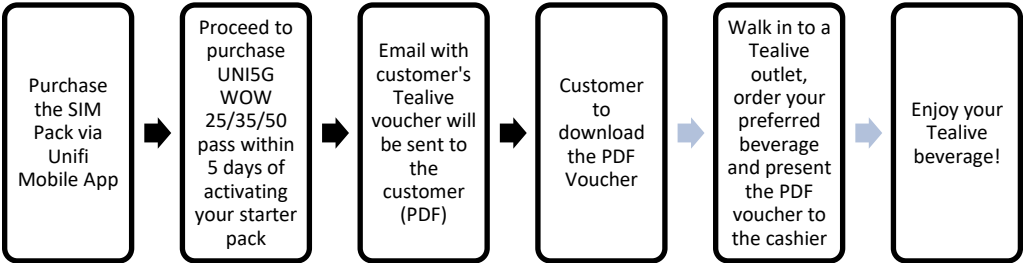


**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
FREE RM10 TEALIVE VOUCHER CAMPAIGN**

NO	QUESTION	ANSWER
FREE RM10 TEALIVE VOUCHER CAMPAIGN		
1.	What is the purpose of this campaign?	<ul style="list-style-type: none"> ▪ We are excited to introduce our latest campaign designed to reward our valued UNI5G WOW Prepaid subscribers! ▪ For a limited time, when you purchase a UNI5G WOW Prepaid Starter Pack along with either UNI5G WOW 25, UNI5G WOW 35, or UNI5G WOW 50 Pass via Unifi Mobile App or Unifi Selfcare Portal, you will receive a RM10 Tealive Voucher, while stocks last.
2.	When is the campaign period?	<ul style="list-style-type: none"> ▪ The campaign kicks off on 15 May 2024, starting at 00:00, and will run until 31 August 2024, ending at 23:59. ▪ Hurry, as this offer is available while stocks last!
3.	Who gets to enjoy the RM10 Tealive voucher?	<ul style="list-style-type: none"> ▪ Great news! All new UNI5G WOW Prepaid subscribers who purchase the UNI5G WOW Prepaid starter pack through the Unifi Mobile App or Unifi Selfcare Portal, and buy either the UNI5G WOW 25, UNI5G WOW 35, or UNI5G WOW 50 plan within 5 days of activation during the campaign period are entitled to receive the reward. ▪ There is more! Our existing subscribers will also be entitled to the free RM10 Tealive voucher upon purchasing designated passes. ▪ If you are an existing UNI5G WOW subscribers, you may purchase the following passes to receive the reward: <ol style="list-style-type: none"> I. Youtube & TikTok pass II. Weekend pass III. UL Call pass ▪ If you are an existing UNI5G old plans subscribers (<i>Mobile Unifi / Bebas10</i>), you may purchase the following passes to receive the reward: <ol style="list-style-type: none"> I. 2GB High Speed Data pass II. 4GB High Speed Data pass III. 8GB High Speed Data pass IV. 10GB Hotspot pass V. 55GB Hotspot pass ▪ Existing subscribers will only receive the reward 1 time throughout the campaign period.

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4.	<p>I am new to Unifi Mobile prepaid, I am interested, how do I sign up?</p>	<ul style="list-style-type: none"> ▪ Signing up is easy! Just follow these simple steps: <ol style="list-style-type: none"> 1. Download the Unifi Mobile App from the Apple App Store or Google Play Store. 2. After downloading and installing the app successfully, launch the UNI5G WOW Prepaid app on your smartphone. 3. Proceed to self-register your account and choose either the "Self-Pick Up" or "Deliver to Doorstep" option. 4. Once you have received your UNI5G WOW SIM card, insert it into your device and activate your SIM. ▪ After registering for UNI5G WOW Prepaid, follow these steps: <ol style="list-style-type: none"> 1. Make sure you have sufficient funds in your UNI5G WOW Prepaid account balance (at least RM25, RM35, or RM50). 2. In the app/portal, select "Buy Passes" and choose the UNI5G WOW 25, UNI5G WOW 35, or UNI5G WOW 50 Pass. 3. Once you have selected the desired pass, click "BUY NOW" to activate the internet pass, and your account balance will be deducted accordingly. 4. You will receive a pop-up notification confirming the successful purchase. ▪ An email containing your RM10 Tealive digital voucher will be sent to you within 7 days of successfully purchasing your UNI5G WOW 25, UNI5G WOW 35, or UNI5G WOW 50 pass. Present the Tealive voucher at selected Tealive stores and enjoy your rewards.
5.	<p>I am an existing subscriber of Unifi Mobile (UNI5G WOW Prepaid/Mobile Unifi / Bebas10), how do I sign up?</p>	<ul style="list-style-type: none"> ▪ You will be entitled to the free RM10 Tealive voucher upon purchasing designated passes during the campaign period. ▪ If you are an existing UNI5G WOW subscribers, you may purchase the following passes to receive the reward: <ol style="list-style-type: none"> I. Youtube & TikTok pass II. Weekend pass III. UL Call pass ▪ If you are an existing UNI5G old plans subscribers (<i>Mobile Unifi / Bebas10</i>), you may purchase the following passes to receive the reward: <ol style="list-style-type: none"> I. 2GB High Speed Data pass II. 4GB High Speed Data pass III. 8GB High Speed Data pass IV. 10GB Hotspot pass V. 55GB Hotspot pass ▪ Existing subscribers will only receive the reward 1 time throughout the campaign period.

NO	QUESTION	ANSWER
6.	I am a UNI5G Postpaid subscriber, can I get the RM10 Tealive voucher reward?	<ul style="list-style-type: none"> ▪ We appreciate your interest. However, this particular campaign is exclusively to Unifi Mobile Prepaid subscribers. Stay tuned for future promotions and rewards tailored for our UNI5G Postpaid subscribers.
7.	How do I receive the RM10 Tealive voucher after purchasing the designated pass?	<ul style="list-style-type: none"> ▪ Once you have successfully purchase the designated passes, the RM10 Tealive voucher will be sent directly to your registered email address. ▪ Please allow up to 7 days for the voucher to arrive to your mailbox. (Subject to voucher availability).
8.	How long does it take to receive the RM10 Tealive voucher?	<ul style="list-style-type: none"> ▪ You won't have to wait long! Eligible subscribers will receive the voucher within 7 days of successfully purchasing the designated passes. (Subject to voucher availability).
9.	Is there an expiry date on the RM10 Tealive voucher?	<ul style="list-style-type: none"> ▪ Yes, like all good things, our Tealive vouchers do come with an expiry date, as specified in the digital voucher. ▪ Remember to check the validity period mentioned in the voucher. ▪ Unfortunately, any vouchers that have not been utilized within this period (expired vouchers) will be forfeited and cannot be refunded. ▪ Enjoy your Tealive treat while it is still valid.
10.	What can I do with the RM10 Tealive voucher?	<ul style="list-style-type: none"> ▪ Treat yourself to any Tealive beverage priced below RM10. <ul style="list-style-type: none"> ▪ If your preferred beverage exceeds RM10, simply cover the difference after deducting the RM10 voucher value. ▪ Remember, vouchers cannot be exchanged for cash and are not valid in conjunction with other promotions or vouchers. ▪ Be sure to check the expiry date stated on the voucher and enjoy your Tealive experience before then.
11.	What if the chosen Tealive beverage costs less than RM10?	<ul style="list-style-type: none"> ▪ If your preferred Tealive beverage costs less than RM10, any remaining balance of the voucher will be considered forfeited and will not be refunded to the customer.
12.	How do I know if I have successfully received RM10 Tealive voucher?	<ul style="list-style-type: none"> ▪ You will receive an email containing the RM10 Tealive digital voucher from Unifi Mobile Prepaid. Be sure to check your email regularly to ensure you don't miss out on your delightful treat.

NO	QUESTION	ANSWER
13.	<p>If I have purchased the UNI5G WOW 25/35/50 pass and purchased it again upon subscription period ends, am I entitled to receive another Free RM10 Tealive voucher?</p>	<ul style="list-style-type: none"> While we appreciate your interest, unfortunately, you will only receive the RM10 Tealive voucher for each successful registration of the UNI5G WOW Prepaid starter pack and purchase of the UNI5G WOW 25, UNI5G WOW 35, or UNI5G WOW 50 Pass within 5 days of activating the SIM during the campaign period.
14.	<p>I am an existing subscriber and I have purchased one of the required pass multiple times throughout the campaign period, will I receive the reward multiple times?</p>	<ul style="list-style-type: none"> No, each prepaid line will only receive 1 time of campaign reward during the campaign period.
15.	<p>What steps are necessary to redeem the Free RM10 Tealive Voucher</p>	<ul style="list-style-type: none"> The journey to redeem the Free RM10 Tealive Voucher involves the following steps:  <pre> graph LR A[Purchase the SIM Pack via Unifi Mobile App] --> B[Proceed to purchase UNI5G WOW 25/35/50 pass within 5 days of activating your starter pack] B --> C[Email with customer's Tealive voucher will be sent to the customer (PDF)] C --> D[Customer to download the PDF Voucher] D --> E[Walk in to a Tealive outlet, order your preferred beverage and present the PDF voucher to the cashier] E --> F[Enjoy your Tealive beverage!] </pre>
16.	<p>If I already have 5 UNI5G Prepaid SIMs / accounts, can I still register for a new SIM to redeem this RM10 Tealive promotion?</p>	<ul style="list-style-type: none"> Unfortunately no. Each registered user is only allowed to have a maximum of 5 registered UNI5G WOW Prepaid SIMs or accounts.

NO	QUESTION	ANSWER
17.	Is this voucher valid at any Tealive outlets?	<ul style="list-style-type: none">▪ Your RM10 Tealive voucher is valid for a single use at most outlets, with a few exceptions. These exceptions include AEON Delica, MaxValue, Cold Storage KLCC, Kidzania, KLIA 2, and Tealive Plus.▪ For a full list of exempted outlets, feel free to visit: https://www.tealive.com.my/voucher
18.	Who should I contact if I need further assistance, or further service enquiries?	<ul style="list-style-type: none">▪ For further assistance, feel free to reach out to our Care Crew.

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