

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNIFI'S EXCLUSIVE ONLINE CAMPAIGN OCTOBER TO DECEMBER 2024**

NO	QUESTION	ANSWER
1.	Can you tell me more about this campaign?	<ul style="list-style-type: none"> • Unifi is giving away vouchers, worth up to RM60 each for customers who get eligible UNI5G Postpaid plan, and up to RM50 each for existing Unifi Home customers who purchase eligible add-ons to their Unifi Home subscription 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 and Smart Home Solutions) via the MyUnifi app or the Unifi Self Care portal throughout the campaign period. • This campaign will also reward new customers who subscribe to eligible UNI5G Postpaid Individual plans 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 7 October until 31 December 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 customers subscribing to device add-ons or Unifi TV Pack • New customers subscribing to UNI5G Postpaid plans (39, 69 and 99) • New customers purchasing Smartphones <p>The eligible add-ons/products include:</p> <ul style="list-style-type: none"> • UNI5G Postpaid 39, 69 and 99 Plan • All Unifi TV Packs (Aneka Plus, Ruby Plus, Varnam Plus, Ultimate Max, Ultimate Plus, Family, Movies, Kids, Sports) • Smartphones • Devices (All Mesh Wi-Fi models, Unifi TV Box) • Smart Devices (All models - Smart TVs, Laptops, Tablets, Gaming Consoles) • Smart Home Solutions

<p>4.</p>	<p>This is interesting, can you tell me how to join?</p>	<ul style="list-style-type: none"> • All you need to do is follow the steps below: <ol style="list-style-type: none"> i. Log on to the MyUnifi app or the Unifi Self Care portal https://selfcare.unifi.com.my ii. Or, log on to the Unifi Mobile app or Unifi Mobile eStore via https://unifi.com.my/mobile/postpaid to get any one (1) of the UNI5G Postpaid plans listed in Question no. 3. 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.</p>	<p>What are the campaign mechanics?</p>	<ul style="list-style-type: none"> • The first 1,800 customers who subscribe to eligible UNI5G Postpaid plans will get up to RM60 ZUS/TNG/Shopee voucher; • The first 300 customers who purchase Smartphones will get up to RM50 TNG/Setel voucher; • The first 1,000 existing Unifi Home customers who subscribe to any of the eligible add-ons will get up to RM50 TNG/Setel voucher; . • The following mechanics will apply for customers participating in this campaign: <table border="1" data-bbox="630 1167 1449 1984"> <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 rowspan="3">First 600 SIM activation each month</td> <td colspan="2">RM20 Voucher</td> </tr> <tr> <td>UNI5G Postpaid 69</td> <td colspan="2">RM40 Voucher</td> </tr> <tr> <td>UNI5G Postpaid 99</td> <td colspan="2">RM60 Voucher</td> </tr> <tr> <td>Smartphones</td> <td>First 100 activation each month</td> <td colspan="2">RM50 Voucher</td> </tr> <tr> <td>Unifi TV Pack (Aneka Plus, Ruby Plus, Varnam Plus, Ultimate Max, Ultimate Plus, Family, Movies, Kids, Sports)</td> <td>First 100 activation each month</td> <td rowspan="2">n/a</td> <td>RM30 Voucher</td> </tr> <tr> <td>Devices (Mesh Wi-Fi, Unifi TV Box)</td> <td>First 100 activation each month</td> <td>RM50 Voucher</td> </tr> </tbody> </table>	Product/Add-on	Giveaway for	Giveaway for New Customer	Giveaway for Unifi Home Customer	UNI5G Postpaid 39	First 600 SIM activation each month	RM20 Voucher		UNI5G Postpaid 69	RM40 Voucher		UNI5G Postpaid 99	RM60 Voucher		Smartphones	First 100 activation each month	RM50 Voucher		Unifi TV Pack (Aneka Plus, Ruby Plus, Varnam Plus, Ultimate Max, Ultimate Plus, Family, Movies, Kids, Sports)	First 100 activation each month	n/a	RM30 Voucher	Devices (Mesh Wi-Fi, Unifi TV Box)	First 100 activation each month	RM50 Voucher
Product/Add-on	Giveaway for	Giveaway for New Customer	Giveaway for Unifi Home Customer																								
UNI5G Postpaid 39	First 600 SIM activation each month	RM20 Voucher																									
UNI5G Postpaid 69		RM40 Voucher																									
UNI5G Postpaid 99		RM60 Voucher																									
Smartphones	First 100 activation each month	RM50 Voucher																									
Unifi TV Pack (Aneka Plus, Ruby Plus, Varnam Plus, Ultimate Max, Ultimate Plus, Family, Movies, Kids, Sports)	First 100 activation each month	n/a	RM30 Voucher																								
Devices (Mesh Wi-Fi, Unifi TV Box)	First 100 activation each month		RM50 Voucher																								

		<table border="1"> <tr> <td data-bbox="630 219 927 324">Smart Devices (Smart TV, Laptop, Tablet, Gaming Console)</td> <td data-bbox="927 219 1086 324">First 200 activation each month</td> <td data-bbox="1086 219 1230 324"></td> <td data-bbox="1230 219 1453 324">RM50 Voucher</td> </tr> <tr> <td data-bbox="630 324 927 430">Smart Home</td> <td data-bbox="927 324 1086 430">First 100 activation each month</td> <td data-bbox="1086 324 1230 430"></td> <td data-bbox="1230 324 1453 430">RM30 Voucher</td> </tr> </table>	Smart Devices (Smart TV, Laptop, Tablet, Gaming Console)	First 200 activation each month		RM50 Voucher	Smart Home	First 100 activation each month		RM30 Voucher
Smart Devices (Smart TV, Laptop, Tablet, Gaming Console)	First 200 activation each month		RM50 Voucher							
Smart Home	First 100 activation each month		RM30 Voucher							
<p>6.</p>	<p>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. • 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 voucher code via e-mail. • <i>Note: Your Unifi Home plan and UNI5G Postpaid 39/69/99 plans 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. 								
<p>7.</p>	<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.	Can I transfer my giveaway to my family or friend if my Unifi order submission is failed?	Please note that all giveaways are non-transferable and non-exchangeable.
9.	Can I exchange the giveaway for cash?	Please note that all giveaways are non-transferable and non-exchangeable.
10.	Who should I contact if I have a problem with the giveaway?	If you face any problems, please contact our supplier 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