

**FREQUENTLY ASKED QUESTIONS (FAQ)  
ON  
unifi UNLIMITED HAPPINESS CAMPAIGN**

NO	QUESTION	ANSWER																								
unifi Unlimited Happiness Campaign (Online Exclusive Fibre Broadband Campaign)																										
1.	What is unifi Unlimited Happiness campaign?	<ul style="list-style-type: none"><li>unifi Unlimited Happiness campaign is an online exclusive campaign offering rewards exclusively for new subscriptions of Fibre Broadband plans and Convergence Plans via our online channels, namely unifi.com.my or myunifi app.</li><li>Successful subscriptions will receive a Welcome Gift which is an e-Voucher worth RM50 and also in the running to win the Grand Prize after this campaign ends.</li></ul>																								
2.	Who is eligible to participate in this campaign and what is the promo plan?	<ul style="list-style-type: none"><li>This campaign is applicable for:<ul style="list-style-type: none"><li>New unifi customers</li><li>Existing customers who are subscribing to a new fibre broadband plan (additional plan subscription).</li></ul><p><b>*NOTE: Change or upgrade of current plan does not entitled customers for this campaign.</b></p></li><li>Eligible plans are as below:<table><tr><th>Unlimited Data Plan</th><th>Plan Price (RM)</th></tr><tr><td>800Mbps</td><td>349</td></tr><tr><td>500Mbps</td><td>249</td></tr><tr><td>300Mbps</td><td>199</td></tr><tr><td>100Mbps/100Mbps with unifi Plus Box</td><td>129/189</td></tr><tr><td>30Mbps /30Mbps with unifi Plus Box</td><td>89/149</td></tr></table><table><tr><th>unifi Your World plan</th><th>Plan Price (RM)</th></tr><tr><td>800Mbps</td><td>378</td></tr><tr><td>500Mbps</td><td>278</td></tr><tr><td>300Mbps</td><td>228</td></tr><tr><td>100Mbps</td><td>208</td></tr><tr><td>30Mbps</td><td>198</td></tr></table></li><li>Please refer to <a href="https://unifi.com.my/unifiyourworld">https://unifi.com.my/unifiyourworld</a> for more details on unifi Your World offerings.</li></ul>	Unlimited Data Plan	Plan Price (RM)	800Mbps	349	500Mbps	249	300Mbps	199	100Mbps/100Mbps with unifi Plus Box	129/189	30Mbps /30Mbps with unifi Plus Box	89/149	unifi Your World plan	Plan Price (RM)	800Mbps	378	500Mbps	278	300Mbps	228	100Mbps	208	30Mbps	198
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3.	How long is the campaign period?	<ul style="list-style-type: none"><li>This campaign runs from 1 February to 14 April 2021.</li><li>So hurry, subscribe to our unifi Fibre plans and unifi Your World plans via <a href="https://unifi.com.my">unifi.com.my</a> or myunifi app and you could be one of the lucky winners to walk away with Weekly prize or even the Grand Prize!</li></ul>												
4.	This is interesting! Can you guide me on how to participate in this campaign?	<ul style="list-style-type: none"><li>It's very simple. All you need to do is follow the steps here:</li><li><u>For subscription via unifi.com.my:</u><ul style="list-style-type: none"><li>Visit unifi portal, unifi.com.my &gt; For Your Home &gt; Fibre Broadband and click "Buy Now" on your preferred unifi Home™ plan.</li></ul></li><li><u>For subscription via myunifi app:</u><ul style="list-style-type: none"><li>Download the myunifi app, click the Home button &gt; choose your preferred unifi Home™ plan and proceed to "Buy Now".</li></ul></li><li>Please register all your information and submit your application during the campaign period.</li></ul>												
5.	What are the prizes to be won?	<ul style="list-style-type: none"><li>Customers who subscribe to the eligible plans during the campaign period will entitle for an e-Voucher worth RM50 and also in the running to win the Grand Prize after the campaign ends.</li><li>So, be the first 400 customers (every fortnight) to subscribe to the unifi fibre plans via online channels and stay active after the 30 days trial to be eligible to receive the e-Voucher worth RM50.</li><li>Five (5) Lucky winners will be chosen to receive the Grand Prize of Microsoft Xbox series X Console with a bonus of one (1) additional controller &amp; one (1) x FIFA 2021 game at the end of the campaign.</li></ul> <table><tr><th>Week 1-2 (1-14 Feb)</th><th>Week 3-4 (15-28 Feb)</th><th>Week 5-6 (1-14 Mar)</th><th>Week 7-8 (15-31 Mar)</th><th>Week 9-10 (1-14 Apr)</th><th>End of Campaign</th></tr><tr><td>400 x Grab Food eVoucher worth RM50</td><td>400 x Touch N Go eWallet Reload PIN worth RM50</td><td>400 x Shopee eVoucher worth RM50</td><td>400 x Lazada eVoucher worth RM50</td><td>400 x Grab Food eVoucher worth RM 50</td><td>5 x Xbox X Series Console (additional controller &amp; 1x FIFA 2021 game) worth RM4,000</td></tr></table>	Week 1-2 (1-14 Feb)	Week 3-4 (15-28 Feb)	Week 5-6 (1-14 Mar)	Week 7-8 (15-31 Mar)	Week 9-10 (1-14 Apr)	End of Campaign	400 x Grab Food eVoucher worth RM50	400 x Touch N Go eWallet Reload PIN worth RM50	400 x Shopee eVoucher worth RM50	400 x Lazada eVoucher worth RM50	400 x Grab Food eVoucher worth RM 50	5 x Xbox X Series Console (additional controller & 1x FIFA 2021 game) worth RM4,000
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6.	<b>How will you select the winners?</b>	<ul style="list-style-type: none"> <li>▪ The selection of winners will be done based on the criteria below:               <ol style="list-style-type: none"> <li>i. Successful subscription and activated plans via <a href="http://unifi.com.my">unifi.com.my</a> or myunifi app</li> <li>ii. Be the first 400 customers every fortnight to subscribe to the eligible fibre broadband plans to get an e-Voucher worth RM50.</li> <li>iii. The fibre broadband plan that have been subscribed to needs to stay active after the 30 days free trial period</li> <li>iv. The grand prize winners will be drawn using randomiser and based on criteria (i) &amp; (iii). Your drawing chances will be multiplied based on the plan you subscribed.                   <ul style="list-style-type: none"> <li>• <b>Plan price less than RM100 = 1 chance</b></li> <li>• <b>Plan price within RM101 - RM200 = 3 chances</b></li> <li>• <b>Plan price within RM201 - RM300 = 5 chances</b></li> <li>• <b>Plan price more than RM301 = 10 chances</b></li> </ul> </li> </ol> </li> </ul>
7.	<b>How would I know if I am selected as a winner?</b>	<ul style="list-style-type: none"> <li>▪ Weekly winner list will be published on our website, <a href="http://unifi.com.my">unifi.com.my</a>. All the winners will be notified via email within 30 days after the free trial period and they will be required to reply the email within seven (7) days in order to claim the RM50 e-Voucher.</li> <li>▪ For Grand prize winners, you will be notified via email within 30 days after your free trial period and the campaign has ended. You will be required to reply the email within 7 days in order to claim the grand prize.</li> <li>▪ If you are not reachable via email after the 7 days, the prizes will be forfeited. unifi will also attempt to send three (3) reminders via your registered email.</li> </ul>
8.	<b>Can I win a Weekly Prize and the Grand Prize?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you can win one (1) e-Voucher worth RM50 and also win the Grand Prize for this campaign if you fulfil all the criteria.</li> </ul>
9.	<b>When will I receive the prizes after I've replied the notification email from unifi?</b>	<ul style="list-style-type: none"> <li>▪ You shall receive the prizes within seven (7) days after you respond to our email.</li> </ul>
10.	<b>Will I be tied to any contract for my unifi plan subscription?</b>	<ul style="list-style-type: none"> <li>▪ Yes, all unifi Fibre plans come with a 24-months contract.</li> </ul>
11.	<b>How many times can I participate?</b>	<ul style="list-style-type: none"> <li>▪ There is no limit to the number of entries. Each new successful subscription of the plans mentioned above will entitle you to one (1) entry.</li> </ul>

12.	<b>Is there any validity period for all the e-Voucher?</b>	<ul style="list-style-type: none"> <li>▪ The e-Voucher has its validity period and we encourage customer to use it within validity period as stated in the email.</li> <li>▪ Please note that the e-Voucher may be subject to terms and conditions as outlined by the merchants.</li> </ul>
13.	<b>Can I exchange for other voucher or cash if I don't like the voucher that I have won?</b>	<ul style="list-style-type: none"> <li>▪ No, the type of e-Voucher will be given to you according to the week you subscribed.</li> <li>▪ All the prizes are non-transferable, assignable and exchangeable.</li> </ul>
14.	<b>Who should I contact if I have problem to use e-Voucher?</b>	<ul style="list-style-type: none"> <li>▪ If you face any problem to reload/use the e-Voucher, you may visit the respective merchant's website or support channel as below: <ul style="list-style-type: none"> <li>• Grab portal at <a href="https://help.grab.com/passenger/en-my/360033165912-I-have-a-GrabGift-issue">https://help.grab.com/passenger/en-my/360033165912-I-have-a-GrabGift-issue</a></li> <li>• TNG portal at <a href="https://support.tngdigital.com.my">https://support.tngdigital.com.my</a> or give a call to TNG careline at +603-5022 3888.</li> <li>• Shopee at +603-2777 9222</li> <li>• Lazada portal at <a href="https://www.lazada.com.my/helpcentre">https://www.lazada.com.my/helpcentre</a> or chat via livechat</li> </ul> </li> </ul>
15.	<b>I am an existing unifi fibre subscriber. If I registered for a new account, am I eligible to participate in this campaign?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you can still subscribe to a new unifi Fibre plan under your name at a different address via unifi website or myunifi app.</li> </ul>
16.	<b>If I decided to terminate my unifi subscription within the 30 days free trial period, can I still get the e-Voucher and Grand Prize?</b>	<ul style="list-style-type: none"> <li>▪ Please note that should you decide to cancel the unifi service within the 30 days free trial period, you are not eligible to get the e-Voucher or the grand prize.</li> <li>▪ To cancel the subscription, customers need to walk in to any TMpoint nationwide within 30 days from the activation date.</li> <li>▪ Customers are also required to return all equipment upon cancellation of the subscription to avoid being charged with early termination fee of the remaining month of the contract period.</li> </ul>

17.	<b>How can I know more about this campaign or if I have further enquiries?</b>	<ul style="list-style-type: none"><li>▪ To find out more about this campaign or if you have any further enquiries, get in touch with us via the following touchpoints:<ul style="list-style-type: none"><li>➢ myunifi app (available for Android and iOS)</li><li>➢ unifi portal – unifi.com.my</li><li>➢ unifi online community forum at community.unifi.com.my</li><li>➢ Email – <a href="mailto:help@tm.com.my">help@tm.com.my</a></li><li>➢ Facebook - <a href="https://www.facebook.com/weareunifi/">https://www.facebook.com/weareunifi/</a></li><li>➢ Twitter - <a href="https://twitter.com/helpmeunifi">https://twitter.com/helpmeunifi</a></li></ul></li><li>▪ If you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.</li></ul>
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