

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
GUARANTEED VOUCHER WITH UNIFI TV SUBSCRIPTION CAMPAIGN**

NO	QUESTION	ANSWER
QUESTIONS ON GUARANTEED VOUCHER WITH UNIFI TV SUBSCRIPTION CAMPAIGN		
1.	Can you tell us more about Guaranteed Voucher with Unifi TV Subscription Campaign?	<ul style="list-style-type: none"> ▪ This campaign is an online exclusive campaign for existing Unifi Home (Broadband only) and unifi Home customer with either Aneka, Ruby or Varnam Pack subscription. ▪ We are offering a guaranteed voucher exclusively for new Unifi TV subscriptions or upgrade to Ultimate Pack via unifi Official Store, at unifi.com.my or myunifi app. ▪ The first 500 successful Ultimate Pack subscriptions/upgrades will receive Shopee voucher worth RM50 throughout the campaign period. ▪ The first 500 successful Aneka Pack, Ruby Pack or Varnam Pack subscriptions will receive Shopee voucher worth RM30 throughout the campaign period.
2.	Who is eligible to participate in this campaign and what is the promo plan?	<ul style="list-style-type: none"> ▪ The campaign is eligible to existing Unifi Home (Broadband only) customers, and for existing Unifi TV's Aneka Pack, Ruby Pack or Varnam Pack subscribers. ▪ The eligible packs for guaranteed voucher are: <ul style="list-style-type: none"> ○ Ultimate Pack (new subscription and upgrade), ○ Aneka Pack, Ruby Pack and Varnam Pack (new subscriptions only). ▪ Switching of existing TV pack from Aneka, Ruby or Varnam is NOT eligible for guaranteed voucher. ▪ All Unifi TV packs MUST be added on to a Unifi Home plan. This means, Unifi Mobile, Unifi Air plans are NOT eligible for guaranteed voucher. ▪ View all Unifi Home plans at: https://unifi.com.my/anytimeanywhere ▪ Subscription must be made online via unifi.com.my or myunifi app only.
3.	How long is the campaign period?	<ul style="list-style-type: none"> ▪ This campaign runs from 7 December 2022 – 7 January 2023

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4.	This is interesting! Can you guide me on how to participate in this campaign?	Subscribe Unifi TV pack via unifi.com.my: <ul style="list-style-type: none"> ▪ Visit unifi Official Store, https://unifi.com.my > My Account ▪ Login to Unifi Self Care, select your existing Unifi Home account eligible for a Unifi TV subscription ▪ Follow the steps to subscribe to a Unifi TV Pack. Your guaranteed voucher will be sent via registered email. ▪ Note: Order must be completed from 12am, 7 Dec 2022 to 11.59pm, 7 Jan 2023 to eligible for guaranteed voucher
		Subscribe Unifi TV pack via myunifi app: <ul style="list-style-type: none"> ▪ Download/Launch myunifi on your mobile device. ▪ Go to 'My Account' and select eligible Unifi Home plan for a Unifi TV subscription. ▪ Follow the steps to subscribe to a Unifi TV Pack. Your guaranteed voucher will be sent via registered email. ▪ Note: Order must be completed from 12am, 7 Dec 2022 to 11.59pm, 7 Jan 2023 to eligible for guaranteed voucher
5.	What are the prizes to be won and what is the basis of winner's selection?	<ul style="list-style-type: none"> ▪ Be the first 500 customers to subscribe Unifi TV Ultimate Pack and get guaranteed RM50 worth of Shopee voucher. ▪ Be the first 500 customers to subscribe Unifi TV Aneka, Ruby or Varnam Pack and get guaranteed RM30 worth of Shopee voucher.
6.	How many winners will be chosen for this campaign?	<ul style="list-style-type: none"> ▪ There will be a total of 1,000 winners to be selected from this campaign.
7.	How will you select the winners?	<ul style="list-style-type: none"> ▪ The selection of winners will be done based on the first 500 successful subscriptions of Ultimate Pack and the first 500 successful subscriptions of Aneka, Ruby or Varnam Pack via unifi.com.my or myunifi app during the campaign period.
8.	How would I know if I am selected as a winner?	<ul style="list-style-type: none"> ▪ All selected winners will be notified via email within 60 days of conclusion of the campaign. ▪ The shortlisted winners will need to answer a simple question in the notification email. They need to reply to the email with the correct answer within three (3) days. If we do not receive any

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		response from you within the mentioned period, we have the right to select another winner.
9.	After I have replied the notification email with my answer, how do I know that I have answered it correctly? And when will I receive the voucher code?	Once you replied to the email with the correct answer, you will receive another email on your winning within 7 days, which contains the Shopee voucher code that you have won. The usage of vouchers is subjected to Shopee's Terms & Conditions.
10.	Can I exchange the voucher that I won for cash?	<ul style="list-style-type: none"> Kindly note that all prizes are non-transferable, assignable and exchangeable.
11.	Is there any validity period for the voucher?	<ul style="list-style-type: none"> The validity period for the voucher will be notified in the prize email. The winners must utilize the Shopee voucher within the validity period to avoid disappointment.
12.	Can I request to extend the validity date of the reload pin that I have won?	<ul style="list-style-type: none"> No, the voucher has its validity period. We are not responsible to extend expired vouchers.
13.	If I register for a new account, am I eligible to participate in this campaign?	<ul style="list-style-type: none"> No, new Unifi Home with Unifi TV subscriptions are not eligible for guaranteed voucher. This campaign is eligible for existing Unifi Home (broadband only) customers only.
14.	Am I entitled to get two (2) vouchers if I subscribe to two (2) unifi TV packs?	<ul style="list-style-type: none"> No, since you can only add ONE (1) Unifi TV pack to a Unifi Home plan.

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15.	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none">▪ Please write to hello@unifi.com.my▪ Alternatively, you can contact us via TM's digital channels such as:<ul style="list-style-type: none">➤ Live Chat with us at https://unifi.com.my/chat/index.html or via myunifi@unifi app➤ Facebook at https://www.facebook.com/weareunifi/➤ Twitter at @helpmeunifi.