

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR UNI5G POSTPAID FREE 5G PHONES CAMPAIGN**

NO.	QUESTION	ANSWER																																				
1.	What is the UNI5G Postpaid Free 5G Phones Campaign?	The UNI5G Postpaid Free 5G Phones Campaign offers you a FREE 5G phone when you subscribe to the UNI5G Postpaid 69 plan. Plus, you'll get a rebate of RM20 or RM10, depending on your choice. This offer comes with either a 24-month or 36-month contract period, giving you the flexibility to choose what works best for you.																																				
2.	When is the period for this campaign?	This campaign starts from 5 th September 2024 and will end on 31 st January 2025. For more details, you can visit our website at https://unifi.com.my/mobile/devices .																																				
3.	Who is eligible for this campaign?	You are eligible for this campaign if you are a new Unifi Mobile customer signing up with our UNI5G Postpaid 69 plan. If you are already with us, no worries you can still enjoy this offer by switching from your current postpaid plan to the UNI5G Postpaid 69.																																				
4.	Is the campaign available for all plans?	This rebate offer is available exclusively for those of you subscribing to the UNI5G Postpaid 69 device bundle.																																				
5.	What are the benefits if I sign up for this campaign?	<p>When you sign up for this campaign, you will be eligible to choose from a range of smartphones as listed in the table below:</p> <p>UNI5G Postpaid 69 with RM20 rebate</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #0070C0; color: white;"> <th>Model</th> <th>RRP</th> <th>Selling Price</th> <th>Device Upfront Payment</th> <th>Contract Period</th> </tr> </thead> <tbody> <tr> <td>ZTE Blade A75 5G</td> <td>RM749</td> <td>FREE</td> <td>RM504</td> <td rowspan="3" style="text-align: center; vertical-align: middle;">36 months</td> </tr> <tr> <td>Redmi 13C 5G</td> <td>RM999</td> <td>RM259</td> <td>RM360</td> </tr> <tr> <td>vivo Y28s 5G</td> <td>RM799</td> <td>RM259</td> <td>RM360</td> </tr> </tbody> </table> <p>UNI5G Postpaid 69 with RM10 rebate</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #0070C0; color: white;"> <th>Model</th> <th>RRP</th> <th>Selling Price</th> <th>Device Upfront Payment</th> <th>Contract Period</th> </tr> </thead> <tbody> <tr> <td>ZTE Blade A75 5G</td> <td>RM749</td> <td>FREE</td> <td>RM480</td> <td rowspan="3" style="text-align: center; vertical-align: middle;">24 months</td> </tr> <tr> <td>Redmi 13C 5G</td> <td>RM999</td> <td>FREE</td> <td>RM600</td> </tr> <tr> <td>vivo Y28s 5G</td> <td>RM799</td> <td>FREE</td> <td>RM600</td> </tr> </tbody> </table> <p>You will continue to enjoy your RM10 or RM20 rebate as long as you stay on the UNI5G Postpaid 69 plan without switching or terminating it.</p> <p>If you are currently enjoying the RM10 Unifi Mobile discount with Unifi Home, this discount will be discontinued with this campaign. You will only receive RM10 or RM20 rebates with UNI5G Postpaid 69.</p>	Model	RRP	Selling Price	Device Upfront Payment	Contract Period	ZTE Blade A75 5G	RM749	FREE	RM504	36 months	Redmi 13C 5G	RM999	RM259	RM360	vivo Y28s 5G	RM799	RM259	RM360	Model	RRP	Selling Price	Device Upfront Payment	Contract Period	ZTE Blade A75 5G	RM749	FREE	RM480	24 months	Redmi 13C 5G	RM999	FREE	RM600	vivo Y28s 5G	RM799	FREE	RM600
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		<p>Note : You can have the upfront payment waived if you meet these conditions:</p> <ul style="list-style-type: none"> ○ You are an existing Unifi Mobile Postpaid subscriber with at least six (6) months of subscription. ○ You have maintained a good payment history for Unifi Mobile Postpaid and/or Unifi Home (if applicable) for the past four (4) months. <p>For more information, check out our official Unifi website at https://unifi.com.my/mobile/devices</p>
6.	<p>Which channel can I subscribe to this campaign?</p>	<p>You can subscribe to this campaign through any of the following channels:</p> <ul style="list-style-type: none"> • Online at https://unifi.com.my/mobile/devices • Unifi Mobile App • Walk in to any TM Point/Unifi Store • Through TM Authorized Dealer (TAD)
7.	<p>If I have an existing contract with Unifi Mobile, can I opt for this campaign?</p>	<p>Yes, even if you have an existing contract, you can still take advantage of this campaign by subscribing with a new mobile number. You are eligible to sign up for up to two (2) device plans per NRIC or passport, giving you more flexibility to enjoy our great offers.</p>
8.	<p>When will I receive the device if I have placed my order online or via the Unifi Mobile app?</p>	<p>You can expect to receive your device within 7 to 14 working days. If, for any reason, your device does not arrive within this timeframe, kindly reach out to us right away. You can easily lodge a report through our Live Chat at maya.unifi.com.my or via the Unifi Mobile app.</p>
9.	<p>Who do I contact for further enquiries for this campaign?</p>	<p>If you have any further questions or need assistance with this offering, you can reach out to our Care Crew.</p>