



FREQUENTLY ASKED QUESTIONS (FAQ)
UNIFI TV X TVBANYWHERE+
RM20 TNG EWALLET VOUCHER GIVEAWAY
(For new and existing TVBAnywhere+ activations with Unifi TV Ruby Plus Pack subscription)

QUESTION		ANSWER
1.	What is this giveaway all about?	<p>This giveaway is a promotional campaign to reward Unifi TV Ruby Plus Pack customers who activate the TVBAnywhere+ streaming app through Unifi between 12 March 2025 to 13 April 2025.</p> <p>By activating the app via their Unifi TV Pack bundled entitlement through the MyUnifi app or Unifi Selfcare portal, eligible customers can receive an RM20 Touch 'n Go eWallet voucher.</p> <p>How winners are selected:</p> <ul style="list-style-type: none"> a) Winners are determined on a first-come, first-served basis. b) The first 6,000 customers to activate the app will automatically receive the voucher. c) For more details, refer to Question 6.
2.	How do I join this giveaway?	<p>To participate in the giveaway, simply follow these steps:</p> <p>For existing Unifi TV Ruby Plus Pack subscribers with TVBAnywhere+ entitlement:</p> <ul 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 the 'Free' icon beside TVBAnywhere+ (VOD Zone) and complete the activation process. d) Step 4: Open the TVBAnywhere+ app and log in using your Unifi ID to start streaming. <p>Once Steps 1 to 4 are completed, you will be automatically entered into the giveaway.</p>
3.	When is the giveaway period?	The giveaway will run from 12 March 2025 until 13 April 2025.
4.	What are the prizes for this giveaway?	<p>Participants stand a chance to win an RM20 TNG eWallet voucher.</p> <p>A total of 6,000 winners will be selected for this giveaway.</p>
5.	Can I submit more than one entry?	Yes, you may submit multiple entries, provided each entry is associated with a unique Unifi ID.

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 Ruby Plus Pack subscriber. b) The participant must activate their TVBAnywhere+ subscription via the MyUnifi app or Unifi Selfcare portal. c) Winners are selected on a first-come, first-served basis. <p>The first 6,000 eligible participants meeting the above criteria will be declared winners.</p>
7.	Who is eligible to enter this giveaway?	<p>You are eligible if you are:</p> <ul style="list-style-type: none"> a) An active Unifi TV Ruby Plus Pack subscriber OR b) An immediate family member of an active Unifi TV Ruby Plus Pack residential subscriber, aged 18 years or above. <p>For the purpose of this promotion, "New and Existing Unifi TV Subscribers" refers to customers who:</p> <ul style="list-style-type: none"> a) Are entitled to the TVBAnywhere+ bundled streaming app as part of their Unifi TV subscription. b) Have not yet activated the app during the giveaway period.
8.	How and when will the winners be contacted?	<p>Winners will be notified via SMS sent to the registered mobile number on Unifi.</p>
9.	If I'm one of the lucky winners, how and when will I receive my prize?	<p>If you are selected as a winner, you will receive an SMS from TM containing your TNG eWallet voucher code within two (2) weeks after activating the TVBAnywhere+ app.</p>
10.	How can I redeem my TNG eWallet voucher code if I'm one of the lucky winners?	<p>To redeem your TNG eWallet voucher, follow these steps:</p> <ul style="list-style-type: none"> a) Step 1: Open the TNG eWallet app. b) Step 2: Tap "+ Add Money". c) Step 3: Select eWallet balance. d) Step 4: Select "Reload Pin". e) Step 5: Enter the voucher code. f) Step 6: "Reload Now".
11.	Can I exchange the prize I won for cash?	<p>The prizes are non-refundable, non-transferable and cannot be exchanged or redeemed for cash, credit or any other rebates. The voucher is exclusively for TNG eWallet redemption only.</p>
12.	How do I get more information about this giveaway?	<p>For more details, please visit the official campaign website at www.unifi.com.my/giveawaytvb (available starting 12 March 2024).</p>
13.	What are the terms and conditions of this giveaway?	<p>For more information, please refer to the full terms and conditions at www.unifi.com.my/giveawaytvb.</p>
14.	What if I am unable to redeem my TNG eWallet voucher code?	<p>If you are unable to redeem your voucher, please contact our Care Crew:</p> <ul style="list-style-type: none"> a) Call 100 OR b) Visit any Unifi Store or TMpoint outlet for further assistance.

{End of FAQ}