

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
ONLINE EXCLUSIVE CAMPAIGN  
(MyUnifi BUY & WIN)**

NO	QUESTION	ANSWER				
1.	<b>Can you tell me more about this campaign?</b>	<ul style="list-style-type: none"> <li>• MyUnifi BUY &amp; WIN is an online exclusive offer for existing Unifi Home and UNI5G Postpaid customers.</li> <li>• This campaign is to reward existing Unifi Home and UNI5G Postpaid customers who subscribe to eligible add-ons via MyUnifi app or Unifi Self Care during the campaign period.</li> </ul> <p><i>*Note:</i></p> <ul style="list-style-type: none"> <li>• <i>Not applicable to existing Unifi Air, UNI5G Prepaid customers, all Unifi Business customers</i></li> <li>• <i>Not applicable for transactions via TMpoint, TMSC, reseller</i></li> <li>• <i>Not applicable for any change or upgrade existing Unifi Home and UNI5G Postpaid plan request</i></li> </ul>				
2.	<b>How long is the campaign period?</b>	<ul style="list-style-type: none"> <li>• This campaign runs for a limited-time-only from <b>14 July</b> until <b>13 Oct 2023</b>.</li> </ul>				
3.	<b>Can you tell me which plan is eligible to participate in the campaign?</b>	<p>This campaign is applicable for:</p> <ul style="list-style-type: none"> <li>• Existing Unifi Home Broadband customers</li> <li>• Existing UNI5G Postpaid customers</li> </ul> <p>The eligible add-ons are as below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td data-bbox="534 1321 981 1601"> <p><b>Smart Devices:</b></p> <ul style="list-style-type: none"> <li>• Sharp AQUOS 42"</li> <li>• Sharp AQUOS 50"</li> <li>• Sharp AQUOS 60"</li> <li>• Asus Expertbook</li> <li>• Lenovo Tablet M10 Plus</li> <li>• PS5 Digital Edition</li> </ul> </td> <td data-bbox="981 1321 1428 1601"> <p><b>Devices:</b></p> <ul style="list-style-type: none"> <li>• Mesh Wi-Fi Deco M4</li> <li>• Mesh Wi-Fi Deco M9 Plus</li> <li>• Mesh Wi-Fi Deco X60</li> <li>• Unifi Plus Box</li> </ul> </td> </tr> <tr> <td data-bbox="534 1601 981 1870"> <p><b>Unifi TV:</b></p> <ul style="list-style-type: none"> <li>• Ultimate Plus Pack</li> <li>• Ultimate Max Pack</li> <li>• Aneka Pack</li> <li>• Ruby Pack</li> <li>• Varnam Pack</li> </ul> </td> <td data-bbox="981 1601 1428 1870"> <p><b>UNI5G Postpaid:</b></p> <ul style="list-style-type: none"> <li>• UNI5G 39</li> <li>• UNI5G 65</li> <li>• UNI5G 89</li> <li>• LTE Hotspots</li> </ul> </td> </tr> </table>	<p><b>Smart Devices:</b></p> <ul style="list-style-type: none"> <li>• Sharp AQUOS 42"</li> <li>• Sharp AQUOS 50"</li> <li>• Sharp AQUOS 60"</li> <li>• Asus Expertbook</li> <li>• Lenovo Tablet M10 Plus</li> <li>• PS5 Digital Edition</li> </ul>	<p><b>Devices:</b></p> <ul style="list-style-type: none"> <li>• Mesh Wi-Fi Deco M4</li> <li>• Mesh Wi-Fi Deco M9 Plus</li> <li>• Mesh Wi-Fi Deco X60</li> <li>• Unifi Plus Box</li> </ul>	<p><b>Unifi TV:</b></p> <ul style="list-style-type: none"> <li>• Ultimate Plus Pack</li> <li>• Ultimate Max Pack</li> <li>• Aneka Pack</li> <li>• Ruby Pack</li> <li>• Varnam Pack</li> </ul>	<p><b>UNI5G Postpaid:</b></p> <ul style="list-style-type: none"> <li>• UNI5G 39</li> <li>• UNI5G 65</li> <li>• UNI5G 89</li> <li>• LTE Hotspots</li> </ul>
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		<p><b>Streaming apps (OTT):</b></p> <ul style="list-style-type: none"> <li>• Disney+ Hotstar</li> <li>• SIAR</li> <li>• BBC Player</li> <li>• MySing</li> <li>• Lionsgate Play</li> <li>• Viu</li> <li>• weTV</li> <li>• iQIYI</li> <li>• MangoTV</li> <li>• TVB</li> <li>• Simply South</li> <li>• ZEE5</li> <li>• YuppTV</li> </ul>	<p><b>Add-on Device Bundle:</b></p> <ul style="list-style-type: none"> <li>• OPPO A17</li> <li>• Vivo Y16</li> <li>• Samsung Galaxy A13 5G</li> <li>• REDMI 10 5G</li> <li>• OPPO A77s</li> <li>• OPPO A78 5G</li> <li>• Samsung Galaxy A33 5G</li> <li>• Samsung Galaxy A53 5G</li> <li>• Xiaomi 12T</li> <li>• ZTE Nubia Redmagic 7</li> <li>• Galaxy Z Flip4 256GB</li> <li>• Galaxy Z Fold4 256GB</li> <li>• Samsung Galaxy S23</li> <li>• Samsung Galaxy S23+</li> <li>• Samsung Galaxy S23 Ultra</li> </ul>
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4.	<b>This is interesting, can you tell me how to join?</b>	<ul style="list-style-type: none"> <li>• It's very simple. All you need to do is follow the steps below:             <ol style="list-style-type: none"> <li>Log on to MyUnifi app or Unifi Self Care portal <a href="https://selfcare.unifi.com.my">https://selfcare.unifi.com.my</a></li> <li>To stand a chance of winning, contestants are required to subscribe to eligible add-ons as listed in question no.3 and will be auto enrolled upon successful subscriptions.</li> <li>Only successful subscriptions/installation/activation of the add-on plan are entitled to redeem the allocated prizes as shown on the result page.</li> </ol> </li> <li>• The more add-ons you get, the higher chance of winning a prize.</li> </ul>
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5.	<b>What are the campaign-winning mechanics?</b>	<ul style="list-style-type: none"> <li>• Chances of winning are distributed based on the monthly subscription price.</li> </ul>
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Monthly add ons price	Eligible Add-Ons	Chance to win			
		Consolation	2 <sup>nd</sup> prize	1 <sup>st</sup> prize	Grand Prize
Below RM16	<ul style="list-style-type: none"> <li>• Streaming apps (OTT) (except TVB Premium Zone)</li> <li>• Mesh Wi-Fi Deco M4</li> <li>• LTE Hotspots</li> </ul>	1x	0	0	0
RM17-RM34	<ul style="list-style-type: none"> <li>• Unifi Plus Box</li> <li>• Aneka Pack</li> <li>• Ruby Pack</li> <li>• Aneka Pack</li> <li>• Streaming app (OTT) TVB Premium Zone</li> </ul>	2x	2x	0	0

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6.	<p><b>What are the prizes and when will I receive my prize?</b></p>	<ul style="list-style-type: none"> <li>• We are giving away RM25,000 worth of T'nG E-Wallet Reload</li> </ul> <table border="1"> <thead> <tr> <th data-bbox="518 1713 662 1747">Prize</th> <th data-bbox="662 1713 1069 1747"></th> <th data-bbox="1069 1713 1157 1747">Unit</th> <th data-bbox="1157 1713 1316 1747">Amount</th> <th data-bbox="1316 1713 1476 1747">Total</th> </tr> </thead> <tbody> <tr> <td data-bbox="518 1747 662 1803">Grand Prize</td> <td data-bbox="662 1747 1069 1803">RM2,000 TnG eWallet Reload Pin</td> <td data-bbox="1069 1747 1157 1803">3x</td> <td data-bbox="1157 1747 1316 1803">RM2,000</td> <td data-bbox="1316 1747 1476 1803">RM6,000</td> </tr> <tr> <td data-bbox="518 1803 662 1870">1<sup>st</sup> prize</td> <td data-bbox="662 1803 1069 1870">RM1,000 TnG eWallet Reload Pin</td> <td data-bbox="1069 1803 1157 1870">6x</td> <td data-bbox="1157 1803 1316 1870">RM1,000</td> <td data-bbox="1316 1803 1476 1870">RM6,000</td> </tr> <tr> <td data-bbox="518 1870 662 1937">2<sup>nd</sup> prize</td> <td data-bbox="662 1870 1069 1937">RM500 TnG eWallet Reload Pin</td> <td data-bbox="1069 1870 1157 1937">9x</td> <td data-bbox="1157 1870 1316 1937">RM500</td> <td data-bbox="1316 1870 1476 1937">RM4,500</td> </tr> <tr> <td data-bbox="518 1937 662 2004">Cons. Prize</td> <td data-bbox="662 1937 1069 2004">RM30 TnG eWallet Reload Pin</td> <td data-bbox="1069 1937 1157 2004">300x</td> <td data-bbox="1157 1937 1316 2004">RM30</td> <td data-bbox="1316 1937 1476 2004">RM9,000</td> </tr> </tbody> </table>	Prize		Unit	Amount	Total	Grand Prize	RM2,000 TnG eWallet Reload Pin	3x	RM2,000	RM6,000	1 <sup>st</sup> prize	RM1,000 TnG eWallet Reload Pin	6x	RM1,000	RM6,000	2 <sup>nd</sup> prize	RM500 TnG eWallet Reload Pin	9x	RM500	RM4,500	Cons. Prize	RM30 TnG eWallet Reload Pin	300x	RM30	RM9,000
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2 <sup>nd</sup> prize	RM500 TnG eWallet Reload Pin	9x	RM500	RM4,500																							
Cons. Prize	RM30 TnG eWallet Reload Pin	300x	RM30	RM9,000																							

		<ul style="list-style-type: none"> <li>• If selected as winner, you will receive an email from us to claim your prize. Follow the simple steps to claim your prize by replying the E-mail.</li> <li>• You will receive your winning prize within 90 days after the campaign has ended. Your Unifi account needs to remain active and without any outstanding bills upon receiving the prize.</li> <li>• Please check your email frequently, including spam/junk folder and we would recommend that you add <b>hello@unifi.com.my</b> to your safe list. Unifi will not be responsible if you found out about the voucher after it has expired.</li> </ul>
7.	<b>I've won before and claimed the prize, can I win again?</b>	<ul style="list-style-type: none"> <li>• Each NRIC or email address is entitled to win only one (1) prize throughout this campaign.</li> </ul>
8.	<b>Can I transfer my winning prizes to my family or friend if my unifi order submission is failed?</b>	<ul style="list-style-type: none"> <li>• Please note that all prizes are non-transferable and non-exchangeable.</li> </ul>
9.	<b>Can I exchange the winning prize for cash?</b>	<ul style="list-style-type: none"> <li>• Please note that all prizes are non-transferable and non-exchangeable.</li> </ul>
10.	<b>Who should I contact if I have a problem with the winning prize?</b>	<ul style="list-style-type: none"> <li>• If you face any problems, please contact our supplier as stated in the correspondent's email to you.</li> </ul>
11.	<b>I am an existing unifi Home/UNI5G Postpaid add-on subscriber, can I participate in this contest?</b>	<ul style="list-style-type: none"> <li>• Sure, you can! You can subscribe to a new/additional eligible add-ons during the contest period to stand a chance of winning the prize.</li> </ul>
12.	<b>Am I eligible to be a winner if the account is not registered under my name?</b>	<ul style="list-style-type: none"> <li>• Please note that only the account holder will be eligible to claim the prize.</li> </ul>

13.	<b>Will I be tied to any contract for my add-on subscription?</b>	<ul style="list-style-type: none"><li>• Yes, you will be bound to a contract to whichever is applicable in your add-on subscriptions.</li></ul>
14.	<b>Can I claim for a prize if I have subscribed to the add-ons plan before the campaign period?</b>	<ul style="list-style-type: none"><li>• We are sorry, you can't claim the prize if you subscribed to any add-ons services before the campaign period.</li></ul>
15.	<b>Who should I contact if I need any assistance or service inquiry?</b>	<ul style="list-style-type: none"><li>• You can contact us via the channels below:<ul style="list-style-type: none"><li>➤ Live Chat via <a href="https://unifi.com.my">unifi.com.my</a> or myunifi app</li><li>➤ Facebook at <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a></li><li>➤ Twitter at <a href="https://twitter.com/helpmeunifi">@helpmeunifi</a></li></ul></li></ul>