

FREQUENTLY ASKED QUESTIONS (FAQ) FOR UNLIMITED GAYA RAYA CAMPAIGN

NO.	QUESTION	ANSWER																								
1.	What is the Unlimited Gaya Raya Campaign?	The Unlimited Gaya Raya Campaign allows both new and existing Unifi Mobile customers to receive free 5G smartphones and access Unlimited 5G starting from RM69/month..																								
2.	When is the Unlimited Gaya Raya Campaign?	The Unlimited Gaya Raya Campaign runs from 8th March 2024, to 31st May 2024. For more details, you can visit our website at https://unifi.com.my/mobile/devices .																								
3.	Who can participate for this campaign?	<p>This campaign is open to:</p> <ul style="list-style-type: none">▪ New Unifi Mobile customers signing up with our latest plan, from UNI5G Postpaid 69 and above.▪ Existing Unifi Mobile customers, who have the option to switch from their current postpaid plan to UNI5G Postpaid 69 plan and above.																								
4.	Is the promotion available for all plans?	Unfortunately, the promotion is exclusively for those subscribing to the New UNI5G Postpaid 69 and above.																								
5.	What are the benefits if I sign up for this Campaign?	<p>You will be eligible for FREE 5G smartphones as per table below:</p> <table><tr><th>DEVICE</th><th>RRP (RM)</th><th>DEVICE UPFRONT PAYMENT (RM)</th><th>UNI5G POSTPAID 69</th><th>UNI5G POSTPAID 99</th><th>UNI5G POSTPAID 129</th><th>UNI5G POSTPAID 159</th><th>UNI5G POSTPAID 189</th></tr><tr><td>Realme 11X 5G</td><td>999</td><td>648</td><td>N/A</td><td>FREE</td><td>FREE</td><td>FREE</td><td>FREE</td></tr><tr><td>ZTE A73 5G</td><td>749</td><td>456</td><td>FREE</td><td>FREE</td><td>FREE</td><td>FREE</td><td>FREE</td></tr></table> <p>Note :</p> <ul style="list-style-type: none">• Customers will be under a 24-month contract• Customers meeting the following conditions are entitled to have the upfront payment waived:<ul style="list-style-type: none">◦ Existing Unifi Mobile Postpaid subscribers with a subscription period of six (6) months and above.◦ Good payment history for Unifi Mobile Postpaid and/or Unifi Home (where applicable) for the previous four (4) months of subscription. <p>For more information, check out our official Unifi website at https://unifi.com.my/mobile/devices</p>	DEVICE	RRP (RM)	DEVICE UPFRONT PAYMENT (RM)	UNI5G POSTPAID 69	UNI5G POSTPAID 99	UNI5G POSTPAID 129	UNI5G POSTPAID 159	UNI5G POSTPAID 189	Realme 11X 5G	999	648	N/A	FREE	FREE	FREE	FREE	ZTE A73 5G	749	456	FREE	FREE	FREE	FREE	FREE
DEVICE	RRP (RM)	DEVICE UPFRONT PAYMENT (RM)	UNI5G POSTPAID 69	UNI5G POSTPAID 99	UNI5G POSTPAID 129	UNI5G POSTPAID 159	UNI5G POSTPAID 189																			
Realme 11X 5G	999	648	N/A	FREE	FREE	FREE	FREE																			
ZTE A73 5G	749	456	FREE	FREE	FREE	FREE	FREE																			
6.	I am interested. How do I enjoy this campaign?	<p>You may enjoy this campaign via ;</p> <ul style="list-style-type: none">• Online at https://unifi.com.my/mobile/devices• Unifi Mobile App• Walk in to any Unifi Store• TM Authorized Dealer (TAD)																								
7.	If I have an existing contract with Unifi Mobile, can I opt for this Campaign?	Absolutely! As an existing customer, you can sign up for an eligible plan by subscribing with a new mobile number. Each customer (with NRIC or passport) is eligible to sign up for up to two (2) device plans.																								

NO.	QUESTION	ANSWER
8.	When will I receive the device?	You can expect to receive the device within 7 to 14 working days. If, for any reason, you do not receive the device within this timeframe, please do not hesitate to contact us. You can easily lodge a report via our Live Chat at maya.unifi.com.my or the Unifi Mobile app.
9.	Who do I contact for further enquiries for this Campaign?	<p>You can easily reach us through various digital channels:</p> <ul style="list-style-type: none">• Live Chat via Unifi app: Reach out to our customer support team here.• Facebook: Visit https://www.facebook.com/weareunifi and send us a Private Message (PM).• X (Formerly known as Twitter). Reach us at @Unifi and send us a Direct Message (DM).• Walk-in to a Unifi Store: Visit the nearest Unifi Stores, and our friendly Care Crew will assist you.