

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
ONLINE EXCLUSIVE CAMPAIGN
(SEPTEMBER 2023)**

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 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, 100mbps with Netflix, 300mbps and 500mbps with Netflix. II. Unifi Home + Entertainment plans (Ultimate Max/Plus with Netflix): 100mbps & ABOVE III. Unifi Mobile Postpaid plans: UNI5G 65, 89 & UNI5G 89 with Device.
2.	How long is the campaign period?	<ul style="list-style-type: none"> • This campaign runs for a limited time only from 29 August until 30 September 2023.
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 & Non-Malaysian aged 18 and above. • New Unifi home broadband customers • New Unifi mobile postpaid customers • Existing Unifi customers who subscribe to a new Unifi Home fibre broadband plan or a new Unifi Mobile plan sign up (additional plan subscription). <i>*NOTE: Change or upgrade of the current plan does not entitle to this campaign, New installation/New SIM subscription only.</i>
4.	This is interesting, can you tell me how to join?	<ul style="list-style-type: none"> • It's very simple. All you need to do is follow the steps below: <p style="text-align: center;">Log on to Unifi portal : https://unifi.com.my/anytimeanywhere (for Home Broadband Plans)</p> <p style="text-align: center;">https://unifi.com.my/mobile/postpaid (for Postpaid Plans)</p> <p style="text-align: center;">https://unifi.com.my/mobile/devices page or download MyUnifi app</p>

(for Postpaid Plans with Device)

- i. To participate in the campaign for both home broadband and mobile postpaid, you are required to subscribe to the eligible plan to stand a chance to win a holiday package.
- ii. **On top of a chance to win a holiday package if you subscribe eligible mobile plans on 9 September 2023, you will also receive a guaranteed shopee voucher.**
- iii. You are required to key in the promo code at the review order page under the key promo code field before you submit your mobile postpaid order.
- iv. Failure to key in the promo code will result to an ineligible entry to join the campaign. Only successfully activated mobile plan will entitle you to redeem the voucher.
- v. The voucher is on a first come first serve basis and while stock last, so hurry to subscribe to the plans online on 9 September 2023!

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	9 September (RM)
Home Broadband Only	100 Mbps	129.00	2D1N Legoland Holiday Package for 2 Adults & 2 Children (Hotel + All Parks Tickets)	NA
	100Mbps with Netflix	154.00		
	300Mbps	149.00		
	500Mbps	209.00		
	500Mbps with Netflix	248.90		
Home Broadband & Entertainment (Ultimate Max/Plus with Netflix)	100 Mbps	198.90	2D1N Legoland Holiday Package for 2 Adults & 2 Children (Hotel + All Parks Tickets)	NA
	300 Mbps	208.90		
	500 Mbps	278.90		
	1G Mbps	378.90		
	2G Mbps	428.90		
UNI5G Mobile Postpaid	UNI5G Postpaid 65	55.00	2D1N Legoland Holiday Package for 2 Adults & 2 Children (Hotel + All Parks Tickets)	20
	UNI 5G Postpaid 89	89.00		40
	UNI5G Postpaid 89 with Device	89.00 (Postpaid plan); device price depends on the device model		40

6. **When will I receive my prize?**

- You will receive your winning prize (Shopee voucher or other prize) within 90 days after your Unifi installation/ SIM activation. Your Unifi account needs to remain active and without any outstanding bills to receive the prize.

Note: Your Unifi Home plan and/or Unifi mobile plan will need to be installed/activated within the campaign period to be eligible to win the prizes.

		<ul style="list-style-type: none"> • Shortlisted customers will need to answer a simple question via email or a phone call. • Only customers who adhere to all T&C will receive prizes within 90 days after the campaign ends. • Please check your email frequently, including spam/junk folder and we would recommend that you add hello@unifi.com.my to your safe list. Unifi will not be responsible if you found out about our email notification about the voucher after it has expired.
7.	Can instantly use the voucher on Shopee once I receive the voucher?	<ul style="list-style-type: none"> • Yes. You can instantly use the voucher on the Shopee app. Please take note Shopee has its own T&C and users will need to adhere to it.
8.	I've won before and claimed the prizes, can I win again?	<ul style="list-style-type: none"> • Each NRIC or email address is entitled to win only one (1) prize throughout this campaign.
9.	Can I transfer my winning prizes to my family or friend if my Unifi order submission fails?	<ul style="list-style-type: none"> • Only successful installation of home broadband or activation of SIM is entitled to win, and all prizes are non-transferable and non-exchangeable.
10.	Can I exchange the winning prize for cash?	<ul style="list-style-type: none"> • All prizes are non-transferable and non-exchangeable.
11.	Who should I contact if I have a problem with the winning prize?	<ul style="list-style-type: none"> • If you face any problems, please contact the number as stated in the correspondent's email to you.

12.	<p>I am an existing Unifi Home customer. Can I participate in this contest?</p>	<ul style="list-style-type: none"> • Sure, you can! You can sign up to a new/additional plan/SIM (either Unifi Home or Unifi Mobile Postpaid) during the campaign period.
13.	<p>Am I eligible to be a winner if the account is not registered under my name?</p>	<ul style="list-style-type: none"> • Sorry, only the account holder will be eligible to claim the prize.
14.	<p>Will I be tied to any contract for my Unifi plan subscription?</p>	<ul style="list-style-type: none"> • Yes, all Unifi Home Fibre Broadband plans & mobile postpaid plans tied to this campaign comes with a 24-months contract.
15.	<p>Can I claim a prize if I subscribed to the Unifi home plan before I participate in this campaign?</p>	<ul style="list-style-type: none"> • We are sorry, you can't claim the prize if you subscribed to Unifi services before this campaign period.
16.	<p>Who should I contact if I need any assistance or service inquiry?</p>	<ul style="list-style-type: none"> • You can find out more about Unifi Home and mobile plans here: • Unifi Home Broadband: https://unifi.com.my/anytimeanywhere • Unifi Mobile: https://unifi.com.my/mobile/postpaid • 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 ➤ Twitter at @helpmeunifi