

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
UNIFI HOME FIBRE BROADBAND  
ONLINE EXCLUSIVE CAMPAIGN**

NO	QUESTION	ANSWER
<b>ABOUT UNIFI HOME FIBRE ONLINE EXCLUSIVE CAMPAIGN</b>		
1.	<b>Can you tell me more about this contest?</b>	<ul style="list-style-type: none"> <li>▪ unifi Home Fibre Broadband Online Exclusive Campaign offers you the opportunity to win exciting monthly and grand prizes when you sign-up to any eligible campaign plans.</li> <li>▪ Earn a higher chance of winning when you subscribe to a higher speed plan and get the best of internet, content and mobile experience for your home at an amazing price.</li> <li>▪ You will also be entitled to join our Purchase with Purchase (PWP) programme to add-on a device at an exclusive price.</li> </ul>
2.	<b>How long is the contest period?</b>	<ul style="list-style-type: none"> <li>▪ This campaign runs from <b>15<sup>th</sup> September until 31<sup>st</sup> December 2021.</b></li> </ul>
3.	<b>How many winners will be eligible for the prizes?</b>	<ul style="list-style-type: none"> <li>▪ A total of 30 lucky winners will be selected to win the prizes.</li> </ul>
4.	<b>Is it possible to win more than one prize?</b>	<ul style="list-style-type: none"> <li>▪ You are entitled to win only one (1) prize, either Monthly or Grand Prize.</li> <li>▪ However, you can increase your chances of winning by subscribing to a higher plan.</li> </ul>
5.	<b>Can I get more entries by subscribing to moreservices?</b>	<ul style="list-style-type: none"> <li>▪ Yes, the more you subscribe, the more entries you will get.</li> <li>▪ Entries are calculated within the cycle period. For example; customer A subscribes to a plan on 15<sup>th</sup> September and the service is activated between 15<sup>th</sup> to 29<sup>th</sup> September. Customer A will be eligible for the prizes of the 1<sup>st</sup> cycle period. If the service is activated after the 1<sup>st</sup> cycle period, the customer will be eligible for the next cycle.</li> <li>▪ Winners who have already won prizes at any cycle of the contest will not be entitled to win again.</li> </ul>

6.	<p><b>Who is eligible to participate in this contest?</b></p>	<ul style="list-style-type: none"> <li>▪ This campaign is applicable for:             <ul style="list-style-type: none"> <li>▪ New unifi customers</li> <li>▪ Existing customers who are subscribing to a new fibre broadband plan (additional plan subscription).</li> </ul> </li> </ul> <p><b>*NOTE: Change or upgrade of current plan does not entitle customers for an entry to this campaign.</b></p> <ul style="list-style-type: none"> <li>▪ Customers who sign-up to the following plans during the contest period will receive a link to answer all provided questions and submit a creative slogan to participate in this contest:</li> </ul> <div style="text-align: center;"> <table border="1" data-bbox="596 546 1396 1182"> <thead> <tr> <th>Plan</th> <th>Speed</th> <th>Plan Price (RM)</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Home Broadband only</td> <td>30 Mbps</td> <td>89</td> </tr> <tr> <td>100 Mbps</td> <td>129</td> </tr> <tr> <td rowspan="5">Home Broadband &amp; Entertainment</td> <td>30 Mbps</td> <td>149</td> </tr> <tr> <td>100 Mbps</td> <td>189</td> </tr> <tr> <td>300 Mbps</td> <td>199</td> </tr> <tr> <td>500 Mbps</td> <td>249</td> </tr> <tr> <td>800 Mbps</td> <td>349</td> </tr> <tr> <td rowspan="5">#unifiYourWorld (3 in 1: Home Broadband, Entertainment &amp; Mobile)</td> <td>30 Mbps</td> <td>198</td> </tr> <tr> <td>100 Mbps</td> <td>208</td> </tr> <tr> <td>300 Mbps</td> <td>228</td> </tr> <tr> <td>500 Mbps</td> <td>278</td> </tr> <tr> <td>800 Mbps</td> <td>378</td> </tr> </tbody> </table>   <table border="1" data-bbox="596 1234 1396 1839"> <thead> <tr> <th>Smart Device Plan</th> <th>Speed</th> <th>Plan Price (RM)</th> </tr> </thead> <tbody> <tr> <td>Home Broadband only</td> <td>100 Mbps</td> <td>228</td> </tr> <tr> <td rowspan="4">Home Broadband, Entertainment (2 in 1)</td> <td>100 Mbps</td> <td>288</td> </tr> <tr> <td>300 Mbps</td> <td>298</td> </tr> <tr> <td>500 Mbps</td> <td>338</td> </tr> <tr> <td>800 Mbps</td> <td>438</td> </tr> <tr> <td rowspan="4">Home Broadband, Entertainment &amp; Mobile (3 in 1)</td> <td>100 Mbps</td> <td>297</td> </tr> <tr> <td>300 Mbps</td> <td>297</td> </tr> <tr> <td>500 Mbps</td> <td>347</td> </tr> <tr> <td>800 Mbps</td> <td>447</td> </tr> <tr> <td rowspan="2">Mobile</td> <td>unifi Mobile 99 promo + VivoY12s</td> <td>79</td> </tr> <tr> <td>unifi Mobile 99 promo + Samsung Galaxy A02</td> <td>79</td> </tr> </tbody> </table> </div>	Plan	Speed	Plan Price (RM)	Home Broadband only	30 Mbps	89	100 Mbps	129	Home Broadband & Entertainment	30 Mbps	149	100 Mbps	189	300 Mbps	199	500 Mbps	249	800 Mbps	349	#unifiYourWorld (3 in 1: Home Broadband, Entertainment & Mobile)	30 Mbps	198	100 Mbps	208	300 Mbps	228	500 Mbps	278	800 Mbps	378	Smart Device Plan	Speed	Plan Price (RM)	Home Broadband only	100 Mbps	228	Home Broadband, Entertainment (2 in 1)	100 Mbps	288	300 Mbps	298	500 Mbps	338	800 Mbps	438	Home Broadband, Entertainment & Mobile (3 in 1)	100 Mbps	297	300 Mbps	297	500 Mbps	347	800 Mbps	447	Mobile	unifi Mobile 99 promo + VivoY12s	79	unifi Mobile 99 promo + Samsung Galaxy A02	79
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7.	<p><b>I am an existing unifi Home customer. Can I participate in this contest?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes, you can. You can sign up to a new plan during the contest period.</li> </ul>																																																											

8.	<p><b>What are the prizes to be won?</b></p>	<ul style="list-style-type: none"> <li>▪ Customers can stand a chance to take home attractive monthly and grand prizes as below: <table border="1" data-bbox="587 268 1409 1160"> <tr> <td data-bbox="587 268 877 515"><b>Grand Prize</b></td> <td data-bbox="877 268 1409 515"> <p><b><u>September – October 2021</u></b> 1x Proton X50 (1.5 Executive) worth RM89,105</p> <p><b><u>November – December 2021</u></b> 1 x Proton X50 (1.5 Executive) worth RM89,105</p> </td> </tr> <tr> <td data-bbox="587 515 877 1160"><b>Monthly prizes</b></td> <td data-bbox="877 515 1409 1160"> <p><b><u>September &amp; October 2021</u></b> 4 x 70” Sharp Aquos 4K Smart TV with Google Assistant worth RM6,699</p> <p>10 x Sony PlayStation 5 with additional dual sense controller worth RM2,648</p> <p><b><u>November 2021</u></b> 2 x 70” Sharp Aquos 4K Smart TV with Google Assistant worth RM6,699</p> <p>5 x Sony PlayStation 5 with additional dual sense controller worth RM2,648</p> <p><b><u>December 2021</u></b> 2 x 70” Sharp Aquos 4K Smart TV with Google Assistant worth RM6,699</p> <p>5 x Sony PlayStation 5 with additional dual sense controller worth RM2,648</p> </td> </tr> </table> </li> </ul>	<b>Grand Prize</b>	<p><b><u>September – October 2021</u></b> 1x Proton X50 (1.5 Executive) worth RM89,105</p> <p><b><u>November – December 2021</u></b> 1 x Proton X50 (1.5 Executive) worth RM89,105</p>	<b>Monthly prizes</b>	<p><b><u>September &amp; October 2021</u></b> 4 x 70” Sharp Aquos 4K Smart TV with Google Assistant worth RM6,699</p> <p>10 x Sony PlayStation 5 with additional dual sense controller worth RM2,648</p> <p><b><u>November 2021</u></b> 2 x 70” Sharp Aquos 4K Smart TV with Google Assistant worth RM6,699</p> <p>5 x Sony PlayStation 5 with additional dual sense controller worth RM2,648</p> <p><b><u>December 2021</u></b> 2 x 70” Sharp Aquos 4K Smart TV with Google Assistant worth RM6,699</p> <p>5 x Sony PlayStation 5 with additional dual sense controller worth RM2,648</p>
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9.	<p><b>How do I participate in this contest?</b></p>	<ul style="list-style-type: none"> <li>▪ Just sign-up to any of the eligible unifi Home Fibre Broadband Plans or Smart Device plan mentioned during the contest period, and you will receive a link to answer all provided questions and submit a creative slogan.</li> <li>▪ Subscribe to higher plan to increase your winning chances.</li> </ul>				

10.	<b>I am interested to participate in this contest. How do I sign-up?</b>	<ul style="list-style-type: none"> <li>▪ It's very simple. All you need to do is follow the steps here:</li> <li>▪ <u>For subscription via unifi.com.my:</u> <ul style="list-style-type: none"> <li>▪ Visit unifi portal, <a href="http://unifi.com.my/smartdevice">unifi.com.my/smartdevice</a> &gt; Choose a plan&gt; and click "Buy Now" on your preferred unifi Home plan.</li> </ul> </li> <li>▪ <u>For subscription via myunifi app:</u> <ul style="list-style-type: none"> <li>▪ Download the myunifi app, on the app's main page, click the "Fibre Broadband" icon &gt; choose your preferred unifi Home plan and proceed to "Buy Now".</li> </ul> </li> <li>▪ Please register all your information and submit your application during the campaign period.</li> <li>▪ Exclusive for subscription via online, you are also entitled for Purchase with Purchase (PwP) programme, where you can purchase selected devices at exclusive discounted prices from our partner's website.</li> </ul>
11.	<b>Will I be eligible to participate if my unifi Home installation is completed after the contest ends?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you will be eligible as long as you sign-up during the contest period and your account remains active after the 30-days trial period.</li> </ul>
12.	<b>How do you select the winners?</b>	<ul style="list-style-type: none"> <li>▪ Winners will be selected by TM based on the correct answers to all the questions and the most creative slogan submitted.</li> </ul> <p><i>Note: Your unifi Home plan needs to remain active and without any outstanding bill after the 30-days FREE trial period ends.</i></p>
13.	<b>How would I know if I am selected as a winner?</b>	<ul style="list-style-type: none"> <li>▪ Winners will be announced via <a href="http://unifi.com.my">unifi.com.my</a> and on unifi's official social media platforms; <a href="#">Facebook</a> and <a href="#">Twitter</a>.</li> <li>▪ We will contact all shortlisted customers via email or phone within 90 days after your FREE 30-days trial ends in order to be our winner.</li> <li>▪ If you are not reachable after three (3) attempts, we will proceed to contact the next shortlisted winner for replacement.</li> </ul>
15.	<b>When will I receive the winning prize upon responding to the email from unifi?</b>	<ul style="list-style-type: none"> <li>▪ Congratulations! Please expect to receive your prize within 90 days after your response to our email or call.</li> <li>▪ We will arrange for the prize to be delivered to your registered address or the TMpoint nearest to you. Details shall be updated via call or email.</li> </ul>

16.	<b>Am I eligible to be a winner if the account is not registered under my name?</b>	<ul style="list-style-type: none"> <li>▪ Only the account holder will be eligible to be in the running for this contest.</li> </ul>
17.	<b>Can I request to choose my winning prize or exchange it to cash?</b>	<ul style="list-style-type: none"> <li>▪ Please note that all prizes are non-transferable and non-exchangeable.</li> </ul>
18.	<b>Will I be tied to any contract for my unifi plan subscription?</b>	<ul style="list-style-type: none"> <li>▪ Yes, all unifi Home Fibre Broadband plans come with a 24-months contract.</li> </ul>
19.	<b>If I decide to terminate my unifi Home Fibre Broadband subscription within the 30 days free trial period, can I still get the e-Voucher and Grand Prize?</b>	<ul style="list-style-type: none"> <li>▪ Please note that should you decide to cancel the unifi Home Fibre Broadband service within the 30 days free trial period, you are not eligible to participate in this contest to win any grand prize and monthly prize.</li> <li>▪ To cancel the subscription, customers need to walk in to any TMpoint nationwide within 30 days from the activation date.</li> <li>▪ Customers are also required to return all equipment upon cancellation of the subscription to avoid being charged with early termination fee of the remaining month of the contract period.</li> </ul>

**PURCHASE WITH PURCHASE (PWP)  
ONLINE EXCLUSIVE OFFER**

20.	<b>Can you tell me more about this offer?</b>	<ul style="list-style-type: none"> <li>▪ This is an exclusive offer for ALL new online sign-ups of campaign plans under the <i>unifi Home Fibre Broadband Online Exclusive Campaign</i> via <a href="http://unifi.com.my">unifi.com.my</a> or myunifi app.</li> <li>▪ You will receive exclusive invitation via email to purchase the devices at a special discounted price on our partner' website after successfully signed up to the campaign plans.</li> </ul> <table border="1" data-bbox="563 577 1401 730" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Device</th> <th style="text-align: center;">RRP</th> <th style="text-align: center;">Discounted Price</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Samsung Galaxy Tab A7 Lite Wifi</td> <td style="text-align: center;">RM699</td> <td style="text-align: center;">RM599</td> </tr> </tbody> </table>	Device	RRP	Discounted Price	Samsung Galaxy Tab A7 Lite Wifi	RM699	RM599
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21.	<b>When will I receive the email invitation?</b>	<ul style="list-style-type: none"> <li>▪ You will receive the email with the link to purchase the device at a special discounted price within 30 days after you subscribe to the campaign plans.</li> </ul>						
22.	<b>When will I receive the device?</b>	<ul style="list-style-type: none"> <li>▪ The device will be sent to you within 14 days after your purchase it from our partner's website.</li> </ul>						
23.	<b>Is there any validity period for the purchase link?</b>	<ul style="list-style-type: none"> <li>▪ The purchase link will be valid throughout the campaign period and while stocks last.</li> </ul>						
24.	<b>Can I purchase more than one device?</b>	<ul style="list-style-type: none"> <li>▪ Each customer is entitled to purchase only one (1) device for each campaign plan purchased during this contest.</li> </ul>						
25.	<b>Is the device comes with warranty?</b>	<ul style="list-style-type: none"> <li>▪ The device comes with a one (1) year warranty period. You may contact our device manufacturer for after sales support or delivery issue.</li> </ul>						

26.	<b>Who should I contact if I need any assistance or service inquiry?</b>	<ul style="list-style-type: none"><li>▪ For more info, please visit <a href="https://unifi.com.my">unifi.com.my</a></li><li>▪ You can also contact us via these channels as below:<ul style="list-style-type: none"><li>• Live Chat via <a href="https://unifi.com.my">unifi.com.my</a> or myunifi app</li><li>• Community at <a href="https://community.unifi.com.my/">community.unifi.com.my/</a></li><li>• Facebook at <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a></li><li>• Twitter at <a href="https://twitter.com/helpmeunifi">@helpmeunifi</a></li></ul></li></ul>
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