

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
unifi Referral Programme CAMPAIGN**

NO	QUESTION	ANSWER				
“unifi Referral Programme” CAMPAIGN						
1.	What is the “unifi Referral Programme campaign?”	<ul style="list-style-type: none"> ▪ unifi Referral Programme is a campaign that allows ALL unifi customers to enjoy special rewards when you’ve successfully introduced your friends and family to unifi Mobile Postpaid or unifi Home Fibre Broadband using your referral link. ▪ The campaign covers new subscription to: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #d3d3d3;">unifi Mobile Postpaid</th> <th style="background-color: #d3d3d3;">unifi Home Fibre Broadband</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Ultimate Plan • unifi Mobile 59 • unifi Mobile 39 • unifi Mobile 29 • unifi Mobile 19 </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • 800 Mbps + unifi Plus Box & Mesh Wi-Fi • 500 Mbps + unifi Plus Box & Mesh Wi-Fi • 300 Mbps + unifi Plus Box • 100 Mbps + unifi Plus Box + ultimate pack • 100 Mbps Unlimited data + unifi Plus Box + unifi TV Pack • 30 Mbps Unlimited data + free upgrade to 100Mbps for 30 days • 30 Mbps + unifi Plus Box + unifi TV Pack </td> </tr> </tbody> </table> 	unifi Mobile Postpaid	unifi Home Fibre Broadband	<ul style="list-style-type: none"> • Ultimate Plan • unifi Mobile 59 • unifi Mobile 39 • unifi Mobile 29 • unifi Mobile 19 	<ul style="list-style-type: none"> • 800 Mbps + unifi Plus Box & Mesh Wi-Fi • 500 Mbps + unifi Plus Box & Mesh Wi-Fi • 300 Mbps + unifi Plus Box • 100 Mbps + unifi Plus Box + ultimate pack • 100 Mbps Unlimited data + unifi Plus Box + unifi TV Pack • 30 Mbps Unlimited data + free upgrade to 100Mbps for 30 days • 30 Mbps + unifi Plus Box + unifi TV Pack
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2.	Who is eligible to participate in this campaign?	<ul style="list-style-type: none"> ▪ The campaign is open to all our existing unifi Mobile Postpaid and unifi Home Fibre Broadband active customers, except TM Group employees or immediate families of the TM Group employees. 				
3.	When is the campaign period?	<ul style="list-style-type: none"> ▪ This campaign is running from 22 April until 31 December 2022. ▪ So, hurry and grab this chance to introduce unifi Mobile Postpaid and unifi Home Fibre Broadband plans to your friends and family! 				
4.	This is interesting! Can you guide me on how to participate in this campaign?	<ul style="list-style-type: none"> ▪ It’s easy. Follow the steps below to participate: <p>Step 1 Login to your unifi Self Care portal at https://unifi.com.my</p> <p>Step 2 Click on the ‘unifi Referral Programme’ banner on the right panel of your unifi Self Care dashboard. A pop-up will appear where you can choose to share unifi Mobile Postpaid or unifi Home Fibre Broadband plan.</p> 				

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		<p>After you click on the unifi plan that you intend to share, copy your unique referral link and share it with your friends and family via Facebook, Twitter, email or WhatsApp. Remind them to click on your referral link when they subscribe to the plans!</p> <p>Step 3 You will receive Shopee digital vouchers via email when your friends and family subscribed to unifi Mobile Postpaid or unifi Home Fibre Broadband plan and successfully made their first bill payment. One (1) email will be sent upon successful new subscription. The more customers you refer, the higher amount of digital vouchers you will receive!</p>
5.	<p>Is there any criteria to the referee whom I plan to refer to?</p>	<ul style="list-style-type: none"> ▪ You can refer to any of your friends and family members who have yet to own a unifi Mobile Postpaid or unifi Home Fibre Broadband account. For unifi Mobile Postpaid, they can each sign up to a maximum of five (5) lines using your referral link. <p><i>Note: This campaign is not eligible to TM Group of employees.</i></p>
6.	<p>What should my friends and family do when they receive my referral link?</p>	<ul style="list-style-type: none"> ▪ Just guide them to follow the steps below: <p>Step 1 Click on referral link given. They will be redirected to unifi Mobile Postpaid or unifi Home Fibre Broadband plan page based on the plan you choose to refer.</p> <p>Step 2 Select the desired package plan and complete the online purchasing journey. At the order review page, the “Referral Code” column will be auto-filled.</p> <p>Step 3 Your referee (friends and family) will also receive a Shopee digital voucher via email after they have completed the subscription and successfully made their first bill payment.</p>
7.	<p>What do I get when I refer a new customer?</p>	<ul style="list-style-type: none"> ▪ Refer to the below rewards table for each successful subscriptions:

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		<table border="1"> <thead> <tr> <th data-bbox="573 300 841 369">Plan</th> <th data-bbox="841 300 1170 369">Rewards for the referral</th> <th data-bbox="1170 300 1482 369">Rewards for the new subscriber</th> </tr> </thead> <tbody> <tr> <td data-bbox="573 369 841 438">unifi Home Fibre Broadband</td> <td data-bbox="841 369 1170 438">RM30 Shopee voucher</td> <td data-bbox="1170 369 1482 438">RM30 Shopee voucher</td> </tr> <tr> <td data-bbox="573 438 841 506">unifi Mobile Postpaid</td> <td data-bbox="841 438 1170 506">RM10 Shopee voucher</td> <td data-bbox="1170 438 1482 506">RM10 Shopee voucher</td> </tr> </tbody> </table>	Plan	Rewards for the referral	Rewards for the new subscriber	unifi Home Fibre Broadband	RM30 Shopee voucher	RM30 Shopee voucher	unifi Mobile Postpaid	RM10 Shopee voucher	RM10 Shopee voucher		
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8.	Will there be a limit to the amount of digital vouchers that I can receive?	<ul style="list-style-type: none"> ▪ TM reserves the right to change the Shopee voucher to other vendor with same or equivalent domination. 											
9.	Can I refer my friends and family to other unifi products apart from unifi Mobile Postpaid or unifi Home Fibre Broadband?	<ul style="list-style-type: none"> ▪ Here's the best part. There is no maximum limit on referrals for this campaign. ▪ So, you can refer to as many friends and family as possible! 											
10.	Am I entitled to redeem the digital vouchers if I change to other unifi Mobile Postpaid or unifi Home Fibre Broadband plans?	<ul style="list-style-type: none"> ▪ Yes, you can. However, the promotion tied to this campaign is only applicable for unifi Mobile Postpaid and unifi Home Fibre Broadband. ▪ Do stay tuned for more campaigns and promos from unifi! 											
11.	If I refer my friends and family members on the last day of the campaign period (31 December 2022), will I still be rewarded with the digital vouchers?	<ul style="list-style-type: none"> ▪ Yes, you can still redeem your Shopee digital vouchers even after you have changed to other unifi Mobile Postpaid or unifi Home Fibre Broadband plan. Just ensure that your unifi Mobile Postpaid or unifi Home Fibre Broadband account remains active. 											
11.	If I refer my friends and family members on the last day of the campaign period (31 December 2022), will I still be rewarded with the digital vouchers?	<ul style="list-style-type: none"> ▪ Yes, you will still be rewarded with the Shopee digital vouchers, as long as they have activated their accounts before 10 January 2023 and successfully making payment of their first bill. 											

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12.	Where can I get my referral link?	<ul style="list-style-type: none"> ▪ You may login to unifi Self Care portal at https://unifi.com.my. ▪ Click on the unifi Referral Programme banner on the right part of your unifi Self Care dashboard. A pop-up will appear where you can copy your unique referral link and share it with your friends and family via Facebook, Twitter, email or WhatsApp.
13.	Who should I refer to if there are any issues when redeeming my Shopee digital voucher?	<ul style="list-style-type: none"> ▪ For any issues concerning the Shopee digital vouchers, please contact Shopee directly at https://help.shopee.com.my/my/s/.
14.	I have shared my referral link several times. Why haven't I received any Shopee digital voucher?	<ul style="list-style-type: none"> ▪ There could be two (2) scenarios: <ul style="list-style-type: none"> ➢ Your referee (friends and family) have not activated their service or failed to make their first bill payment. ➢ Your referee made an order without using your referral link.
15.	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none"> ▪ You can contact us via our digital channels as below: <ul style="list-style-type: none"> ▪ myunifi app (available on Google Play/Apple Store) ▪ Live Chat @ Ask unifi via unifi.com.my ▪ Facebook at facebook.com/weareunifi ▪ Twitter at @helpmeunifi