

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
ONLINE EXCLUSIVE CAMPAIGN
(MyUnifi App and Self Care Portal)**

NO	QUESTION	ANSWER				
1.	Can you tell me more about this campaign?	<p>This is an online exclusive offer for existing Unifi Home customers only.</p> <p>This campaign is to reward existing Unifi Home customers who pay their bills or subscribe to eligible add-ons via MyUnifi app or Unifi Self Care portal during the campaign period.</p> <p><i>*Note:</i></p> <ul style="list-style-type: none"> • <i>Not applicable to existing Unifi Air, UNI5G Postpaid and Prepaid customers, all Unifi Business customers</i> • <i>Not applicable for transactions via TMpoint, TMSC, reseller</i> • <i>Not applicable for any change or upgrade of existing Unifi Home subscription</i> 				
2.	How long is the campaign period?	This campaign runs from 1 April 2024 to 30 June 2024.				
3.	Can you tell me which plan is eligible to participate in the campaign?	<p>To participate, simply pay your Unifi Home bill with the full amount, or;</p> <p>Subscribe to any eligible add-on below:</p> <table style="width: 100%; border: none;"> <tr> <td style="vertical-align: top; width: 50%;"> <p>Smart Devices:</p> <ul style="list-style-type: none"> • Sharp Aquos 42" • Sharp Aquos 50" • Sharp Aquos 60" • Sharp Aquos 65" • Asus Expertbook • Lenovo Tablet M10 Plus • PS5 Digital Edition </td> <td style="vertical-align: top; width: 50%;"> <p>Mesh Wi-Fi:</p> <ul style="list-style-type: none"> • Deco M4 • Deco M9 Plus • Deco X60 • Wi-Fi 6 Certified models </td> </tr> <tr> <td style="vertical-align: top; width: 50%;"> <p>Smart Home:</p> <ul style="list-style-type: none"> • Starter Pack • Premium Pack </td> <td style="vertical-align: top; width: 50%;"> <p>Cloud Gaming</p> <ul style="list-style-type: none"> • Basic Plan • Combo Plan </td> </tr> </table>	<p>Smart Devices:</p> <ul style="list-style-type: none"> • Sharp Aquos 42" • Sharp Aquos 50" • Sharp Aquos 60" • Sharp Aquos 65" • Asus Expertbook • Lenovo Tablet M10 Plus • PS5 Digital Edition 	<p>Mesh Wi-Fi:</p> <ul style="list-style-type: none"> • Deco M4 • Deco M9 Plus • Deco X60 • Wi-Fi 6 Certified models 	<p>Smart Home:</p> <ul style="list-style-type: none"> • Starter Pack • Premium Pack 	<p>Cloud Gaming</p> <ul style="list-style-type: none"> • Basic Plan • Combo Plan
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4.	This is interesting, can you tell me how to join?	<p>It's very simple. All you need to do is follow the steps below:</p> <ol style="list-style-type: none"> i. Log on to MyUnifi app or Unifi Self Care portal https://selfcare.unifi.com.my ii. Pay their Unifi Home bill with the full amount, or iii. Subscribe to eligible add-ons as listed in question no.3 <p>Only successful payment/subscription/installation/activation of the add-on plan are entitled to redeem the allocated rewards.</p>				

5.	<p>What are the campaign winning mechanics?</p>	<p>Winners will be chosen randomly. The chances of winning are distributed as below</p> <table border="1" data-bbox="539 309 1439 1111"> <thead> <tr> <th rowspan="2"></th> <th colspan="4">Chance to win T'nG eWallet Reload PIN</th> </tr> <tr> <th>RM30</th> <th>RM100</th> <th>RM200</th> <th>RM500</th> </tr> </thead> <tbody> <tr> <td colspan="5">Pay Bill</td> </tr> <tr> <td>• Unifi Home bill</td> <td>1x</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td colspan="5">Subscribe to Add-On</td> </tr> <tr> <td>• Mesh Wi-Fi Deco M9 Plus • Mesh Wi-Fi Deco X60 • Mesh Wi-Fi 6 Certified models • Lenovo Tablet M10 Plus</td> <td>0</td> <td>1x</td> <td>0</td> <td>0</td> </tr> <tr> <td>• Sharp AQUOS 42" • Sharp AQUOS 50" • Asus Expertbook • PS5 Digital Edition • Smart Home Starter Pack • Smart Home Premium Pack</td> <td>0</td> <td>1x</td> <td>1x</td> <td>0</td> </tr> <tr> <td>• Sharp AQUOS 60" • Sharp AQUOS 65"</td> <td>0</td> <td>1x</td> <td>1x</td> <td>1x</td> </tr> </tbody> </table>		Chance to win T'nG eWallet Reload PIN				RM30	RM100	RM200	RM500	Pay Bill					• Unifi Home bill	1x	0	0	0	Subscribe to Add-On					• Mesh Wi-Fi Deco M9 Plus • Mesh Wi-Fi Deco X60 • Mesh Wi-Fi 6 Certified models • Lenovo Tablet M10 Plus	0	1x	0	0	• Sharp AQUOS 42" • Sharp AQUOS 50" • Asus Expertbook • PS5 Digital Edition • Smart Home Starter Pack • Smart Home Premium Pack	0	1x	1x	0	• Sharp AQUOS 60" • Sharp AQUOS 65"	0	1x	1x	1x
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6.	<p>What are the prizes and when will I receive my prize?</p>	<p>We are giving away RM30, RM100, RM200 and RM500 worth of T'nG eWallet Reload PINs to the lucky winners.</p> <p>If selected as winner, you will receive an email from us to claim your prize. Follow the simple steps to claim your prize by replying the email.</p> <p>You will receive your reward within 90 days after the campaign has ended. Your Unifi account needs to remain active without any outstanding bills to receive the reward.</p> <p>Please check your email frequently, including spam/junk folder and we would recommend that you add digital@unifi.com.my to your safe list. Unifi will not be responsible if you discover the reward after it has expired.</p>																																							
7.	<p>I've won before and claimed the prize, can I win again?</p>	<p>No, each NRIC or email address is entitled to win only one (1) prize throughout this campaign.</p>																																							
8.	<p>Can I transfer my winning rewards to others or exchange for cash?</p>	<p>Please note that all prizes are non-transferable and non-exchangeable.</p>																																							

9.	Who should I contact if I have a problem with the reward?	If you face any problems, please contact our supplier as stated in the correspondent's email to you.
10.	I am not a Unifi Home subscriber yet, can I participate in this contest?	This campaign is applicable to existing Unifi Home customers only. New Unifi Home customers can only participate after their account is activated, paid the first bill or subscribed to eligible add-ons during the contest.
11.	Am I eligible to be a winner if the account is not registered under my name?	Please note that only the account holder will be eligible to claim the prize.
12.	Will I be tied to any contract for my add-on subscription?	Yes, you will be bound to a contract to whichever is applicable in your add-on subscriptions.
13.	Can I claim for a prize if I have subscribed to the add-ons plan before the campaign period?	We are sorry, you can't claim the prize if you subscribed to any add-ons services before the campaign period.
14.	Who should I contact if I need any assistance or service inquiry?	<p>You can contact us via the channels below:</p> <ul style="list-style-type: none"> ➤ Live Chat via unifi.com.my or myunifi app ➤ Facebook at facebook.com/weareunifi ➤ Twitter at @helpmeunifi ➤ Email to digital@unifi.com.my