

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR UNI5G BUSINESS FREE 5G PHONES CAMPAIGN**

NO.	QUESTION	ANSWER																																				
1.	<b>What is the UNI5G Business Free 5G Phones Campaign?</b>	The UNI5G Business Free 5G Phones Campaign offers you a FREE 5G phone when you subscribe to the UNI5G Business 69 plan. Plus, you'll get a rebate of either RM20 or RM10, depending on your choice. This offer comes with a contract period of either 24 months or 36 months, giving you the flexibility to choose what works best for you.																																				
2.	<b>When is the campaign period?</b>	This campaign starts from 25 <sup>th</sup> September 2024 to 31 <sup>st</sup> January 2025. For more details, you can visit our website at <a href="https://biz.unifi.com.my/products/mobile-postpaid">https://biz.unifi.com.my/products/mobile-postpaid</a> .																																				
3.	<b>Who is eligible for this campaign?</b>	<p>You are eligible for this campaign if you are a new Unifi Mobile customer signing up with our UNI5G Business 69 plan.</p> <p>Already with us? No worries! You can still enjoy this offer by switching from your current postpaid plan to the UNI5G Business 69.</p>																																				
4.	<b>Is the campaign available for all plans?</b>	This rebate offer is available exclusively for those of you subscribing to the UNI5G Business 69 device bundle.																																				
5.	<b>What are the benefits if I sign up for this campaign?</b>	<p>By signing up for this campaign, you'll be eligible to choose from a range of smartphones listed in the table below:</p> <p><b>UNI5G Business 69 with RM20 rebate</b></p> <table border="1" data-bbox="560 1189 1445 1335"> <thead> <tr> <th>Model</th> <th>RRP</th> <th>Selling Price</th> <th>Device Upfront Payment</th> <th>Contract Period</th> </tr> </thead> <tbody> <tr> <td>ZTE Blade A75 5G</td> <td>RM749</td> <td>FREE</td> <td>RM504</td> <td rowspan="3">36 months</td> </tr> <tr> <td>Redmi 13C 5G</td> <td>RM999</td> <td>RM259</td> <td>RM360</td> </tr> <tr> <td>vivo Y28s 5G</td> <td>RM799</td> <td>RM259</td> <td>RM360</td> </tr> </tbody> </table> <p><b>UNI5G Business69 with RM10 rebate</b></p> <table border="1" data-bbox="560 1469 1445 1615"> <thead> <tr> <th>Model</th> <th>RRP</th> <th>Selling Price</th> <th>Device Upfront Payment</th> <th>Contract Period</th> </tr> </thead> <tbody> <tr> <td>ZTE Blade A75 5G</td> <td>RM749</td> <td>FREE</td> <td>RM480</td> <td rowspan="3">24 months</td> </tr> <tr> <td>Redmi 13C 5G</td> <td>RM999</td> <td>FREE</td> <td>RM600</td> </tr> <tr> <td>vivo Y28s 5G</td> <td>RM799</td> <td>FREE</td> <td>RM600</td> </tr> </tbody> </table> <p>You will continue to enjoy your RM10 or RM20 rebate as long as you stay on the UNI5G Business 69 plan without switching or terminating it.</p> <p>If you are currently enjoying the RM10 Unifi Mobile discount with Unifi Home, this discount will be discontinued once you join this campaign. You will only receive the RM10 or RM20 rebate with the UNI5G Business 69 plan.</p>	Model	RRP	Selling Price	Device Upfront Payment	Contract Period	ZTE Blade A75 5G	RM749	FREE	RM504	36 months	Redmi 13C 5G	RM999	RM259	RM360	vivo Y28s 5G	RM799	RM259	RM360	Model	RRP	Selling Price	Device Upfront Payment	Contract Period	ZTE Blade A75 5G	RM749	FREE	RM480	24 months	Redmi 13C 5G	RM999	FREE	RM600	vivo Y28s 5G	RM799	FREE	RM600
Model	RRP	Selling Price	Device Upfront Payment	Contract Period																																		
ZTE Blade A75 5G	RM749	FREE	RM504	36 months																																		
Redmi 13C 5G	RM999	RM259	RM360																																			
vivo Y28s 5G	RM799	RM259	RM360																																			
Model	RRP	Selling Price	Device Upfront Payment	Contract Period																																		
ZTE Blade A75 5G	RM749	FREE	RM480	24 months																																		
Redmi 13C 5G	RM999	FREE	RM600																																			
vivo Y28s 5G	RM799	FREE	RM600																																			

NO.	QUESTION	ANSWER
		<p><b>Note :</b>            You can have the upfront payment waived if you meet these conditions:</p> <ul style="list-style-type: none"> <li>○ You are an existing Unifi Mobile Postpaid subscriber with at least six (6) months of subscription, and</li> <li>○ You have maintained a good payment history for Unifi Mobile Postpaid and/or Unifi Business (if applicable) for the past four (4) months.</li> </ul>
6.	<p><b>Which channel can I subscribe to this campaign?</b></p>	<p>You can subscribe to this campaign through any of the following channels:</p> <ul style="list-style-type: none"> <li>• Walk in to any TM Point/Unifi Store</li> <li>• Through TM Authorized Dealer (TAD)</li> <li>• SME Account Manager</li> <li>• Biz Rovers</li> </ul>
7.	<p><b>If I have an existing contract with Unifi Mobile, can I opt for this campaign?</b></p>	<p>Yes, even if you have an existing contract, you can still take advantage of this campaign by subscribing with a new mobile number. You are eligible to sign up for up to two (2) device plans per NRIC or passport, giving you more flexibility to enjoy our great offers. If you are subscribing under a company, you may subscribe to one (1) device per principal line.</p>
8.	<p><b>When will I receive the device if I have place my order online or via the Unifi Mobile app?</b></p>	<p>You can expect to receive your device within 7 to 14 working days. If, for any reason, your device does not arrive within this timeframe, kindly reach out to us immediately. You can easily lodge a report through our Live Chat at <a href="https://maya.unifi.com.my">maya.unifi.com.my</a> or via the Unifi Mobile app.</p>
9.	<p><b>Who do I contact for further enquiries for this campaign?</b></p>	<p>If you have any further questions or need assistance with this offering, you can reach out to our Care Crew.</p>