

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
ONLINE EXCLUSIVE CAMPAIGN
(SPIN AND WIN)**

NO	QUESTION	ANSWER																															
1.	Can you tell me more about this campaign?	<ul style="list-style-type: none"> • unifi is launching a rewards campaign for customers who sign up for selected unifi plans via online channels i.e. unifi.com.my and the myunifi app called “Spin and Win”. • This offer is exclusive for ALL online subscriptions to unifi Home plans with 100 Mbps or more, unifi Mobile postpaid unlimited 4G data plans on a 12 months’ contract as well as customer who subscribe to smart device add on (Laptop/Smart TV) only. • Customers could stand a chance to win great prizes such as 5G-enabled phones, Smart TV, Holiday package and e-vouchers! 																															
2.	How long is the campaign period?	<ul style="list-style-type: none"> • This campaign runs for a limited time only from 17 May to 31 October 2022. 																															
3.	Who are eligible to participate in the campaign?	<ul style="list-style-type: none"> • This campaign is applicable for: <ul style="list-style-type: none"> ▪ 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 (additional subscription). ▪ Existing unifi customers who add on smart device (Laptop/SmartTV) with existing unifi account. <p><i>*NOTE: Any changes or upgrades of existing plans will not entitle customers to participate in this campaign</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: black; color: white;">Plan</th> <th style="background-color: black; color: white;">Speed</th> <th style="background-color: black; color: white;">Plan Price (RM) /month</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Home Broadband Only</td> <td style="text-align: center;">100 Mbps</td> <td style="text-align: center;">129</td> </tr> <tr> <td rowspan="4" style="text-align: center;">Home Broadband & Entertainment</td> <td style="text-align: center;">100 Mbps</td> <td style="text-align: center;">189</td> </tr> <tr> <td style="text-align: center;">300 Mbps</td> <td style="text-align: center;">199</td> </tr> <tr> <td style="text-align: center;">500 Mbps</td> <td style="text-align: center;">249</td> </tr> <tr> <td style="text-align: center;">800 Mbps</td> <td style="text-align: center;">349</td> </tr> <tr> <td rowspan="4" style="text-align: center;">#unifiYourWorld (All in one plan: Home Broadband, Entertainment & Mobile)</td> <td style="text-align: center;">100 Mbps</td> <td style="text-align: center;">208</td> </tr> <tr> <td style="text-align: center;">300 Mbps</td> <td style="text-align: center;">228</td> </tr> <tr> <td style="text-align: center;">500 Mbps</td> <td style="text-align: center;">278</td> </tr> <tr> <td style="text-align: center;">800 Mbps</td> <td style="text-align: center;">378</td> </tr> <tr> <td style="text-align: center;">unifi Mobile Postpaid 99 promo (12 months contract)</td> <td colspan="2" style="text-align: center;">59</td> </tr> <tr> <td rowspan="2" style="text-align: center;">Smart Device Add On</td> <td style="text-align: center;">Sharp 60” 4K UHD TV</td> <td rowspan="2" style="text-align: center;">From 79/month</td> </tr> <tr> <td style="text-align: center;">Asus Expertbook</td> </tr> </tbody> </table>	Plan	Speed	Plan Price (RM) /month	Home Broadband Only	100 Mbps	129	Home Broadband & Entertainment	100 Mbps	189	300 Mbps	199	500 Mbps	249	800 Mbps	349	#unifiYourWorld (All in one plan: Home Broadband, Entertainment & Mobile)	100 Mbps	208	300 Mbps	228	500 Mbps	278	800 Mbps	378	unifi Mobile Postpaid 99 promo (12 months contract)	59		Smart Device Add On	Sharp 60” 4K UHD TV	From 79/month	Asus Expertbook
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		<p><i>*Note: Excluding unifi Lite (previously known as Streamyx).</i></p>
4.	<p>How do I join this campaign?</p>	<ul style="list-style-type: none"> • All you need to do is follow the steps below: <ul style="list-style-type: none"> ▪ Visit unifi portal https://home.unifi.com.my/anytimeanywhere , https://my.unifi.com.my/personal/mobile/postpaid/ultimate or download the myunifi app. ▪ To participate in the contest, you must enter your contact details (name, NRIC, email address, and phone number), answer (1) one question correctly, and agree to the terms and conditions of the contest to get access to “Spin and Win”. ▪ Customers can only spin the wheel using their registered particulars once. ▪ Attempts to spin the wheel using the same individual particulars that have been used previously will result in disqualification. ▪ In order to claim the prizes won, participants are required to subscribe to eligible plan(s) as listed in Question 3 within 48 hours using the same particulars (name, NRIC, email address, phone number) used to register for “Spin and Sure Win”. ▪ Participants who do not subscribe to any of the eligible packages within 48 hours will forfeit their prize. ▪ Only the successful installation/activation of the plan will enable customers to redeem the prizes, as indicated in the spin results. ▪ The prize is on a first-come-first-served basis and while stock lasts, so hurry and subscribe to the plans NOW!
5.	<p>When will I receive my prize?</p>	<ul style="list-style-type: none"> • You will receive your prize within 90 days of your unifi Home installation / unifi Mobile SIM card activation. Your unifi account must remain active without any outstanding bills when receiving your prize. <p><i>Note: Your unifi Home plan and unifi Mobile plan need to be installed/activated before 15 November 2022 in order to be eligible to claim the prizes.</i></p> <ul style="list-style-type: none"> • In the event that you have won an e-voucher, please check your email frequently, including spam/junk folders as we will be sending these e-vouchers to your registered email address. • We recommend that you add hello@unifi.com.my to your safe list. • unifi will not be held responsible if you only check your emails after the voucher has expired.
6.	<p>I’ve won before and claimed the prizes, can I win again?</p>	<ul style="list-style-type: none"> • Each subscriber (based on each NRIC or email address) is entitled to only one (1) prize throughout this campaign.

7.	Can I transfer my winning prizes to my family or friends if my unifi order submission has failed?	<ul style="list-style-type: none"> Please note that all prizes are non-transferable and non-exchangeable to other participants.
8.	Can I exchange the winning prize for cash?	<ul style="list-style-type: none"> Please note that all prizes are non-transferable and non-exchangeable for cash or other prizes.
9.	Who should I contact if I have a problem with the prize I've won?	<ul style="list-style-type: none"> If you face any problems with your prize, please contact our supplier as stated in the correspondence email to you.
10.	I am an existing unifi Home customer. Can I participate in this contest?	<ul style="list-style-type: none"> Sure, you can! You can sign up to a new plan (either unifi Home or unifi Mobile Postpaid) during the contest period.
11.	Am I eligible to win if the account is not registered under my name?	<ul style="list-style-type: none"> Please note that only the participant that matches the account holder will be eligible to claim the prize.
12.	Will I be tied to any contract for my unifi plan subscription?	<ul style="list-style-type: none"> Yes, all unifi Home fibre broadband plans come with a 24-months contract, while unifi Mobile 99 comes with a 12-months contract period.
13.	Can I claim a prize if I have subscribed to the unifi Home plan before I participate in "Spin the Wheel"?	<ul style="list-style-type: none"> We are sorry, you can't claim a prize if you have subscribed to any unifi services before your participation in this "Spin the Wheel" campaign.

14.	Who should I contact if I have an inquiry or need assistance?	<ul style="list-style-type: none">• You can find out more about unifi Home and Mobile plans at: https://unifi.com.my/anytimeanywhere• You can also contact us via:<ul style="list-style-type: none">➤ Live Chat via unifi.com.my or the myunifi app➤ Facebook at facebook.com/weareunifi➤ Tw itter at @helpmeunifi
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