999	RM180	FREE	Samsung Galaxy A06 5G	RM699	RM180	FREE	Samsung Galaxy A16 5G	RM899	RM180	UNI5G Postpaid 99 @ RM69	FREE
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5.	How can I sign up for this offer?	You can sign up during our roadshows only. This offer is not available through walk-ins, calls, or online channels – so be sure to catch us at the nearest roadshow!																							
6.	I already have a Unifi Mobile contract. Can I still join?	Yes, you can! Even if you have an existing contract, you are still eligible. Just remember, each customer can sign up for up to two (2) device plans per NRIC .																							
7.	Will I need to pay anything upfront when I sign up?	<p>Yes, there's an upfront payment of RM180 when you sign up. But good news – this amount will be credited back to you in your monthly mobile bills over 24 months.</p> <p>However, you will not need to pay anything upfront if:</p> <p>a. You're an active Unifi Mobile customer for at least 6 months, and</p>																							

		b. You've had no missed payments for the past 4 consecutive months .
8.	Is there a limit to how many devices I can sign up for?	Yes, each customer can sign up for a maximum of two (2) devices per NRIC , based on the UNI5G Postpaid device business rules.
9.	What documents do I need to bring to sign up?	To register for this offer, just bring the following: a. Your MyKad , and b. A proof of employment (e.g., employment letter, staff pass, or official ID tag)
10.	Who do I contact for further enquiries for this campaign?	If you have any further enquiries or assistance with this offer, feel free to reach out to our Care Crew.