

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
ONLINE EXCLUSIVE CAMPAIGN
(RM88 SHOPEE VOUCHER & STAND A CHANCE TO WIN 5G PHONE)**

NO	QUESTION	ANSWER																																													
1.	Can you tell me more about this campaign?	<ul style="list-style-type: none"> In conjunction with Chinese New Year Celebration, unifi is rewarding the first 500 fibre broadband subscribers every month with a Shopee voucher worth RM88. In addition, customers who subscribe to unifi Home fibre broadband or unifi Mobile postpaid will also stand a chance to win Samsung Galaxy Z Fold3 5G phone worth RM6,699. This is an online exclusive offer for ALL new online sign-ups of eligible unifi Home plans and unifi Mobile postpaid plan via unifi.com.my or myunifi app. Earn a higher chance of winning Samsung Galaxy Z Fold3 5G 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! 																																													
2.	How long is the campaign period?	<ul style="list-style-type: none"> This campaign runs for a limited-time only i.e. from 28 January until 30 April 2022. 																																													
3.	Can you tell me which plan is eligible to participate in the campaign?	<ul style="list-style-type: none"> This campaign is applicable for: <ul style="list-style-type: none"> a) New unifi customers (including new unifi Mobile customers) b) Existing customers who subscribe to a new unifi Home fibre broadband plan or a new unifi Mobile sign up (additional plan subscription). <i>*NOTE: Change or upgrade of current plan does not entitle customers for an entry under this campaign.</i> The eligible plans are as below: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Plan</th> <th style="text-align: center;">Speed</th> <th style="text-align: center;">Plan Price (RM)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Home Broadband Only</td> <td style="text-align: center;">100 Mbps</td> <td style="text-align: center;">129</td> </tr> <tr> <td style="text-align: center;"></td> <td style="text-align: center;">100 Mbps</td> <td style="text-align: center;">189</td> </tr> <tr> <td style="text-align: center;"></td> <td style="text-align: center;">300 Mbps</td> <td style="text-align: center;">199</td> </tr> <tr> <td style="text-align: center;"></td> <td style="text-align: center;">500 Mbps</td> <td style="text-align: center;">249</td> </tr> <tr> <td style="text-align: center;"></td> <td style="text-align: center;">800 Mbps</td> <td style="text-align: center;">349</td> </tr> <tr> <td style="text-align: center;">Home Broadband & Entertainment</td> <td style="text-align: center;">100 Mbps</td> <td style="text-align: center;">208</td> </tr> <tr> <td style="text-align: center;"></td> <td style="text-align: center;">300 Mbps</td> <td style="text-align: center;">228</td> </tr> <tr> <td style="text-align: center;"></td> <td style="text-align: center;">500 Mbps</td> <td style="text-align: center;">278</td> </tr> <tr> <td style="text-align: center;"></td> <td style="text-align: center;">800 Mbps</td> <td style="text-align: center;">378</td> </tr> <tr> <td style="text-align: center;">#unifiYourWorld (All in one plan: Home Broadband, Entertainment & Mobile)</td> <td style="text-align: center;">100 Mbps</td> <td style="text-align: center;">208</td> </tr> <tr> <td style="text-align: center;"></td> <td style="text-align: center;">300 Mbps</td> <td style="text-align: center;">228</td> </tr> <tr> <td style="text-align: center;"></td> <td style="text-align: center;">500 Mbps</td> <td style="text-align: center;">278</td> </tr> <tr> <td style="text-align: center;"></td> <td style="text-align: center;">800 Mbps</td> <td style="text-align: center;">378</td> </tr> <tr> <td style="text-align: center;">unifi Mobile Postpaid 99 promo</td> <td style="text-align: center;"></td> <td style="text-align: center;">59</td> </tr> </tbody> </table>	Plan	Speed	Plan Price (RM)	Home Broadband Only	100 Mbps	129		100 Mbps	189		300 Mbps	199		500 Mbps	249		800 Mbps	349	Home Broadband & Entertainment	100 Mbps	208		300 Mbps	228		500 Mbps	278		800 Mbps	378	#unifiYourWorld (All in one plan: Home Broadband, Entertainment & Mobile)	100 Mbps	208		300 Mbps	228		500 Mbps	278		800 Mbps	378	unifi Mobile Postpaid 99 promo		59
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		<p>(12 months contract) *not eligible for Shopee voucher</p>
		<p>*Note: Excluding unifi Lite (previously known as Streamyx).</p> <ul style="list-style-type: none"> The voucher is on first come first serve basis for the first 500 unifi Home fibre broadband subscribers every month, so hurry, subscribe the plans via online NOW!
4.	How will I receive my RM88 Shopee voucher?	<ul style="list-style-type: none"> Upon successful activation of your unifi Home Plan (installed), you will receive an email from us to your registered email address with the voucher code of your RM88 Shopee voucher. Please check your email frequently, including spam/junk folder and we would recommend that you add hello@unifi.com.my to your safe list. unifi will not be responsible if you found out about the voucher after it has expired.
5.	When will I receive the Shopee voucher?	<ul style="list-style-type: none"> You will receive your Shopee voucher within 90 days after your unifi installation. Your unifi account needs to remain active and without any outstanding bill upon receiving of voucher. <p><i>Note: Your unifi Home plan needs to be installed within the campaign period in order to be eligible for the voucher.</i></p>
6.	How do I redeem the Shopee voucher?	<ul style="list-style-type: none"> Your Shopee voucher will be sent to your registered email address with unifi. Be sure to key-in the voucher code upon check-out in Shopee app. The discount will be automatically applied for you to enjoy.
7.	Is there any validity period for the Shopee voucher?	<ul style="list-style-type: none"> Your Shopee voucher comes with a validity period which will be stated together in the email. Kindly note that all Shopee vouchers will be subjected to terms and conditions as outlined by Shopee.
8.	Can I get more than one Shopee voucher?	<ul style="list-style-type: none"> Each customer is entitled to win only one (1) Shopee voucher worth RM88 throughout this campaign.
9.	Can I exchange the Shopee voucher that I get for cash?	<ul style="list-style-type: none"> Please note that all prizes are non-transferable and non-exchangeable.

10.	Who should I contact if I have a problem to use the voucher?	<ul style="list-style-type: none"> If you face any problem, please contact Shopee Customer Service at +603-2298 9222 or visit https://help.shopee.com.my/my/s/ 												
11.	How many winners will win the Samsung Galaxy ZFold3 5G?	<ul style="list-style-type: none"> A total of 24 lucky winners will be randomly selected to win the new smart phone. 												
12.	Is it possible to win both Shopee and Samsung Galaxy ZFold3 5G?	<ul style="list-style-type: none"> Yes, if you fulfilled the requirement of the campaign. 												
13.	Can I get more entries by subscribing to more services?	<ul style="list-style-type: none"> Yes, the more you subscribe, the more entries you will get. Entries are calculated within the cycle period (full month from 1st - 30th / 31st of the month). For example; customer A subscribes to a plan on 15th February and the service is activated between 15th to 28th February. Customer A will be eligible for the prizes of the 1st cycle period. If the service is activated after the 1st cycle period, the customer will be eligible for the next cycle. Winners who have already won prizes at any cycle of the contest will not be entitled to win again. 												
14.	I am an existing unifi Home customer. Can I participate in this contest?	<ul style="list-style-type: none"> Sure, you can! You can sign up to a new plan (either unifi Home or unifi Mobile) during the contest period. 												
15.	What are the prizes to be won?	<ul style="list-style-type: none"> Customers can stand a chance to take home attractive monthly and grand prizes as below: <table border="1"> <thead> <tr> <th></th> <th>Jan-Feb</th> <th>Mar</th> <th>Apr</th> </tr> </thead> <tbody> <tr> <td>Monthly Prize *1st 500 to subscribe unifi Home fibre plan only</td> <td>500 x RM88 Shopee voucher</td> <td>500 x RM88 Shopee voucher</td> <td>500 x RM88 Shopee voucher</td> </tr> <tr> <td>Grand Prize</td> <td>8 x Samsung Galaxy Z Fold3 5G phone worth RM6,699</td> <td>8 x Samsung Galaxy Z Fold3 5G phone worth RM6,699</td> <td>8 x Samsung Galaxy Z Fold3 5G phone worth RM6,699</td> </tr> </tbody> </table>		Jan-Feb	Mar	Apr	Monthly Prize *1st 500 to subscribe unifi Home fibre plan only	500 x RM88 Shopee voucher	500 x RM88 Shopee voucher	500 x RM88 Shopee voucher	Grand Prize	8 x Samsung Galaxy Z Fold3 5G phone worth RM6,699	8 x Samsung Galaxy Z Fold3 5G phone worth RM6,699	8 x Samsung Galaxy Z Fold3 5G phone worth RM6,699
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16.	I am interested to participate in this contest. How do I sign-up?	<ul style="list-style-type: none"> • It's very simple. All you need to do is follow the steps below: <ul style="list-style-type: none"> ▪ For subscription via unifi.com.my: Visit unifi portal, unifi.com.my/anytimeanywhere > Choose a plan > and click "Check Coverage" on your preferred unifi Home™ plan. ▪ For subscription via myunifi app: Download the myunifi app, and on the app's main page, click the "Fibre Broadband" icon > choose your preferred unifi Home™ plan and proceed to "Buy Now". • Please key in all your information and submit your application during the campaign period. 																													
17.	How do you select the Grand Prize winners?	<ul style="list-style-type: none"> • Winners of the Grand Prize will be selected randomly based on successful activation of your unifi Home Plan or unifi Mobile plan within the campaign period. • However, you can increase your chances of winning by subscribing to higher speed plans. <table border="1" data-bbox="609 855 1356 1499"> <thead> <tr> <th>Plan</th> <th>Speed</th> <th>Entries</th> </tr> </thead> <tbody> <tr> <td>Home Broadband Only</td> <td>100 Mbps</td> <td>3</td> </tr> <tr> <td rowspan="5">Home Broadband & Entertainment</td> <td>100 Mbps</td> <td>5</td> </tr> <tr> <td>300 Mbps</td> <td>8</td> </tr> <tr> <td>500 Mbps</td> <td>10</td> </tr> <tr> <td>800 Mbps</td> <td>12</td> </tr> <tr> <td>100 Mbps</td> <td>6</td> </tr> <tr> <td rowspan="4">#unifiYourWorld</td> <td>300 Mbps</td> <td>9</td> </tr> <tr> <td>500 Mbps</td> <td>11</td> </tr> <tr> <td>800 Mbps</td> <td>15</td> </tr> <tr> <td>unifi Mobile Postpaid 99 promo (12 months contract)</td> <td>59</td> </tr> <tr> <td colspan="2">*not eligible for Shopee voucher</td><td>2</td> </tr> </tbody> </table> <p><i>Note: Your unifi Home / unifi Mobile plan needs to remain active without any outstanding bill after the 30-days FREE trial period ends upon receiving the prizes.</i></p>	Plan	Speed	Entries	Home Broadband Only	100 Mbps	3	Home Broadband & Entertainment	100 Mbps	5	300 Mbps	8	500 Mbps	10	800 Mbps	12	100 Mbps	6	#unifiYourWorld	300 Mbps	9	500 Mbps	11	800 Mbps	15	unifi Mobile Postpaid 99 promo (12 months contract)	59	*not eligible for Shopee voucher		2
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18.	How would I know if I am selected as a winner?	<ul style="list-style-type: none"> • We will contact all shortlisted winners via email or phone call within 90 days after the campaign ends to answer a tie-breaker question correctly. • We will attempt to contact you up to three (3) times. Failure to reply to our email or answer the phone call will forfeit your opportunity to win the prizes. • Winners will be officially announced via unifi's official social media platforms i.e. Facebook, Twitter or official website. 																													

19.	When will I receive the winning prize upon responding to the email from unifi?	<ul style="list-style-type: none">• Congratulations! Please expect to receive your prize within 90 days after your response to our email or call.• We will arrange for the prize to be delivered to your registered address with unifi. We will update you on more details on the delivery arrangement via call or email.
20.	Am I eligible to be a winner if the account is not registered under my name?	<ul style="list-style-type: none">• Please note that only the account holder will be eligible to be in the running for this contest.
21.	Will I be tied to any contract for my unifi plan subscription?	<ul style="list-style-type: none">• Yes, all unifi Home Fibre Broadband plans come with a 24-months contract and unifi Mobile 99 with a 12-months contract period.
22.	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none">• You can find out more on unifi Home plans here https://unifi.com.my/anytimeanywhere• You can also contact us via the channels below:<ul style="list-style-type: none">➢ Live Chat via unifi.com.my or myunifi app➢ Community at community.unifi.com.my/➢ Facebook at facebook.com/weareunifi➢ Twitter at @helpmeunifi