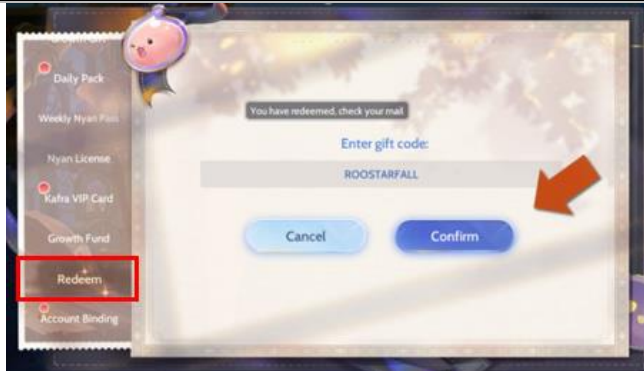


**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
FREE RAGNAROK ORIGIN GIVEAWAY CAMPAIGN WITH UNI5G WOW 35**

NO	QUESTION	ANSWER
FREE RAGNAROK ORIGIN GIVEAWAY CAMPAIGN WITH UNI5G WOW 35		
1.	What is this campaign about?	<ul style="list-style-type: none"> ▪ Unifi Mobile has partnered up with Ragnarok Origin to bring you an exciting offer: free in-game items for UNI5G WOW Prepaid subscribers who purchase UNI5G WOW 35 passes.
2.	How does this campaign work?	<ul style="list-style-type: none"> ▪ UNI5G WOW Prepaid subscribers will receive an SMS containing the giveaway redemption Gift Code upon purchasing UNI5G WOW 35 through the Unifi Mobile app or our web self-care portal @ Unifi Portal
3.	When is the campaign period?	<ul style="list-style-type: none"> ▪ The campaign is set to kick off on 15 April 2024 until 14 May 2024, and it will run for one (1) Month. It is available for the first 98,000 eligible customers.
4.	Who gets to enjoy the Gift Code giveaway redemption?	<ul style="list-style-type: none"> ▪ All new and existing UNI5G WOW Prepaid subscribers who purchase the UNI5G WOW 35 passes during the campaign period are eligible to receive the Gift Code. This offer is available for the first 98,000 eligible customers.
5.	I am interested, how do I sign up?	<ul style="list-style-type: none"> ▪ If you are not yet an UNI5G WOW Prepaid subscriber, you may: <ol style="list-style-type: none"> i. Download the Unifi Mobile app via Apple Appstore, Google Play store, or Huawei AppGallery; alternatively, you may visit our Unifi eShop. ii. Register and purchase your UNI5G WOW Prepaid Starter Pack Online via Unifi Mobile app or Unifi eShop. iii. You may select either “Self-Pick Up” or “Deliver to doorstep” option; standard delivery charges of RM10.60 apply for the delivery option. iv. Once you have received your UNI5G SIM card, insert it into your smart phone and activate your SIM. v. Reload a minimum of RM35. vi. Purchase UNI5G WOW 35 via Unifi Mobile app or Unifi Portal. vii. Upon successful purchase, you will receive an SMS containing the Gift Code for giveaway redemption. viii. Redeem your in-game free items from Ragnarok Origin Global mobile game application. ▪ If you are an existing subscriber of Unifi Mobile prepaid, you may: <ol style="list-style-type: none"> i. Ensure you are on the UNI5G WOW Prepaid plan by performing a Change-of-Plan request from Mobile Unifi/Bebas 10 to UNI5G WOW Prepaid in Unifi Mobile app or Unifi Portal.

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> ii. Purchase UNI5G WOW 35 via the Unifi Mobile app or Unifi Portal iii. Upon successful purchase, you will receive an SMS containing the Gift Code for giveaway redemption. iv. Redeem your in-game free items from Ragnarok Origin Global mobile game application.
6.	<p>As a UNI5G Postpaid subscriber, am I entitled to the Ragnarok Origin giveaway?</p>	<ul style="list-style-type: none"> ▪ Unfortunately, this campaign is exclusively for UNI5G WOW Prepaid subscribers only.
7.	<p>What are the steps to redeem the Gift Code?</p>	<ul style="list-style-type: none"> ▪ The customer's Gift Code Redemption journey involves the following steps: <div style="text-align: center; margin: 10px 0;"> <pre> graph LR A[Login to Ragnarok Origin mobile game.] --> B[After login, click rewards (Giftbox icon)] B --> C[Choose redeem and enter the code (e.g. TMUNIF123) in the box then click confirm] C --> D[Free rewards will be sent to your in-game mailbox. Click the Friends icon and select Mail to check it out!] </pre> </div>
8.	<p>How to redeem Ragnarok Origin Gift Code?</p>	<ul style="list-style-type: none"> ▪ You will receive an SMS from shortcode 20002 containing a code unique to you. Use this shortcode to redeem the game giveaway on the Ragnarok Origin Global mobile application. ▪ Once logged in: <ol style="list-style-type: none"> I. Click Rewards on main screen (Giftbox icon on top right) <div style="text-align: center; margin: 10px 0;"> </div> <ol style="list-style-type: none"> II. Click on Redeem and insert gift code III. Click Confirm to proceed

NO	QUESTION	ANSWER
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- IV. You will receive notification on the game giveaways that you received in **Mail**.
- V. Click on **Claim** to redeem the rewards. Happy Gaming!



9.	<p>What are the giveaway items redeemable with the Gift Code?</p>	<ul style="list-style-type: none"> ▪ Upon redeeming the Gift Code, you will receive the followings: <ul style="list-style-type: none"> I. 1 x Rare Card coupon II. 2 x Gym Passes III. 3,000 Zeny Coins
10.	<p>I am unable to find the Rewards icon in Ragnarok Origin Global Game, what should I do?</p>	<ul style="list-style-type: none"> ▪ Rewards are only redeemable when the user reaches level 20.

NO	QUESTION	ANSWER
11.	If I have redeemed the Gift Code and want to register a new SIM to redeem it again, is there a limit to how many times I can redeem this Gift Code?	<ul style="list-style-type: none"> ▪ No, there is no specific limit set on the number of times you can redeem the Gift Code. However, to receive another Gift Code, you would need to purchase another UNI5G WOW 35 passes. Upon purchasing the pass, you will be entitled to receive another SMS containing the Gift Code for redemption.
12.	Can this Gift Code be redeemed via the Ragnarok Origin mobile app or PC version?	<ul style="list-style-type: none"> ▪ This Gift Code is only applicable for the mobile app version.
13.	The Gift Code is not working in Ragnarok Origin Global, what should I do?	<ul style="list-style-type: none"> ▪ Kindly ensure you have completed step as per question 10. ▪ If the problem persists, you may send an email to cs@oneone.com to seek for further assistance.
14.	I have successfully registered for the UNI5G WOW Prepaid Starter Pack and purchased a UNI5G WOW 25 Pass. Can I redeem this Gift Code?	<ul style="list-style-type: none"> ▪ Apologies, the Gift Code redemption is exclusive to users who have registered for the UNI5G WOW Prepaid Starter Pack and purchased the UNI5G WOW 35 Passes. ▪ Unfortunately, purchases of UNI5G WOW 25 or UNI5G WOW 50 are not eligible for the Ragnarok Origin giveaway.
15.	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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