

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR UNI5G WOW PREPAID**

UNI5G WOW Prepaid Change of Plan (COP) Campaign

NO	QUESTION	ANSWER						
1.	What is UNI5G WOW Prepaid COP campaign?	<ul style="list-style-type: none"> • This campaign is specially for you if you are currently on an older Unifi Mobile Prepaid plan (like Mobile Unifi or BEBAS10). • All you need to do is switch to the UNI5G WOW Prepaid plan and reload at least RM10 within 5 days of the switch. As a reward, you will get a free RM10 Tealive voucher code via SMS! 						
2.	When is the campaign period?	<ul style="list-style-type: none"> • The UNI5G WOW Prepaid COP campaign runs from 5 December 2024 to 10 March 2024, or until stocks last. So don't wait—make the switch and reload at least RM10 soon to grab your free Tealive voucher before it's gone! 						
3.	How do I redeem the RM10 Tealive voucher?	<ul style="list-style-type: none"> • Once you get your RM10 Tealive voucher code via SMS, just head to any Tealive outlet. Show the voucher code to the cashier, and enjoy your free Tealive treat. 						
4.	I am already a UNI5G WOW Prepaid Subscriber. Can I participate in this campaign?	<ul style="list-style-type: none"> • Unfortunately, this campaign is only open to UNI5G Prepaid subscribers who are still on older plans (like Mobile Unifi or BEBAS10). 						
5.	How do I participate in this COP campaign?	<ul style="list-style-type: none"> • To participate, simply follow these steps: <table border="1" data-bbox="581 1320 1336 1902"> <thead> <tr> <th data-bbox="581 1320 1011 1360">Mechanics</th> <th data-bbox="1011 1320 1336 1360">Prizes</th> </tr> </thead> <tbody> <tr> <td data-bbox="581 1360 1011 1528"> STEP 1 Download the Unifi Mobile app, visit the Unifi Selfcare portal, or explore the Unifi eStore. </td> <td data-bbox="1011 1360 1336 1902" rowspan="3"> Free RM10 Tealive voucher code via SMS </td> </tr> <tr> <td data-bbox="581 1528 1011 1696"> STEP 2 Select "Change Plan" in your Unifi Mobile app or the Unifi Selfcare Portal. </td> </tr> <tr> <td data-bbox="581 1696 1011 1902"> STEP 3 Reload a minimum of RM10 within 5 days of your plan activation / successful Change of Plan (COP). </td> </tr> </tbody> </table> 	Mechanics	Prizes	STEP 1 Download the Unifi Mobile app, visit the Unifi Selfcare portal , or explore the Unifi eStore .	Free RM10 Tealive voucher code via SMS	STEP 2 Select "Change Plan" in your Unifi Mobile app or the Unifi Selfcare Portal.	STEP 3 Reload a minimum of RM10 within 5 days of your plan activation / successful Change of Plan (COP).
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6.	Is there any charge for the Change of Plan (COP)?	<ul style="list-style-type: none"> Switching to UNI5G WOW Prepaid via online channels like the Unifi Mobile app and Unifi eStore is absolutely free. Just make sure to reload a minimum of RM10 to participate in the campaign.
7.	I have more than one registered Unifi Prepaid number. Can I make multiple entries?	<ul style="list-style-type: none"> Yes, you can! For each successful Change of Plan (COP) and RM10 reload, you will receive a free RM10 Tealive voucher code.
8.	How will I know if I have won the voucher?	<ul style="list-style-type: none"> If you have successfully switched your plan (COP) and reloaded a minimum of RM10 within 5 days, you will receive an SMS from us with your RM10 Tealive voucher code. <p><i>Note: TM reserves the right to change how we communicate with winners based on the terms and conditions. Any updates will be shared through the same channels.</i></p>
9.	Who should I contact if I need assistance or have questions?	<ul style="list-style-type: none"> Our Care Crew is here for you! Feel free to reach out anytime for assistance or enquiries.