

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR UNI5G PREPAID  
“MENANGI TIKET LIGA MALAYSIA DENGAN UNIFI  
MOBILE PREPAID” CAMPAIGN**

NO	QUESTION	ANSWER
1.	<b>What is “Menangi Tiket Liga Malaysia dengan Unifi Mobile Prepaid” campaign?</b>	<ul style="list-style-type: none"> <li>In conjunction with the Liga Malaysia 2023 tournament, all new and existing Unifi Mobile prepaid subscribers can participate in this campaign and stand a chance to win tickets to 2023 Malaysian Football League.</li> </ul>
2.	<b>What is the campaign period?</b>	<ul style="list-style-type: none"> <li>The “Menangi Tiket Liga Malaysia dengan Unifi Mobile Prepaid” campaign will be held from:                             <p style="margin-left: 20px;">Sub Campaign 1: For New Unifi Starter Pack customers 15 May 2023 – 3<sup>rd</sup> July 2023*</p> <p style="margin-left: 20px;">Sub Campaign 2: For Existing Unifi Mobile Prepaid customers 15 May 2023 – 10<sup>th</sup> December 2023</p> <p style="margin-left: 20px;">Hero Campaign: Hat-trick with Unifi Mobile Prepaid 15 May 2023 – 10<sup>th</sup> December 2023</p> <p style="margin-left: 20px;"><i>*Subject to extension at the organiser's discretion</i></p> </li> </ul>
3.	<b>Does it include all of the Liga Malaysia 2023 tournaments?</b>	<ul style="list-style-type: none"> <li>Yes, the campaign includes all 3 tournaments from the 2023 Liga Malaysia (Liga Super, Piala FA, and Piala Malaysia).</li> </ul>
4.	<b>Can I choose the match or tournament I want to enter if I win?</b>	<ul style="list-style-type: none"> <li>No, the organiser reserves the right to award the winners with any available matches at the time of the draw.</li> </ul>

5. **What are the campaign's mechanics?**

- There are 3 types of mechanics in the "Menangi Tiket Liga Malaysia dengan Unifi Mobile Prepaid":

No.	Mechanics	Prizes
1	<p>Hat-trick with Unifi Mobile Prepaid (Hero Campaign)</p> <p><b>STEP 1</b> Purchase one of the following base plans: Monthly Quota / Weekly Unlimited</p> <p><b>STEP 2</b> Purchase a High Speed Quota pass: 2GB / 4GB / 8GB</p> <p><b>STEP 3</b> Purchase either 1 call pass: 60 / 200 mins</p>	<p>Stand a chance to win <b>2 VIP Invitations</b> to either the Piala FA or Piala Malaysia Final Match (Allocated at Random)</p>
2	<p>Menangi Tiket Liga Malaysia dengan Unifi Mobile Prepaid (Sub Campaign #1)</p> <p><b>STEP 1</b> Purchase and register the Unifi Prepaid Starter Pack</p> <p><b>STEP 2</b> Purchase an RM35 Monthly Unlimited pass within 3 days after activating the SIM</p>	<p>Stand a chance to win a pair of match day tickets (2x)</p>
3	<p>Menangi Tiket Liga Malaysia dengan Unifi Mobile Prepaid (Sub Campaign #2)</p> <p><b>STEP 1</b> Purchase 8GB high speed internet quota pass</p> <p><b>STEP 2</b> Purchase 200 min call pass</p>	<p>Stand a chance to win a pair of match day tickets (2x)</p>

<p>6.</p>	<p><b>Who is eligible to participate in this campaign?</b></p>	<ul style="list-style-type: none"> <li>This campaign is open to all Unifi Mobile prepaid subscribers, both new and existing:</li> </ul> <p>For new customers, simply purchase the Unifi Mobile Prepaid starter pack, register and purchase a Monthly Unlimited pass within 3 days of activation via Unifi Mobile Prepaid app during the campaign period.</p> <p>For existing customers, simply purchase base plans, the selected data and call passes via Unifi Mobile Prepaid app during the campaign period.</p>
<p>7.</p>	<p><b>Can I participate in more than 1 sub-campaign at the same time?</b></p>	<ul style="list-style-type: none"> <li>Yes, subscribers are allowed to participate in more than 1 sub-campaigns. This would also increase the number of entries and winning chances.</li> <li>However, if the winner has previously won any of the regular match day tickets in the past, they will be forfeited and another winner will be drawn. They are, nevertheless, eligible to win the 2 VIP invitations to the Final Match if they have previously won any regular match day tickets.</li> </ul>
<p>8.</p>	<p><b>Are multiple entries accepted?</b></p>	<ul style="list-style-type: none"> <li>Yes, please refer to Question 7</li> </ul>
<p>9.</p>	<p><b>What if I purchased Monthly Quota/Weekly Unlimited and then proceeded to purchase both 8GB high speed quota pass and 200 mins call pass, does that mean I participated in both Hat Trick and Sub Campaign #2?</b></p>	<ul style="list-style-type: none"> <li>If you completed all 3 steps as indicated (refer to Question 5), then you are considered to have participated for the Hat Trick campaign only.</li> <li>You are only considered to have participated for Sub Campaign #2 if you have completed the 2 steps required as eligibility criteria (that is to have successfully purchased both the 8GB high speed pass and the 200 min call pass, regardless of the sequence of pass purchase).</li> </ul>
<p>10.</p>	<p><b>I am new to Unifi Mobile Prepaid; could you please show me how to make a top up in order to purchase the passes/plans?</b></p>	<ul style="list-style-type: none"> <li>You can Top up your account via Unifi Mobile Prepaid app by following these steps:             <ol style="list-style-type: none"> <li>1. Login to your Unifi Mobile Prepaid app</li> <li>2. Click on “Reload”</li> <li>3. Select your reload amount</li> <li>4. Select your “Reload Method”</li> <li>5. Continue with the payment process</li> </ol> </li> </ul>

<p>11.</p>	<p><b>How do I purchase passes?</b></p>	<ul style="list-style-type: none"> <li>• If you have sufficient account balance, you can purchase any plans and passes via Unifi Mobile Prepaid app by following these steps:             <ol style="list-style-type: none"> <li>1. Login to your Unifi Mobile Prepaid app</li> <li>2. Click on “Buy Passes”</li> <li>3. Select your preferred pass</li> <li>4. Click “Buy Now”</li> <li>5. Proceed to confirm your purchase</li> </ol> </li> </ul>
<p>12.</p>	<p><b>How will I know if I am one of the winners?</b></p>	<ul style="list-style-type: none"> <li>• We will send an official email or SMS to the winners, or we will publish the winners’ names on Unifi social media accounts</li> <li>• For final match tickets winners, we will notify the winners via official email or SMS, or we will publish the winners’ names on Unifi social media 2 days before the Final Match day</li> <li>• Please note that notifications will only be sent to the winners. There will no notifications sent out to customers for every entry.</li> </ul> <p><b>Note:</b> TM reserves the right to change the means of communication to the winners as specified in the T&amp;Cs.</p> <p>Other information will be communicated via any of the above modes of communication.</p>
<p>13.</p>	<p><b>Who should I contact if I need any assistance or have any questions?</b></p>	<ul style="list-style-type: none"> <li>• You can reach us via the digital platforms listed below:             <ul style="list-style-type: none"> <li>▪ Live Chat via Unifi Mobile Prepaid app or <a href="https://maya.unifi.com.my">https://maya.unifi.com.my</a></li> <li>▪ Facebook at <a href="https://www.facebook.com/weareunifi">https://www.facebook.com/weareunifi</a></li> <li>▪ Twitter at <a href="https://twitter.com/helpmeunifi">https://twitter.com/helpmeunifi</a></li> </ul> </li> </ul>