



FREQUENTLY ASKED QUESTIONS (FAQ)
UNIFI TV X DISNEY+ HOTSTAR
RM30 GRABFOOD VOUCHER GIVEAWAY
(For new and existing Disney+ Hotstar activations with Unifi TV Packs or a la carte subscriptions)

QUESTION		ANSWER
1.	What is this giveaway all about?	<p>This giveaway is a promotional campaign to reward customers who activate the Disney+ Hotstar streaming app through Unifi from 16th December 2024 to 2nd February 2025.</p> <p>By activating the app via their Unifi TV Pack bundled entitlement or an a la carte subscription through the MyUnifi app or Unifi Selfcare portal, and completing the login to the Disney+ Hotstar app, eligible customers can receive an RM30 GrabFood voucher.</p> <p>Winners are determined weekly, with the first [X] customers each week automatically receiving the voucher. For more details, refer to Question 6.</p>
2.	How do I join this giveaway?	<p>To participate in the giveaway, simply follow these steps:</p> <p><u>For existing Unifi TV Pack subscribers with Disney+ Hotstar entitlement:</u></p> <ol style="list-style-type: none"> (a) Step 1: Go to the MyUnifi app or Unifi Selfcare portal (https://selfcare.unifi.com.my). (b) Step 2: Log in, select your account and click on 'Entertainment Pack'. (c) Step 3: Click on Disney+ Hotstar and complete the activation process. (d) Step 4: Go to the Disney+ Hotstar app or website (https://www.disneyplushotstar.com) to sign up and log in using your registered mobile number. The registered mobile number is the same as the one used in your Unifi TV subscription. (e) Step 5: Once Steps 1 to 4 are completed, you will automatically be entered into the giveaway. <p><u>For a la carte Disney+ Hotstar subscriptions:</u></p> <ol style="list-style-type: none"> (a) Step 1: Go to the MyUnifi app or Unifi Selfcare portal (https://selfcare.unifi.com.my). (b) Step 2: Log in, select your account and click on 'Add-On'. (c) Step 3: Click on 'Streaming App', select Disney+ Hotstar and click 'Add' to complete the subscription. (d) Step 4: Upon successful subscription, go to the Disney+ Hotstar app or website (https://www.disneyplushotstar.com) to sign up and log in using your registered mobile number. The registered mobile number is the same as the one used in your Unifi TV subscription.

		(e) Step 5: Once Steps 1 to 4 are completed, you will automatically be entered into the giveaway.																								
3.	When is the giveaway period?	The giveaway will run from 16 th December 2024 to 2 nd February 2025.																								
4.	What are the prizes for this giveaway?	Participants stand a chance to win an RM30 GrabFood Voucher. A total of 11,666 winners will be selected for this giveaway.																								
5.	Can I submit more than one entry?	Yes, you are allowed to submit multiple entries, provided each entry is associated with a unique mobile number.																								
6.	How will the winners be selected?	<p>The winners for this giveaway will be selected based on the following criteria:</p> <ul style="list-style-type: none"> (a) The participant must be a Unifi TV subscriber or an immediate family member of an active Unifi TV subscriber to any one of the following Unifi TV Packs or streaming app: <ul style="list-style-type: none"> i. Ultimate Max Pack ii. Ultimate Plus Pack iii. Ultimate Pack iv. Movies Pack v. Kids Pack vi. A la carte Disney+ Hotstar streaming app (b) the participant must activate their Disney+ Hotstar subscription via the MyUnifi app or Unifi Selfcare portal. (c) the participant must log in to the Disney+ Hotstar app using the registered mobile number. <p>Winners will be selected on a weekly basis. The first [X] eligible participants meeting the above criteria and as outlined in the chart below, will be deemed winners for that respective week.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Cycle No.</th> <th>Date</th> <th>Quantity of Prizes Available</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>16 Dec 24 – 22 Dec 24</td> <td>1,666</td> </tr> <tr> <td>2</td> <td>23 Dec 24 – 29 Dec 24</td> <td>1,666</td> </tr> <tr> <td>3</td> <td>30 Dec 24 – 5 Jan 25</td> <td>1,666</td> </tr> <tr> <td>4</td> <td>6 Jan 25 – 12 Jan 25</td> <td>1,666</td> </tr> <tr> <td>5</td> <td>13 Jan 25 – 19 Jan 25</td> <td>1,666</td> </tr> <tr> <td>6</td> <td>20 Jan 25 – 26 Jan 25</td> <td>1,666</td> </tr> <tr> <td>7</td> <td>27 Jan 25 – 2 Feb 25</td> <td>1,670</td> </tr> </tbody> </table>	Cycle No.	Date	Quantity of Prizes Available	1	16 Dec 24 – 22 Dec 24	1,666	2	23 Dec 24 – 29 Dec 24	1,666	3	30 Dec 24 – 5 Jan 25	1,666	4	6 Jan 25 – 12 Jan 25	1,666	5	13 Jan 25 – 19 Jan 25	1,666	6	20 Jan 25 – 26 Jan 25	1,666	7	27 Jan 25 – 2 Feb 25	1,670
Cycle No.	Date	Quantity of Prizes Available																								
1	16 Dec 24 – 22 Dec 24	1,666																								
2	23 Dec 24 – 29 Dec 24	1,666																								
3	30 Dec 24 – 5 Jan 25	1,666																								
4	6 Jan 25 – 12 Jan 25	1,666																								
5	13 Jan 25 – 19 Jan 25	1,666																								
6	20 Jan 25 – 26 Jan 25	1,666																								
7	27 Jan 25 – 2 Feb 25	1,670																								
7.	Who is eligible to enter this giveaway?	<p>If you are an active Unifi TV Pack subscriber or an immediate family member of an active Unifi TV Pack residential subscriber aged 18 years or above, you are eligible to enter.</p> <p>For the purposes of this promotion, "New and Existing Unifi TV Subscribers" refers to customers who meet either of the following criteria during the giveaway period:</p> <ul style="list-style-type: none"> a) Subscribers entitled to the Disney+ Hotstar streaming app bundled as part of their Unifi TV subscription who have not yet activated the app b) Subscribers who have independently subscribed to the Disney+ Hotstar streaming app on an a la carte basis through Unifi. 																								

8.	How will the winners be contacted?	Winners will be notified via SMS sent to the registered mobile number.
9.	If I'm one of the lucky winners, how and when will I receive my prizes?	If you are selected as one of the lucky winners, you will receive an SMS from TM containing the GrabFood voucher code within seven (7) days after the end of each cycle.
10.	How can I redeem my GrabFood voucher code if I'm one of the lucky winners?	<p>To redeem your GrabFood voucher, follow these steps:</p> <ol style="list-style-type: none"> 1) Open the Grab app <ul style="list-style-type: none"> • Tap on the 'Food' option on the home screen. 2) Choose your meal <ul style="list-style-type: none"> • Select your preferred merchant, pick the items you would like to order and add them to your basket. 3) Apply your voucher <ul style="list-style-type: none"> • Tap on 'Use offers to get discount.' • Enter your voucher code and select the GrabFood voucher. • Tap 'Apply.' 4) Confirm your order <ul style="list-style-type: none"> • Review your booking details, then tap 'Place Order.' <p>And that is it! Your GrabFood order will be on its way.</p>
11.	Can I exchange the prize I won for cash?	The prizes are non-refundable, non-transferable and cannot be exchanged or redeemed for cash, credit or any form of rebate. They are exclusively applicable for GrabFood voucher redemption only.
12.	How do I get more info about this giveaway?	For more details, please visit the official campaign website at www.unifi.com.my/dhs30 starting 16th December 2024.
13.	What are the terms and conditions of this giveaway?	For more information, please refer to the terms and conditions at www.unifi.com.my/dhs30 .
14.	What if I am unable to redeem my GrabFood voucher code?	Kindly contact our Care Crew by calling 100 or visit your nearest Unifi Store or TMpoint outlet for further assistance.

{End of FAQ}