



**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.	<b>What is this giveaway all about?</b>	<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 1 June 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><b>How winners are selected:</b></p> <ul style="list-style-type: none"> <li>a) Winners are determined on a first-come, first-served basis.</li> <li>b) The first 6,000 customers to activate the app will automatically receive the voucher.</li> <li>c) For more details, refer to Question 6.</li> </ul>
2.	<b>How do I join this giveaway?</b>	<p>To participate in the giveaway, simply follow these steps:</p> <p><b>For existing Unifi TV Ruby Plus Pack subscribers with TVBAnywhere+ entitlement:</b></p> <ul style="list-style-type: none"> <li>a) Step 1: Go to the MyUnifi app or Unifi Selfcare portal (<a href="https://selfcare.unifi.com.my">https://selfcare.unifi.com.my</a>).</li> <li>b) Step 2: Log in, select your account and click on 'Entertainment Pack'.</li> <li>c) Step 3: Click on the 'Free' icon beside TVBAnywhere+ (VOD Zone) and complete the activation process.</li> <li>d) Step 4: Open the TVBAnywhere+ app and log in using your Unifi ID to start streaming.</li> </ul> <p>Once Steps 1 to 4 are completed, you will be automatically entered into the giveaway.</p>
3.	<b>When is the giveaway period?</b>	The giveaway will run from 12 March 2025 until 1 June 2025.
4.	<b>What are the prizes for this giveaway?</b>	<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.	<b>Can I submit more than one entry?</b>	Yes, you may submit multiple entries, provided each entry is associated with a unique Unifi ID.

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

**{End of FAQ}**

Additional Question for WISER upload (for Frontliners)

15.	<p><b>For TM frontliners, what steps should be taken if a customer calls to report that they are unable to redeem their TNG eWallet voucher code?</b></p>	<p>If a customer reports an issue with redeeming their TNG eWallet voucher, please collect the following details:</p> <p><b><u>TVBAnywhere+ TNG eWallet Voucher Issue</u></b></p> <ul style="list-style-type: none"> <li>i. Customer Name:</li> <li>ii. Customer Unifi ID:</li> <li>iii. Customer Contact Number (<i>The mobile number that received the SMS with the TNG eWallet voucher code</i>):</li> <li>iv. Date SMS was received:</li> <li>v. TNG eWallet voucher code:</li> </ul> <p>Kindly send the gathered information via email to the following personnel:</p> <ul style="list-style-type: none"> <li>1) Hafzanizam Ujang (<a href="mailto:hafzanizam@tm.com.my">hafzanizam@tm.com.my</a>)</li> <li>2) cc: Haw Lee Sun (<a href="mailto:alexis.haw@tm.com.my">alexis.haw@tm.com.my</a>)</li> </ul> <p>The Business unit will investigate the issue together with TVB and TNG. A resolution will typically be provided within five (5) to seven (7) business days.</p>
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