

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNIFI MOBILE SIGN UP & WIN CAMPAIGN**

NO	QUESTION	ANSWER													
UNIFI MOBILE SIGN UP & WIN CAMPAIGN															
1.	Can you tell us more about this campaign?	<ul style="list-style-type: none"> ▪ unifi Mobile Sign Up & Win Campaign is our latest campaign in conjunction with the Chinese New Year celebration. To hype up the festive season, we are giving away exciting prizes to lucky unifi Mobile subscribers during the campaign period. 													
2.	How long is the campaign period?	<ul style="list-style-type: none"> ▪ This campaign runs from 8 January 2021 until 31 March 2021. 													
3.	What are the prizes to be won?	<ul style="list-style-type: none"> ▪ We are giving away weekly prizes of Touch 'n Go eWallet Reload PIN worth RM888 per winner and monthly prizes of smart phones, as below: <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="2" style="text-align: center;">Prizes</th> <th style="text-align: center;">Details</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Weekly Prizes</td> <td style="text-align: center;">RM888 Touch 'n Go eWallet Reload PIN</td> <td style="text-align: center;">36 units</td> </tr> <tr> <td rowspan="3" style="text-align: center;">Monthly Prizes</td> <td style="text-align: center;">Samsung Galaxy Note 20 Ultra</td> <td style="text-align: center;">3 units</td> </tr> <tr> <td style="text-align: center;">Samsung Galaxy Note 10+ 512GB</td> <td style="text-align: center;">9 units</td> </tr> <tr> <td style="text-align: center;">Vivo V17</td> <td style="text-align: center;">4 units</td> </tr> </tbody> </table>	Prizes		Details	Weekly Prizes	RM888 Touch 'n Go eWallet Reload PIN	36 units	Monthly Prizes	Samsung Galaxy Note 20 Ultra	3 units	Samsung Galaxy Note 10+ 512GB	9 units	Vivo V17	4 units
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4.	Who is eligible to participate in this campaign and what is the promo plan?	<ul style="list-style-type: none"> ▪ The campaign is open to NEW and EXISTING unifi Mobile customers. ▪ All NEW activations and EXISTING customers who upgrade to the following plans during the campaign period are eligible to participate: <ul style="list-style-type: none"> ▪ unifi Mobile 99 Promo ▪ unifi Mobile 99 Promo - Family Edition 													

NO	QUESTION	ANSWER
5.	<p>Can you guide me on how to participate in this campaign?</p>	<ul style="list-style-type: none"> ▪ Subscribe to our unifi Mobile 99 Promo plan via our touchpoints as per below: <ul style="list-style-type: none"> ▪ website at unifi.com.my ▪ myunifi app ▪ TMpoint outlets ▪ TM resellers ▪ TM Authorised Dealers (TAD) ▪ TM Contact Centre at 100 (press 4) <p>OR</p> <ul style="list-style-type: none"> ▪ Subscribe to our unifi Mobile 99 Promo – Family Edition and bring a copy of your active unifi Home Broadband bill to any of our touchpoints below: <ul style="list-style-type: none"> ▪ TMpoint outlets ▪ TM resellers ▪ TM Authorised Dealers (TAD) ▪ For existing unifi Mobile customers, you can request to upgrade to unifi Mobile 99 Promo via our touchpoints as per below: <ul style="list-style-type: none"> ▪ Live Chat via https://mobile.unifi.com.my/customer/starthere ▪ Live Chat via myunifi app (available on Google Play/Apple Store) ▪ TMpoint outlets nationwide <p><i>Note: The above activities need to be performed during the campaign period.</i></p>
UNIFI MOBILE 99 PROMO - FAMILY EDITION		
6.	<p>Can you tell me more about this unifi Mobile 99 Promo - Family Edition?</p>	<ul style="list-style-type: none"> ▪ For limited time only, your immediate family members can also enjoy the unifi Mobile 99 Promo at RM59 per month while registering under their own name. ▪ Just bring your latest and active unifi Home Broadband bill during the registration of unifi Mobile 99 Promo at your nearest TMpoint to enjoy this offer.
7.	<p>What are the criteria to subscribe to this unifi Mobile 99 Promo - Family Edition?</p>	<ul style="list-style-type: none"> ▪ You are required to bring your latest and active unifi Home Broadband bill during registration to enjoy this offer. ▪ Your unifi Home Broadband account must be active at the point of registration.

NO	QUESTION	ANSWER
8.	How many lines can my family members register?	<ul style="list-style-type: none"> ▪ The offer is limited to ten (10) mobile lines per one (1) unifi Home Broadband Account. ▪ Only one (1) line per ID number (NRIC, Old IC, Army, Police, Passport) is allowed. <p>Notes:</p> <ul style="list-style-type: none"> ▪ unifi Mobile 99 Promo – Family Edition is not eligible for customers who are already subscribing to Jasa Pack, unifi Mobile RM99 at RM 59 and Student Pack.
9.	Where can I find more info on unifi Mobile 99 Promo – Family Edition?	<ul style="list-style-type: none"> ▪ You may find more info in unifi Mobile 99 Promo FAQ here: https://unifi.com.my/mobile/postpaid/fag. Kindly refer to unifi Mobile 99 Promo – Family Edition section. ▪ You can also contact us via these channels as below: <ul style="list-style-type: none"> ▪ Live Chat via https://mobile.unifi.com.my/customer/starthere ▪ Live Chat via myunifi app (available on Google Play / Apple Store) ▪ TMpoint outlets nationwide
WINNERS SELECTION AND PRIZE REDEMPTION		
10.	How will you select the winners?	<ul style="list-style-type: none"> ▪ Potential winners will be randomly selected by our system from a list of eligible customers. ▪ Shortlisted winners will be contacted via phone call to answer a question correctly.
11.	How would I know if I am selected as a winner?	<ul style="list-style-type: none"> ▪ The potential winners will receive a phone call from unifi and they are required to answer a simple question correctly to be identified as the winner. ▪ You can check the list of winners at www.unifi.com.my or at unifi social media page.
12.	What if I missed the call from unifi, will I still be able to be selected as the winner?	<ul style="list-style-type: none"> ▪ We will try to contact you three (3) times and if we are still unable to reach you, we will proceed to contact the next potential winners.

NO	QUESTION	ANSWER
13.	Am I eligible to be a winner if the number that I use is not registered under my name?	<ul style="list-style-type: none"> No, all prizes are not transferable, cannot be transferred to third party and not exchangeable.
14.	How many times can I win the prizes?	<ul style="list-style-type: none"> Each customer is only entitled to win one (1) prize. However, you can increase the chances of winning by subscribing to more lines.
15.	If I am one of the winners, can I change the prize?	<ul style="list-style-type: none"> Kindly note that all prizes are non-transferable, refundable and exchangeable.
16.	Can I still participate if I receive my SIM later than 31 March 2021?	<ul style="list-style-type: none"> Yes, you will need to activate your SIM latest by 14 April 2021. So hurry, activate your SIM as soon as you receive them.
17.	I'm one of the winners for the contest. Where do I collect the prize?	<ul style="list-style-type: none"> For all Touch 'n Go eWallet Reload PIN winners, we will contact you via phone call to verify your email address. We will send the details of the reload PIN via email. For all smartphones winners, we will contact you via phone call to obtain your details for delivery arrangement.
RM888 TOUCH 'N GO EWALLET RELOAD PIN WEEKLY PRIZES		
18.	How can I redeem my RM888 Touch 'n Go eWallet Reload PIN?	<ul style="list-style-type: none"> In order to redeem your RM888 Touch 'n Go eWallet Reload PIN, you must first make sure that you have the Touch 'n Go eWallet app and verified the account. Please refer the below link to perform the account verification: https://www.tngdigital.com.my/features/ekyc
19.	Can I exchange the Touch 'n Go eWallet Reload PIN that I won for cash?	<ul style="list-style-type: none"> Kindly note that all prizes are non-transferable, assignable and exchangeable.

NO	QUESTION	ANSWER
20.	Is there any validity period for the Touch 'n Go eWallet Reload PIN?	<ul style="list-style-type: none"> ▪ The validity period will be stated in the same email that you will receive with the Touch 'n Go eWallet Reload PIN. ▪ Therefore, the winners must use their Touch 'n Go eWallet Reload PIN credit within the validity period after receiving the Reload PIN from us.
21.	Can I request to extend the validity date of the Touch 'n Go eWallet Reload PIN that I have won?	<ul style="list-style-type: none"> ▪ Kindly be informed that the Touch 'n Go eWallet Reload PIN has its validity period, so we encourage winners to use the Reload PIN within the validity period.
22.	Who should I contact if I have a problem to use the Touch 'n Go eWallet Reload PIN?	<ul style="list-style-type: none"> ▪ We will share a user guideline in the same email that we sent you the Reload PIN. ▪ If you still face any problem to reload or have any further enquiries, you may visit Touch 'n Go portal at https://support.tngdigital.com.my
unifi MOBILE POSTPAID DOUBLE LTE HOTSPOT CAMPAIGN FOR UNIFI MOBILE UNLIMITED PLAN		
23.	Can you tell me more about the unifi Mobile Postpaid Double LTE Hotspot campaign for unifi Mobile unlimited plan?	<ul style="list-style-type: none"> ▪ We're giving you MORE values to existing unifi Mobile unlimited subscribers and to new subscriptions of our unifi Mobile 99 promo plan. ▪ Under this campaign, you will receive double the LTE hotspot quota, i.e. additional 10GB LTE data upon subscription and successful activation of the above plans during the campaign period.
24.	Who is eligible for this promotion?	<ul style="list-style-type: none"> ▪ All new and existing customers of unifi Mobile unlimited plan are eligible for this promotion.

NO	QUESTION	ANSWER
25.	I'm interested! How do I participate in this campaign?	<ul style="list-style-type: none"> ▪ For new customers, you can subscribe to the plans starting 8th January 2021 until 31st March 2021 via our touchpoints below: <ul style="list-style-type: none"> ▪ website at unifi.com.my ▪ TMpoint outlets ▪ TM resellers ▪ TM Authorised Dealers ▪ TM Contact Centre at 100 (press 4) ▪ The free additional 10 GB LTE hotspot will be granted on the next day after your line activation date. ▪ For existing unifi Mobile Value Plan (Quota) subscribers, you may opt to upgrade your plan to unifi Mobile 99 promo at the nearest TMpoint or via Live Chat.
26.	Do I need to pay anything to enjoy the additional data?	<ul style="list-style-type: none"> ▪ There's no additional fee, that's the best part! All you need to do is simply subscribe and have your unifi Mobile plan successfully activated during the promotion period.
27.	I am currently on unifi Mobile postpaid (webe RM79 / Jasa Pack/ UM59 (12 months) and UM 99 promo. Will I be enjoying the additional 10 GB LTE hotspot?	<ul style="list-style-type: none"> ▪ Absolutely! Subscribers of unifi Mobile postpaid (webe RM79/Jasa pack/unifi Mobile 59 (12 months)/ UM99 promo plan) will also get to enjoy the additional 10GB LTE hotspot. ▪ The free additional 10GB LTE hotspot will be granted by 10th January for the month of January and within the 1st week of the month for February and March 2021.
28.	I am currently using another mobile operator. If I subscribe to unifi Mobile 99 promo during the promotion period, when can I enjoy the EXTRA values from this campaign?	<ul style="list-style-type: none"> ▪ It's simple! You will enjoy your additional 10GB LTE data upon the successful activation of your unifi Mobile postpaid within the promotion period, before 31st March 2021.

NO	QUESTION	ANSWER
29.	Is there any validity period for my additional 10GB LTE data?	<ul style="list-style-type: none"> ▪ Your monthly data will expire at the end of each respective month. ▪ For example, Ahmad has just subscribed to unifi Mobile postpaid 99 promo and has successfully activated his line in the month of January. He will receive 20GB LTE hotspot for the month of January. On 1st week of February, his LTE hotspot quota will be refreshed to 20GB LTE hotspot regardless his usage in the month of January.
30.	Am I allowed to bring forward the given promotional data (10GB LTE data) on the following bill cycle?	<ul style="list-style-type: none"> ▪ We're sorry, the promotional 10GB LTE data will not be brought forward to the following month. Your promotional 10GB LTE data will be refreshed on monthly basis. ▪ For example, if a customer still have remaining 14GB data on 31st March, all remaining freebies will be refreshed to 10GB LTE hotspot on 1st April 2021.
31.	Will I be enjoying the same data size (additional 10GB LTE data) after the promotion period?	<ul style="list-style-type: none"> ▪ This offer is only valid during the promotion period; from 8th January 2021 and all subscriptions and successful activations before 31st March 2021. ▪ After the promotion period ended, your data will be refreshed to the standard quota on 1st April 2021.
OTHERS		
32.	Who should I contact if I need any assistance or enquiries?	<ul style="list-style-type: none"> ▪ Easy, you can contact us via these channels as below: <ul style="list-style-type: none"> ▪ Live Chat via https://mobile.unifi.com.my/customer/starthere ▪ Live Chat via myunifi app (available on Google Play/Apple Store) ▪ TMpoint outlets nationwide