

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
ONLINE EXCLUSIVE CAMPAIGN
(NGAM NGAM MENANG)**

NO	QUESTION	ANSWER
1.	Can you tell me more about this campaign?	<ul style="list-style-type: none"> • Unifi is running a campaign to reward customers who subscribe to selected Unifi Broadband plan(s) through the online channel website unifi.com.my or MyUnifi app. • This online exclusive offer is for ALL new online registrations for the following plans: <ol style="list-style-type: none"> I. Unifi Home 100Mbps, 300Mbps, 500Mbps, 1Gbps, and 2Gbps II. Unifi Home bundle Unifi TV Plans:100Mbps & ABOVE
2.	How long is the campaign period?	This campaign runs for a limited time only from 15 December 2023 until 31 January 2024 .
3.	Can you tell me who can participate in the campaign?	<p>This campaign is applicable for:</p> <ul style="list-style-type: none"> • Malaysian and non-Malaysian aged 18 and above • New Unifi home broadband customers • Existing Unifi customers who subscribe to a new Unifi Home Fibre Broadband plan sign up (additional plan subscription). <p>NOTE: Change or upgrade of the current plan does not entitle to this campaign, new installation (NI) subscription only.</p>
4.	This is interesting; can you tell me how to join?	<p>It is very simple. All you need to do is follow the steps below:</p> <ul style="list-style-type: none"> • Log on to the Unifi portal : https://unifi.com.my/anytimeanywhere page or download MyUnifi app • To participate in the campaign for home broadband, you are required to key in the promo code UNIFINGAM at the review order page before you submit your broadband order online to entitle you to the Shopee voucher and the chance to win prizes. • Failure to key in the promo code will result in an ineligible entry to join the campaign. Only successfully installed/activated broadband service will entitle you to get the voucher. • The voucher is on a first come first serve basis and while stock lasts, so hurry to subscribe to the plans online NOW! • Additionally, all the customers who subscribe during the campaign period will stand a chance to win prizes worth up to RM30,000.

5. Can you tell me what's the eligible plan and the prizes for this campaign?

The eligible plans and the Shopee vouchers/prizes are as below:

Segment	Speed/Plan	Plan Price (RM)/month	Normal Day (RM)	15.12.2023 – 31.1.2024
Home Broadband Only	100Mbps	429.00 99	20	In the running to win prizes worth up to RM30,000
	300Mbps	139.00	30	
	500Mbps	159.00	40	
	1Gbps	289.00	50	
	2Gbps	319.00	60	
Home Broadband bundled with Unifi TV plan	100Mbps	144.90	30	
	300Mbps	494.00 139 (12 months)	40	
	500Mbps	214.90	50	
	1Gbps	344.90	60	
	2Gbps	374.90	70	

6. When will I receive my prize?

- You will receive your Shopee voucher or winning prize within 90 days after your Unifi installation. Your Unifi account needs to remain active and without any outstanding bills to receive the prize.
Note: Your Unifi plan need to be installed within the campaign period to be eligible to get the Shopee voucher and stand to win the prizes.
- Only customers who adhere to all T&C will receive the Shopee voucher/prizes within 90 days after the campaign ends.
- Please check your email frequently, including your spam/junk folder. We would recommend that you add **hello@unifi.com.my** to your safe list. Unifi will not be responsible if you find out about our email notification about the voucher after it has expired.

7. Can I instantly use the Shopee voucher once receive it?

Yes. You can instantly use the voucher on the Shopee app. Please take note that Shopee has its own T&C and users will need to adhere to it.

8. I have won and claimed the prize. Can I win again?

Each NRIC or email address is entitled to win only one (1) prize throughout this campaign.

9. Can I transfer my winning prize to my family or friends?

Only successful installation is entitled to win and all prizes are non-transferable and non-exchangeable.

10.	Can I exchange the winning prize for cash?	All prizes are non-transferable and non-exchangeable.
11.	Who should I contact if I have a problem with the winning prize?	If you face any problems, please contact the number as stated in the correspondent's email to you.
12.	I am an existing Unifi Home customer. Can I participate in this contest?	Sure, you can! You can sign up for a new/additional plan during the campaign period.
13.	Am I eligible to be a winner if the account is not registered under my name?	Sorry, only the account holder will be eligible to claim the prize.
14.	Will I be tied to any contract for my Unifi plan subscription?	Yes, all Unifi Home Fibre Broadband plans tied to this campaign come with a 24-month contract.
15.	Can I claim a prize if I subscribed to the Unifi home plan before I participate in this campaign?	We are sorry, you cannot claim the prize if you subscribed to Unifi services before this campaign period.
16.	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none"> • You can find out more about Unifi Home here: Unifi Home Broadband: https://unifi.com.my/anytimeanywhere • You can also contact us via the channels below: <ul style="list-style-type: none"> ➢ Live Chat via unifi.com.my or MyUnifi app ➢ Facebook at facebook.com/weareunifi ➢ X (formerly known as Twitter) at @helpmeunifi

