

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
SYAWAL WITH UNIFI CONTEST**

NO	QUESTION	ANSWER
ABOUT SYAWAL WITH UNIFI CONTEST		
1.	Can you tell me more about this contest?	<ul style="list-style-type: none"> ▪ With the Raya festivities is around the corner, unifi is sharing unlimited joy of Raya with “<i>Syawal with unifi</i>” contest which offers you the opportunity to win exciting daily prizes worth RM600,000 when you sign-up or upgrade to any of unifi Home or unifi Mobile plans. ▪ You can also opt to add-on the unifi Plus Box or Mesh Wi-Fi to be eligible in this contest. ▪ Earn higher chance of winning when you subscribe to a higher speed plan or bundle it up to enjoy our total convergence offering and get the best of internet, content and mobile experience for your home at an amazing price.
2.	How long is the contest period?	<ul style="list-style-type: none"> ▪ This campaign runs for a limited-time only i.e. from 15 April until 13 July 2021.
3.	How many winners will be eligible for the prizes?	<ul style="list-style-type: none"> ▪ A total of 500 lucky winners will be randomly selected to receive the prizes. ▪ The more you subscribe, the higher your chance of winning!
4.	Is it possible to win more than one prize?	<ul style="list-style-type: none"> ▪ You are entitled to win only one prize (Daily or Grand Prize). ▪ However, you can increase your chances of winning by subscribing to a higher plan or upgrade from your existing plan. For example: If you are currently subscribed to a unifi Home plan, you can add-on unifi Mobile 99 that comes with unlimited Data, Calls & Text at only RM59/month, or Mesh Wi-Fi M4 at RM15/month to your monthly subscription.
5.	Can I get more entries by subscribing more services?	<ul style="list-style-type: none"> ▪ Yes, the more you add-on or subscribe the more entries you will get. ▪ Entries are calculated within the cycle period. For example; customer A subscribes to a plan from 15th April and the service is activated between 15th to 29th April. Customer A will be eligible for the prizes of the 1st cycle period. If the service is activated after the 1st cycle period, the customer will be eligible for the next cycle. ▪ Winners who have already won prizes at any cycle of the contest will not be entitled to win again.

6.	<p>Who is eligible to participate in this contest?</p>	<ul style="list-style-type: none"> ▪ All new and existing unifi Home and unifi Mobile customers are eligible to participate in this contest. ▪ Customers who sign-up, upgrade or add-on the following services during the contest period will automatically earn entries to participate in this contest: <table border="1" data-bbox="533 439 1414 1350"> <thead> <tr> <th colspan="2" data-bbox="533 439 1414 472" style="background-color: #cccccc;">unifi Home</th> </tr> </thead> <tbody> <tr> <td data-bbox="533 472 943 786"> <p>New Sign-up</p> <ul style="list-style-type: none"> • unifi 30Mbps • unifi 100Mbps • unifi 300Mbps • unifi 500Mbps • unifi 800Mbps • unifi Lite • unifi Air </td> <td data-bbox="943 472 1414 786"> <p>Existing Customer</p> <ul style="list-style-type: none"> • Upgrade to higher plan • Upgrade from unifi Lite to unifi Fiber • Add-on services: <ol style="list-style-type: none"> i. Ultimate Pack ii. Mesh Wi-Fi Deco M4 iii. Mesh Wi-Fi Deco M9+ iv. unifi Plus Box </td> </tr> <tr> <th colspan="2" data-bbox="533 786 1414 819" style="background-color: #cccccc;">unifi Mobile</th> </tr> <tr> <td data-bbox="533 819 943 1350"> <p>New Sign-up</p> <ul style="list-style-type: none"> • unifi Mobile 99 Promotion • unifi Mobile 99 Promo – Family Edition • unifi Mobile 59 • unifi Mobile 39 • unifi Mobile 29 • unifi Mobile 19 • unifi Mobile Pek Jasa • unifi Mobile Student Pack • unifi Mobile 99 at the price of RM59 (OKU, Senior Citizen) </td> <td data-bbox="943 819 1414 1350"> <p>Existing Customer</p> <ul style="list-style-type: none"> • Upgrade to unifi Mobile 99 Promotion <p>*upgrade for unifi Mobile is only applicable to unifi Mobile 99 Promotion plan</p> </td> </tr> </tbody> </table>	unifi Home		<p>New Sign-up</p> <ul style="list-style-type: none"> • unifi 30Mbps • unifi 100Mbps • unifi 300Mbps • unifi 500Mbps • unifi 800Mbps • unifi Lite • unifi Air 	<p>Existing Customer</p> <ul style="list-style-type: none"> • Upgrade to higher plan • Upgrade from unifi Lite to unifi Fiber • Add-on services: <ol style="list-style-type: none"> i. Ultimate Pack ii. Mesh Wi-Fi Deco M4 iii. Mesh Wi-Fi Deco M9+ iv. unifi Plus Box 	unifi Mobile		<p>New Sign-up</p> <ul style="list-style-type: none"> • unifi Mobile 99 Promotion • unifi Mobile 99 Promo – Family Edition • unifi Mobile 59 • unifi Mobile 39 • unifi Mobile 29 • unifi Mobile 19 • unifi Mobile Pek Jasa • unifi Mobile Student Pack • unifi Mobile 99 at the price of RM59 (OKU, Senior Citizen) 	<p>Existing Customer</p> <ul style="list-style-type: none"> • Upgrade to unifi Mobile 99 Promotion <p>*upgrade for unifi Mobile is only applicable to unifi Mobile 99 Promotion plan</p>
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7.	<p>I am an existing unifi Home customer. Can I participate in this contest?</p>	<ul style="list-style-type: none"> ▪ Yes, you can. You can opt to add-on or upgrade to a higher speed plan during the contest period. ▪ For example, if you are currently subscribed to unifi Lite, you can opt to upgrade to any unifi Home plan. ▪ You can also add-on unifi Plus Box or Mesh Wi-Fi to be eligible in this contest. 								

8. **What are the prizes to be won?**

- Customers can stand a chance to take home attractive daily and grand prizes such as the latest electronic gadgets, home appliances and more!

	Prize tally	Prizes	Details
Daily Prizes	1 st Prize	55" LG Smart TV (worth RM2,799)	90 winners
	2 nd Prize	Vivo V20 Smartphone (worth RM1,299)	90 winners
	3 rd Prize	Philips All-In-One Cooker (worth RM799)	90 winners
	4 th Prize	Philips Air Fryer (worth RM499)	90 winners
	Consolation Prize	RM100 Shopper Voucher	90 winners
Grand Prizes	Grand Prize	65" LG Smart TV (worth RM4,449)	10 winners
	Bonus Prize	Vivo x60 Smartphone (worth RM2,699)	20 winners
	Reward Prize	Philips Cordless Vacuum (worth RM2,299)	20 winners

9. **How do I participate in this contest?**

- New subscribers can simply subscribe to any unifi Home or unifi Mobile plans to earn entries.
- Existing subscribers can opt for any add-on or upgrade to a higher speed plan.
- Just sign-up or upgrade to any of the following unifi Home or unifi Mobile plans mentioned below during the contest period.
- You can increase your chances of winning by subscribing to a higher plan or upgrade from your existing plan.
- #unifiyourworld now to enjoy MORE savings and get FREE 30-days trial when you subscribe to unifi Home plans and savings up to RM200/month with bundled package inclusive of home broadband plan with Mesh Wi-Fi, unifi Plus Box and unifi Mobile 99.

unifi Plan	Package under Plan	Number of Entries
unifi Mobile	unifi Mobile 19	1 Entry
	unifi Mobile 29	1 Entry
	unifi Mobile 39	1 Entry
	unifi Mobile 99 Promotion	5 Entries
	unifi Mobile 99 Promotion Family Edition	5 Entries
	unifi Mobile Pek Jasa, Student, OKU, Senior Citizen	5 Entries
unifi Home	Add-on unifi Plus Box @ RM20/month	1 Entry
	Add-on Mesh Wi-Fi Deco M4 @ RM15/month	1 Entry
	Add-on ultimate pack @ RM60/month	5 Entries
	Add-on Mesh Wi-Fi Deco M9 @ RM35/month	5 Entries
	unifi Air	5 Entries
	unifi Lite	5 Entries
	unifi 30 Mbps	5 Entries
	unifi 100Mbps	10 Entries
	unifi 300Mbps	10 Entries
	unifi 500Mbps	20 Entries
	unifi 800Mbps	20 Entries

10.	<p>I am interested to participate in this contest. How do I sign-up?</p>	<ul style="list-style-type: none"> ▪ You can subscribe or upgrade to any of the eligible unifi Home or unifi Mobile plans at unifi.com.my/syawalwithunifi, myunifi app, TMpoint outlets nationwide, TM Authorised Dealer, Resellers, TM Staff and TM Sales Centre. ▪ Exclusive for subscription via online, you will also earn guaranteed Duit Raya voucher worth RM100 when you sign-up to any unifi Home plan via unifi.com.my/syawalwithunifi or myunifi app. ▪ #unifiyourworld now to enjoy MORE savings, where you can enjoy FREE 30-days trial when you subscribe to unifi Home plans and savings up to RM200/month with bundled package inclusive of home broadband plan with Mesh Wi-Fi, unifi Plus Box and unifi Mobile 99. ▪ The more you subscribe, the greater your chance of winning the prizes!
11.	<p>Will I be eligible to participate if my unifi Home installation is completed after the contest ends?</p>	<ul style="list-style-type: none"> ▪ Yes, you will be eligible as long as you sign-up or upgrade during the contest period and the activation is completed within seven (7) days from the last date of the contest period.
12.	<p>Will I be eligible to participate if I receive my unifi Mobile SIM after the contest ends?</p>	<ul style="list-style-type: none"> ▪ Yes, you will be eligible as long as you sign-up or upgrade during the contest period and the activation is completed within seven (7) days from the last date of the contest period. ▪ You are automatically enrolled into the contest if you subscribe or upgrade to any of the participating plans between 15th April and 13th July 2021.
13.	<p>How do you select the winners?</p>	<ul style="list-style-type: none"> ▪ Potential winners will be randomly selected by our randomiser from a list of eligible customers. ▪ We will notify all shortlisted winners via email or phone to answer a tie-breaker question correctly. <p><i>Note: Your unifi Home plan needs to remain active and without any outstanding bill after the 30-days FREE trial period ends.</i></p>

14.	How would I know if I am selected as a winner?	<ul style="list-style-type: none"> ▪ Winners will be announced via unifi.com.my/syawalwithunifi and on unifi's official social media platforms; Facebook, Instagram, and Twitter. ▪ We will contact all shortlisted winners via email or phone within 30 days after the contest ends or within 30 days after your FREE 30-days trial ends to answer a tie-breaker question correctly. We will attempt to contact you up to three (3) times. ▪ You are required to respond to the email or call within seven (7) days to claim your winning prize. Your prize will be forfeited if we do not hear from you after seven (7) days.
15.	When will I receive the winning prize upon responding to the email from unifi?	<ul style="list-style-type: none"> ▪ Congratulations! Please expect to receive your prize within 30 days after your response to our email or call. ▪ We will arrange for the prize to be presented to you at the nearest TMpoint to your registered address.
16.	Am I eligible to be a winner if the account is not registered under my name?	<ul style="list-style-type: none"> ▪ Only the account holder will be eligible to be in the running for this contest. ▪ Please note that all prizes are non-transferable and non-exchangeable.
17.	Can I request to choose my winning prize or exchange it to cash?	<ul style="list-style-type: none"> ▪ Please note that all prizes are non-transferable and non-exchangeable. ▪ For the consolation prizes, all Shopee voucher winners will receive the prize (voucher) sent to your registered email address.
18.	Where do I collect my winning prize?	<ul style="list-style-type: none"> ▪ We will arrange for the prize to be presented to you at the nearest TMpoint to your registered address.
19.	When will I receive my Shopee voucher?	<ul style="list-style-type: none"> ▪ All Shopee voucher winners will receive the prize (voucher) sent to your registered email address.
20.	Can I exchange the Shopee voucher prizes with cash?	<ul style="list-style-type: none"> ▪ Please note that all prizes are non-transferable and non-exchangeable.

21.	<p>Can I request to extend the validity date of the Shopee voucher that I have won?</p>	<ul style="list-style-type: none"> ▪ Sorry, we won't be able to extend your voucher validity period. We encourage you to redeem your voucher within its validity period as stated in the email.
<p>EXCLUSIVE RM100 DUIT RAYA FOR ONLINE SUBSCRIPTION</p>		
22.	<p>Can you tell me more about this offer?</p>	<ul style="list-style-type: none"> ▪ This is an exclusive offer for ALL new online sign-ups of eligible unifi Home plans under the <i>Syawal with unifi</i> contest via unifi.com.my/syawalwithunifi or myunifi app. ▪ Be the first 1,000 customers to subscribe to participating unifi Home plans via unifi.com.my/syawalwithunifi or myunifi app. Your account needs to remain active after the 30-days FREE trial period ends to be eligible to receive the RM100 Duit Raya in the form of Shopee voucher!
23.	<p>How will I receive my RM100 Shopee voucher?</p>	<ul style="list-style-type: none"> ▪ Upon successful subscription via unifi.com.my/syawalwithunifi or myunifi app, you will receive an email from us with the voucher claim notification on your RM100 Shopee voucher.
24.	<p>When will I receive the Shopee voucher?</p>	<ul style="list-style-type: none"> ▪ You will receive your Shopee voucher via email within 30 days after your FREE trial period ends and your unifi account needs to remain active. <p><i>Note: Your unifi Home plan needs to remain active and without any outstanding bill after the 30-days FREE trial period ends.</i></p>
25.	<p>How do I redeem the Shopee voucher?</p>	<ul style="list-style-type: none"> ▪ Your Shopee voucher will be sent to your registered email address. ▪ Be sure to key-in the Shopee voucher code upon check-out. The discount will be automatically applied for you to enjoy.
26.	<p>Is there any validity period for the Shopee voucher?</p>	<ul style="list-style-type: none"> ▪ Your Shopee voucher comes with a validity period which will be stated together in the email. <p><i>Note: All Shopee voucher will be subjected to terms and conditions as outlined by Shopee.</i></p>
27.	<p>Can I get more than one Shopee voucher?</p>	<ul style="list-style-type: none"> ▪ Each customer is entitled to win only one (1) Shopee voucher worth RM100 for this contest.

28.	Can I exchange the Shopee voucher that I get for cash?	<ul style="list-style-type: none"> ▪ Please note that all prizes are non-transferable and non-exchangeable.
29.	Who should I contact if I have a problem to use the voucher?	<ul style="list-style-type: none"> ▪ If you face any problem please contact Shopee Customer Service at +603-2298 9222 or visit https://help.shopee.com.my/my/s/
30.	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none"> ▪ For more info, please visit unifi.com.my/syawalwithunifi. ▪ Read more on unifi Home plans here unifi.com.my/personal/home/fibre-broadband. ▪ Read more on unifi Mobile plans here unifi.com.my/personal/mobile/postpaid ▪ You can also contact us via these channels as below: <ul style="list-style-type: none"> • Live Chat via unifi.com.my or myunifi app • Community at community.unifi.com.my/ • Facebook at facebook.com/weareunifi • Twitter at @helpmeunifi • TMpoint outlets nationwide for face to face interaction