

Unifi - UEM Sunrise New Home Broadband Campaign

1. What is this campaign about?

This campaign gives new customers who subscribe to our home broadband service via hUb prop app and complete installation during the campaign period a chance to win exciting prizes like a **Dyson Vacuum Cleaner** or a **Nespresso Coffee Maker**.

2. When is the campaign period?

The campaign runs from **1st June 2025 to 31st August 2025**. Only subscriptions and installations completed within this period will be eligible.

3. Who is eligible to join this campaign?

Anyone aged 18 or above who subscribes to the **home broadband service via hUb prop app** and completes installation during the campaign period.

4. How do I participate in the campaign?

Simply register for the Unifi home broadband service through **hUb prop app**, and ensure the installation is **successfully completed within the campaign period**.

5. Can I sign up through a physical store or third party and still qualify?

No. Only subscriptions made through **hUb prop app** are eligible for this campaign.

6. Do I automatically enter the lucky draw once I install the broadband?

Yes. Once your broadband installation is complete and verified during the campaign period, you will automatically be entered into the prize selection process.

7. What are the prizes?

- Two (2) **Dyson Vacuum Cleaner**
 - Two (2) **Nespresso Coffee Maker**
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8. How are winners selected?

Potential Winners are selected **randomly** using a verified name picker software from a list of eligible customers. Once selected, email with set of questions will be sent to the potential winner. Potential winner must respond correctly in 7 calendar days from the day email sent

9. Will I be notified if I'm selected?

Yes. If you are selected as a **potential winner**, we will contact you via the **email address you used to register**.

10. What happens after I'm selected as a potential winner?

You will receive an email with a **set of questions**. You must respond with your answers **within 7 calendar days**.

11. What if I don't reply within 7 days?

If you fail to respond within 7 days or do not meet the requirements, you will be **disqualified**, and a new potential winner will be selected.

12. Can I win more than one prize?

No. Each participant can **only win one prize** during this campaign.

13. Can I exchange my prize for cash or other items?

No. Prizes are **non-transferable** and **cannot be exchanged** for cash or any other product.

14. How will I receive the prize if I win?

Once confirmed, we will contact you to **arrange delivery or collection** of the prize, depending on your location.

15. Who can I contact for help or questions about the campaign?

You can reach out to our customer service at **digital@tm.com.my** for any questions or assistance related to this campaign.