

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
ONLINE EXCLUSIVE SIGN UP AND WIN CAMPAIGN  
FOR UNIFI MOBILE 99 WITH CONTRACT**

| NO   | QUESTION   | ANSWER  |                              |  |
|--|--|---|------------------------------|--|
| <b>ABOUT ONLINE EXCLUSIVE SIGN UP AND WIN CAMPAIGN</b> |  |   |                              |  |
| 1  | <b>Can you tell me more about this campaign?</b> | <ul style="list-style-type: none"> <li>▪ unifi's Sign Up and Win Campaign is an online exclusive campaign that offers you the opportunity to win exciting monthly prizes when you sign-up to unifi Mobile 99 plan via unifi.com.my or myunifi app.</li> <li>▪ During the campaign period, unifi Mobile 99 with unlimited Data, Calls &amp; Text is priced at RM59/month and comes with 12 months contract only.</li> <li>▪ In addition, for every subscription, you earn one (1) entry to an exclusive contest. For every successful referral, you will earn one (1) entry to the contest too.</li> </ul>   |                              |  |
| 2  | <b>How do I participate in this contest?</b>     | <ul style="list-style-type: none"> <li>▪ New and existing customers can subscribe to unifi Mobile 99 promo at RM59/month (with 12 months contract) plan to earn entries.</li> <li>▪ You can increase your chances of winning by referring the unifi Mobile 99 promo plan to your friends and family at selfcare portal. Login to <a href="https://mobile.unifi.com.my/customer/startheremembers">unifi Mobile Selfcare Portal</a> at <a href="https://mobile.unifi.com.my/customer/startheremembers">https://mobile.unifi.com.my/customer/startheremembers</a>, select 'Refer Your Friends &amp; Win' and share your unique referral link. You will earn one chance when they successfully subscribe to the plan.</li> </ul> <table border="1" style="margin-left: auto; margin-right: auto; width: 80%;"> <tr> <td style="text-align: center;">1 new SIM sign up = 1 chance</td> </tr> <tr> <td style="text-align: center;">1 successful referral sign up = 1 chance</td> </tr> </table> <ul style="list-style-type: none"> <li>▪ All orders including referral sign up must be activated by 15<sup>th</sup> of the following month. E.g. If you subscribed to the promo plan on 31<sup>st</sup> August, your SIM must be activated by 15<sup>th</sup> September in order to be eligible for the contest.</li> </ul> | 1 new SIM sign up = 1 chance | 1 successful referral sign up = 1 chance |
| 1 new SIM sign up = 1 chance                           |  |   |                              |  |
| 1 successful referral sign up = 1 chance               |  |   |                              |  |
| 3  | <b>How long is the campaign period?</b>          | <ul style="list-style-type: none"> <li>▪ This campaign runs for a limited-time only, from 10 August until 31 December 2021.</li> </ul>  |                              |  |

| 4  | <p><b>Who is eligible to participate in this contest?</b></p>   | <ul style="list-style-type: none"> <li>▪ All new and existing unifi Mobile customers are eligible to participate in this contest.</li> <li>▪ Customers who sign-up during the contest period will automatically earn entries to participate in this contest:</li> </ul> <table border="1" data-bbox="545 383 1476 689"> <thead> <tr> <th colspan="2" data-bbox="545 383 1476 427">unifi Mobile</th> </tr> </thead> <tbody> <tr> <td data-bbox="545 427 979 689"> <p><b>New Sign-up</b></p> <ul style="list-style-type: none"> <li>• Subscribe to unifi Mobile 99 at the price of RM59 (12 months contract)</li> </ul> </td> <td data-bbox="979 427 1476 689"> <p><b>Existing Customer</b></p> <ul style="list-style-type: none"> <li>• Add a new line to unifi Mobile 99 at the price of RM59 (12 months contract)</li> </ul> <p><i>*upgrade for unifi Mobile is not eligible</i></p> </td> </tr> </tbody> </table> | unifi Mobile |  | <p><b>New Sign-up</b></p> <ul style="list-style-type: none"> <li>• Subscribe to unifi Mobile 99 at the price of RM59 (12 months contract)</li> </ul> | <p><b>Existing Customer</b></p> <ul style="list-style-type: none"> <li>• Add a new line to unifi Mobile 99 at the price of RM59 (12 months contract)</li> </ul> <p><i>*upgrade for unifi Mobile is not eligible</i></p> |
|--|---|---|--------------|--|--|---|
| unifi Mobile   |   |   |              |  |  |   |
| <p><b>New Sign-up</b></p> <ul style="list-style-type: none"> <li>• Subscribe to unifi Mobile 99 at the price of RM59 (12 months contract)</li> </ul> | <p><b>Existing Customer</b></p> <ul style="list-style-type: none"> <li>• Add a new line to unifi Mobile 99 at the price of RM59 (12 months contract)</li> </ul> <p><i>*upgrade for unifi Mobile is not eligible</i></p> |   |              |  |  |   |
| 5  | <p><b>How many winners will be eligible for the prizes?</b></p>   | <ul style="list-style-type: none"> <li>▪ A total of 503 lucky winners will be randomly selected to receive the prizes.</li> <li>▪ The more you refer your friend and family to sign up, the higher your chance of winning!</li> </ul>   |              |  |  |   |
| 6  | <p><b>Is it possible to win more than one prizes?</b></p>   | <ul style="list-style-type: none"> <li>▪ You are entitled to win only one (1) prize (Monthly or Grand Prize).</li> <li>▪ You can increase the chances of winning by referring the unifi Mobile 99 promo plan to your friends and family. For example: You subscribe to unifi Mobile 99 at only RM59/month (12 months contract) and refer two (2) family members who successfully subscribe to the plan, you will earn a total of three (3) entries to win the Monthly or Grand Prize.</li> <li>▪ Winners who have already won prizes at any cycle of the contest will not be entitled to win again.</li> </ul>  |              |  |  |   |
| 7  | <p><b>Can I get more entries by subscribing to more lines?</b></p>  | <ul style="list-style-type: none"> <li>▪ Yes, you will get one (1) entry for every successful subscription, either you subscribe it personally or from your referrals.</li> </ul>   |              |  |  |   |

|                       |   |   |                    |   |                       |  |   |   |   |   |
|-----------------------|---|---|--------------------|---|-----------------------|--|---|---|---|---|
| 8                     | <p><b>What are the prizes to be won?</b></p>  | <ul style="list-style-type: none"> <li>▪ Customers can stand a chance to take home attractive monthly and grand prizes! The prizes are as below:           <table border="1" data-bbox="587 268 1407 1209" style="margin-left: 20px;"> <tr> <td style="width: 25%;"><b>Grand Prize</b></td> <td>3 x Sony PlayStation®5 with additional DualSense™ wireless controller worth RM2,648</td> </tr> <tr> <td rowspan="5"><b>Monthly prizes</b></td> <td> <b>August 2021</b><br/>           35 x realme Buds Air Pro worth RM369<br/>           35 x realme Watch 2 worth RM229<br/>           35 x realme Pocket Bluetooth Speaker worth RM79         </td> </tr> <tr> <td> <b>September 2021</b><br/>           35 x realme Buds Air Pro worth RM369<br/>           35 x realme Watch 2 worth RM229<br/>           35 x realme Pocket Bluetooth Speaker worth RM79         </td> </tr> <tr> <td> <b>October 2021</b><br/>           30 x realme Buds Air Pro worth RM369<br/>           30 x realme Watch 2 worth RM229<br/>           30 x realme Pocket Bluetooth Speaker worth RM79         </td> </tr> <tr> <td> <b>November 2021</b><br/>           100 x realme Band 2 worth RM169         </td> </tr> <tr> <td> <b>December 2021</b><br/>           100 x realme Band 2 worth RM169         </td> </tr> </table> </li> </ul> | <b>Grand Prize</b> | 3 x Sony PlayStation®5 with additional DualSense™ wireless controller worth RM2,648 | <b>Monthly prizes</b> | <b>August 2021</b><br>35 x realme Buds Air Pro worth RM369<br>35 x realme Watch 2 worth RM229<br>35 x realme Pocket Bluetooth Speaker worth RM79 | <b>September 2021</b><br>35 x realme Buds Air Pro worth RM369<br>35 x realme Watch 2 worth RM229<br>35 x realme Pocket Bluetooth Speaker worth RM79 | <b>October 2021</b><br>30 x realme Buds Air Pro worth RM369<br>30 x realme Watch 2 worth RM229<br>30 x realme Pocket Bluetooth Speaker worth RM79 | <b>November 2021</b><br>100 x realme Band 2 worth RM169 | <b>December 2021</b><br>100 x realme Band 2 worth RM169 |
| <b>Grand Prize</b>    | 3 x Sony PlayStation®5 with additional DualSense™ wireless controller worth RM2,648   |   |                    |   |                       |  |   |   |   |   |
| <b>Monthly prizes</b> | <b>August 2021</b><br>35 x realme Buds Air Pro worth RM369<br>35 x realme Watch 2 worth RM229<br>35 x realme Pocket Bluetooth Speaker worth RM79    |   |                    |   |                       |  |   |   |   |   |
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|                       | <b>December 2021</b><br>100 x realme Band 2 worth RM169   |   |                    |   |                       |  |   |   |   |   |
| 9                     | <p><b>Will I be eligible to participate if I receive my unifi Mobile SIM after the campaign ends?</b></p>   | <ul style="list-style-type: none"> <li>▪ Yes, you will be eligible as long as you sign-up during the campaign period and the activation is completed within 15 days from the last date of the campaign period.</li> </ul>   |                    |   |                       |  |   |   |   |   |
| 10                    | <p><b>How do you select the winners?</b></p>  | <ul style="list-style-type: none"> <li>▪ The selection of winners will be done using randomizer based on successful subscription via <a href="http://unifi.com.my">unifi.com.my</a> or myunifi app during the campaign period (10 August - 31 December 2021) and activated their plan not later than 15<sup>th</sup> of the following month in order to entitle for the monthly prizes.</li> <li>▪ We will notify all shortlisted winners via email or phone call and customers will need to answer a question correctly.</li> </ul>  |                    |   |                       |  |   |   |   |   |
| 11                    | <p><b>How would I know if I am selected as a winner?</b></p>  | <ul style="list-style-type: none"> <li>▪ We will contact all shortlisted winners via email or phone call within 90 days after the campaign ends to answer a tie-breaker question correctly. We will attempt to contact you up to three (3) times. Failure to answer the phone call will forfeit your opportunity to win the prizes.</li> <li>▪ Winners will be officially announced via unifi's official social media platforms; <a href="https://www.facebook.com/unifi">Facebook</a> and <a href="https://twitter.com/unifi">Twitter</a>.</li> </ul>  |                    |   |                       |  |   |   |   |   |

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| 12 | <b>When will I receive the winning prize upon responding to the email or phone call from unifi?</b> | <ul style="list-style-type: none"> <li>▪ You will receive your prize within 90 days after your response to our email or call.</li> <li>▪ We will arrange for the prize to be delivered to you at your registered residential address with unifi.</li> </ul>  |
| 13 | <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>▪ We're sorry, only the account holder will be eligible to be in the running for this campaign.</li> </ul>  |
| 14 | <b>Can I request to choose my winning prize or exchange it to cash?</b>                             | <ul style="list-style-type: none"> <li>▪ Please note that all prizes are non-transferable and non-exchangeable.</li> </ul>   |
| 15 | <b>Where do I collect my winning prize?</b>   | <ul style="list-style-type: none"> <li>▪ We will arrange for the prize to be delivered to you at your registered residential address with unifi.</li> </ul>  |
| 16 | <b>How long is the warranty period for the prizes?</b>  | <ul style="list-style-type: none"> <li>▪ All the prizes come with a one (1) year warranty period.</li> <li>▪ You may contact our partner for after sales support: <ul style="list-style-type: none"> <li><b>realme</b> <ul style="list-style-type: none"> <li>• Hotline number: 1800-81-8018</li> <li>• Email support: <a href="mailto:service.my@realme.com">service.my@realme.com</a></li> <li>• Facebook page <a href="https://www.facebook.com/realmeMalaysia/">https://www.facebook.com/realmeMalaysia/</a></li> <li>• Service center location <a href="https://www.realme.com/my/support/services">https://www.realme.com/my/support/services</a></li> </ul> </li> <li><b>Sony</b> <ul style="list-style-type: none"> <li>• Service center location <a href="http://www.sony.com.my/section/servicecentres">http://www.sony.com.my/section/servicecentres</a></li> </ul> </li> </ul> </li> </ul> |
| 17 | <b>Can I request to extend the warranty of the prize that I have won?</b>                           | <ul style="list-style-type: none"> <li>▪ Sorry, the warranty period for the prize is for one (1) year period only.</li> </ul>  |
| 18 | <b>Who should I contact if I need any assistance or service inquiry?</b>                            | <ul style="list-style-type: none"> <li>▪ For more info, please visit <a href="http://unifi.com.my/mobile/postpaid">unifi.com.my/mobile/postpaid</a></li> <li>▪ You can also contact us via these channels as below: <ul style="list-style-type: none"> <li>• Live Chat via <a href="http://unifi.com.my">unifi.com.my</a> or myunifi app</li> <li>• Community at <a href="http://community.unifi.com.my/">community.unifi.com.my/</a></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>   |

| NO  | QUESTION  | ANSWER   |
|---|---|--|
| <b>About unifi MOBILE<br/>“REFER YOUR FRIENDS CAMPAIGN”</b> |   |  |
| 1   | <b>Can you tell me more about this campaign?</b>  | <ul style="list-style-type: none"> <li>▪ The Refer Your Friends &amp; Win (RYFW) campaign allows ALL existing unifi Mobile Postpaid customers to enjoy Shopee digital voucher when you've successfully introduced your friends and family to subscribe to unifi Mobile Postpaid 99 Promotion at RM59 (12 months contract) using your referral link.</li> <li>▪ The campaign covers new subscriptions to unifi Mobile 99 Promotion at RM59 (12 months contract).</li> </ul>   |
| 2   | <b>Can you guide me on how to participate?</b>  | <ul style="list-style-type: none"> <li>▪ Simply follow the steps below to participate:           <p><b>Step 1</b><br/>Login to your unifi Mobile selfcare portal at <a href="https://mobile.unifi.com.my/customer/starthere">https://mobile.unifi.com.my/customer/starthere</a></p> <p><b>Step 2</b><br/>Click on the Refer Your Friends &amp; Win (RYFW) banner on the top part of your unifi Mobile self-help dashboard. A pop-up will appear where you can copy your unique referral link and share it with your friends and family (the link is also shareable via WhatsApp, Facebook, Twitter and email). Remind them to click on your referral link when they subscribe to the plan!</p> <p><b>Step 3</b><br/>You will receive one (1) email upon every successful new subscription using your referral link. So, the more customers you refer, the higher the amount of digital voucher you will receive!</p> </li> </ul> |
| 3   | <b>What should my friends and family members do when they receive my referral link?</b>               | <ul style="list-style-type: none"> <li>▪ Just guide them to follow the steps below:           <p><b>Step 1</b><br/>Click on the referral link given. They will be redirected to unifi Mobile Postpaid plan page.</p> <p><b>Step 2</b><br/>Select unifi Mobile Postpaid 99 Promotion plan and complete the online purchasing journey. At the order review page, the “Referral Code” column will be auto-filled.</p> <p><b>Step 3</b><br/>Your referee (friends and family) will also receive a RM10 Shopee digital voucher via email after their first bill payment.</p> </li> </ul>  |
| 4   | <b>What reward will I get when I refer a new customer to unifi Mobile Postpaid 99 Promotion plan?</b> | <ul style="list-style-type: none"> <li>▪ unifi is giving away Shopee Vouchers for you and your friends! You will get a RM20 Shopee Voucher when you successfully refer unifi Mobile 99 Promotion (12 months contract). Your friend will also enjoy a RM10 Shopee Voucher. So, the more customers you refer, the higher the amount of digital voucher you will receive!</li> </ul>  |

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|---|---|---|
| 5 | <b>Will there be a limit to the amount of digital vouchers I can receive?</b> | <ul style="list-style-type: none"><li>▪ Here's the best part. There is no maximum number of referrals for this campaign.</li><li>▪ You can refer to as many friends and family members as possible.</li></ul> |
|---|---|---|