

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

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

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4.	<p><b>This is interesting! Can you guide me on how to participate in this campaign?</b></p>	<p><b>Subscribe Unifi TV pack via unifi.com.my:</b></p> <ul style="list-style-type: none"> <li>▪ Visit unifi Official Store, <a href="https://unifi.com.my">https://unifi.com.my</a> &gt; My Account</li> <li>▪ Login to Unifi Self Care, select your existing Unifi Home account eligible for a Unifi TV subscription</li> <li>▪ Follow the steps to subscribe to a Unifi TV Pack. Your guaranteed voucher will be sent via registered email.</li> <li>▪ Note: Order must be completed from 12am, 7 Dec 2022 to 11.59pm, 7 Feb 2023 to eligible for guaranteed voucher</li> </ul>
		<p><b>Subscribe Unifi TV pack via myunifi app:</b></p> <ul style="list-style-type: none"> <li>▪ Download/Launch myunifi on your mobile device.</li> <li>▪ Go to 'My Account' and select eligible Unifi Home plan for a Unifi TV subscription.</li> <li>▪ Follow the steps to subscribe to a Unifi TV Pack. Your guaranteed voucher will be sent via registered email.</li> <li>▪ Note: Order must be completed from 12am, 7 Dec 2022 to 11.59pm, 7 Feb 2023 to eligible for guaranteed voucher</li> </ul>
5.	<p><b>What are the prizes to be won and what is the basis of winner's selection?</b></p>	<ul style="list-style-type: none"> <li>▪ Be the first 500 customers to subscribe Unifi TV Ultimate Pack and get guaranteed RM50 worth of Shopee voucher.</li> <li>▪ Be the first 500 customers to subscribe Unifi TV Aneka, Ruby or Varnam Pack and get guaranteed RM30 worth of Shopee voucher.</li> </ul>
6.	<p><b>How many winners will be chosen for this campaign?</b></p>	<ul style="list-style-type: none"> <li>▪ There will be a total of 1,000 winners to be selected from this campaign.</li> </ul>
7.	<p><b>How will you select the winners?</b></p>	<ul style="list-style-type: none"> <li>▪ 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 <a href="https://unifi.com.my">unifi.com.my</a> or myunifi app during the campaign period.</li> </ul>
8.	<p><b>How would I know if I am selected as a winner?</b></p>	<ul style="list-style-type: none"> <li>▪ All selected winners will be notified via email within 60 days of conclusion of the campaign.</li> <li>▪ 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</li> </ul>

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		<p>response from you within the mentioned period, we have the right to select another winner.</p>
9.	<p><b>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?</b></p>	<p>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 &amp; Conditions.</p>
10.	<p><b>Can I exchange the voucher that I won for cash?</b></p>	<ul style="list-style-type: none"> <li>▪ Kindly note that all prizes are non-transferable, assignable and exchangeable.</li> </ul>
11.	<p><b>Is there any validity period for the voucher?</b></p>	<ul style="list-style-type: none"> <li>▪ The validity period for the voucher will be notified in the prize email.</li> <li>▪ The winners must utilize the Shopee voucher within the validity period to avoid disappointment.</li> </ul>
12.	<p><b>Can I request to extend the validity date of the reload pin that I have won?</b></p>	<ul style="list-style-type: none"> <li>▪ No, the voucher has its validity period. We are not responsible to extend expired vouchers.</li> </ul>
13.	<p><b>If I register for a new account, am I eligible to participate in this campaign?</b></p>	<ul style="list-style-type: none"> <li>▪ No, new Unifi Home with Unifi TV subscriptions are not eligible for guaranteed voucher.</li> <li>▪ This campaign is eligible for existing Unifi Home (broadband only) customers only.</li> </ul>
14.	<p><b>Am I entitled to get two (2) vouchers if I subscribe to two (2) unifi TV packs?</b></p>	<ul style="list-style-type: none"> <li>▪ No, since you can only add ONE (1) Unifi TV pack to a Unifi Home plan.</li> </ul>

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