

1. FAQ UniFi Campaign for KL 2017

No	Question	Answer
Campaign		
1.	What is UniFi Campaign for KL 2017 campaign?	<p>This campaign offers attractive broadband packages with Mobility Service and Unlimited Entertainment during SEA Games KL 2017. It also portrays TM's role as a Platinum Sponsor for SEA Games KL 2017 and Team Malaysia as the Official Supporter of the National Athletes.</p> <p>TM is running this campaign from 1st August until 30th September 2017. The campaign is open to all TM's new and existing Consumer and SME customers.</p>
2.	Who is eligible to subscribe to the campaign's offering?	<p>New and upgrade subscriptions with a minimum value of RM30 from residential and business customers are eligible to subscribe to the packages under this campaign.</p>
3.	What is the package offering for this campaign?	<p>The package offering for new and existing residential customers are:</p> <ol style="list-style-type: none"> 1. UniFi Lite, Advance, Advance Plus, and Pro with webemobile service. 2. UniFi Lite, Advance, Advance Plus, and Pro with HyppTV service. <p>All new and existing residential customers who upgrade their speed or subscribe to Value-Added services (VAS), including webemobile with a minimum value of RM30 will get a 25% discount voucher to purchase selected Fitbit models.</p> <p>The package offering for new business customers are:</p> <ol style="list-style-type: none"> 1. UniFi BIZ Lite, UniFi BIZ Advance, UniFi BIZ Advance Plus, UniFi BIZ Pro with webemobile biz service and enjoy a special price for 24 months. 2. UniFi BIZ Advance, UniFi BIZ Advance Plus, UniFi BIZ Pro with HyppTV BIZ and enjoy a special price for 24 months. <p>All UniFi and Streamyx new subscriptions under this campaign will enjoy two (2) dedicated SEA Games channels namely HyppSports HD – KL2017 1 and HyppSports HD – KL2017 2 from 14th Aug – 30th Aug 2017 via set-top box (STB) and HyppTV Everywhere application.</p>

		New subscription of UniFi with webemobile and UniFi BIZ with webemobile biz under this campaign are entitle for 10 GB Mobile Hotspot tethering starting from 12 July until 31 Dec 2017 at LTE areas nationwide. This promotion will be valid for all new members who join webe before 1st October 2017.
4.	Where can I subscribe to these packages?	Customers can subscribe to the packages at TMpoint, Resellers and TM Authorised Dealers during the campaign period.
5.	How do I enjoy the 25% discount for the purchase of the Fitbit?	TM will send the discount voucher code to customers via SMS within five (5) working days after the activation of their UniFi service. Customers will need to enter the discount code when purchasing the Fitbit device on Lazada website to enjoy the 25% discount.
6.	How many Fitbit am I entitled to purchase with the 25% discount?	For each purchase, customers are entitled to enjoy the discount for one (1) Fitbit only.

3. FAQ for Fitbit

No.	Question	Answer
Fitbit		
1.	What types of Fitbit are being offered for this promotion?	There are three (3) types of Fitbit being offered for this promotion - Fitbit Alta HR, Fitbit Charge 2 & Fitbit Flex 2 and it is based on first come first serve basis or while stocks last.
2.	How many units of Fitbit can I purchased upon subscription?	Each customer is entitled to purchase only one (1) unit of Fitbit trackers, either Fitbit Alta HR, Fitbit Charge 2 or Fitbit Flex 2.
3.	How much discount is offered and how do I purchase the device?	Customers are entitled to enjoy a 25% discount via a unique promo code upon successful subscription of the TM promo package. The Unique promo code will be sent via SMS to customer's registered mobile number within five (5) working days after service activation. Upon receiving the promo code, customers can proceed to purchase the device from Lazada (http://www.lazada.com.my/fitbit-deals/) using the given unique promo code. After the order and payment has been completed, INGRAM MICRO will deliver the device to customer's delivery address within three (3) working days.
4.	Is there any warranty for Fitbit?	There is a one (1) year warranty from Fitbit/INGRAM MICRO for the purchased trackers.

5.	Who will be responsible for any defects during the warranty period of the device?	Fitbit/INGRAM MICRO will be responsible for any defects of the trackers during 1 year warranty period.
6.	Can I use the promo code more than once?	Each customer can only use the promo code for one (1) time purchase of the Fitbit trackers at the discounted price.
7.	What is the validity of the voucher code?	The unique code voucher is only valid until 31 st October 2017.
8.	I didn't receive the Fitbit within 2-10 working days. Who should I contact?	TM Customer to contact Lazada: http://www.lazada.com.my/contact/ http://www.lazada.com.my/order-tracking/
9.	Who should I contact if FITBIT discount cannot be used?	TM Customer to contact Lazada : http://www.lazada.com.my/contact/ Tel: +603 8601 1888 Mon - Fri: 9.00am - 9.00pm Weekends and Public Holidays: 9.00am - 6.00pm For TM Management team to contact Lazada on Internal Issues: Name : Umer Saleem Email : umer.saleem@lazada.com.my

FAQ UniFi Campaign for KL 2017 – Count & Win Contest TM Mass Customer

No	Question	Answer
Contest		
1.	What is Count & Win Contest?	Count & Win Contest is a contest run by TM starting from 1 st August until 30 th September 2017. The contest is open to all new residential and business customers who subscribe to UniFi Campaign for KL 2017 offering. Customers will stand a chance to win a brand new car worth more than RM74, 000 as well as other bonus and weekly giveaways.
2.	Who can join the contest?	New subscribers of the offerings throughout the UniFi for KL 2017 campaign from 1 st August 2017 (activation date) are eligible to join the contest. Existing customers who upgraded their UniFi or UniFi BIZ or subscribe to webemobile or any Value Added Services with minimum value of RM30 starting 1 st August 2017 are also eligible to join the contest.
3.	How do I participate in the contest?	Customers can join the contest via three (3) simple steps: i. Subscribe to any campaign offerings or upgrade speed or subscribe to webemobile or value added services.

		<ul style="list-style-type: none"> ii. Fill up the contest form in TM website or E-Form via TMPoint, TM Authorized Dealer and Reseller. iii. Count the quantity of the Rimau soft toys and complete the slogan and be eligible to win grand prize and bonus prize. <p>Question can be viewed in www.tm.com.my/kl2017contest</p>
4.	How will the winners for weekly prizes, bonus prizes and grand prize be determined?	<ul style="list-style-type: none"> i. For weekly giveaway, fifty (50) potential receivers will be selected from the pool of x registered contestant with valid registration. The number of x contestant will be divided into fifty (50). The division is in chronological order based on the timestamp of registration recorded in the system. We will then select the fifty (50) contestants. ii. For bonus prize winners, 60 winners will be chosen based on the nearest answer with the best slogan iii. Winner who counts the correct quantity of Rimau soft toy with the best slogan will be the grand prize winner.
5.	How many entry is allowed for each TM customer?	Each customer can send one (1) entry for one UniFi account.
6.	Can I submit more than one (1) entry?	You can earn two (2) additional entries each by subscribing to TM Autopay and registering as a TM Rewards member. In total, you will earn additional five (5) entries including UniFi entry.
7.	I have three (3) UniFi accounts. Can I submit the contest entry for each accounts?	Yes. You are allowed to submit a contest entry for each of UniFi account with valid registration.
8.	Am I eligible to enter the contest after 30th September 2017?	No. The contests are valid from 1 st August 2017 until 30 th September 2017 only.

FAQ UniFi Campaign for KL 2017 – UniFi Online Subscription

No	Question	Answer
1	I am a new TM customer. Am I eligible to receive a Team Malaysia Jersey?	<p>Yes, all new TM customers who subscribe to UniFi with unlimited entertainment (UniFi Lite, Advance or Pro package bundled with HyppTV) via online at TM's website (www.tm.com.my/unifi), have their UniFi successfully installed and make prompt upfront payment within 10 days after activation are eligible to receive a Team Malaysia Jersey.</p> <p>The stocks are limited so if you do not receive any SMS notification within three (3) working days after you have made the upfront payment, we are sorry to inform you that the jersey has run out of stock.</p>
2	I am an existing TM customer. Am I eligible to receive a	Yes, any existing Telephony, Streamyx or UniFi customers who upgrade their subscription to UniFi Lite, Advance and Pro package or add another UniFi account via TM's website

	Team Malaysia Jersey?	<p>(www.tm.com.my/unifi) are eligible to receive a Team Malaysia jersey. Existing customers are not required to make any upfront payment to be eligible to receive the Team Malaysia jersey.</p> <p>The stocks are limited so if you do not receive any SMS notification within three (3) working days after you have made the upfront payment, we are sorry to inform you that the jersey has run out of stock.</p>
3	Can I request to change my jersey size after I have submitted my UniFi online registration at www.tm.com.my/unifi ?	No, you will not be able to change the jersey size once you have submitted your UniFi registration at TM's website (www.tm.com.my/unifi). Therefore, please check your jersey size carefully before submitting.
4	Can I request to change the delivery address of my Team Malaysia jersey after I have submitted my UniFi online registration at www.tm.com.my/unifi ?	No, you will not be able to change the delivery address once you have submitted your UniFi registration at the website. Therefore, please check your delivery address carefully before submitting.
5	How will I be notified if I am eligible to receive the jersey?	<p>For new TM customers, you will receive an SMS with your delivery tracking number within three (3) working days once your UniFi has been successfully installed and after you have successfully made the upfront payment within ten (10) working days.</p> <p>For existing TM customers, , you will receive an SMS with your delivery tracking number within three (3) working days after your UniFi has been successfully installed</p>
6	How will I receive the Team Malaysia jersey?	Your Team Malaysia jersey will be sent to you via Pos Laju. You will receive your parcel in ten (10) working days after receiving the SMS.
7	Can I return my order to exchange the size?	No, you are not allowed to return your order to exchange the jersey size. Therefore, please check your jersey size carefully before submitting.
8	I'm a new customer and have successfully installed UniFi and made the upfront payment but I have not received my parcel after ten(10) working days. Why?	The stocks are limited and will not be available once it runs out. If you do not receive any SMS notification within three (3) working days after you have made the upfront payment, we are sorry to inform you that the jersey has run out of stock.

9	I'm an existing customer and have my UniFi account installed but I have not received my parcel after ten (10) working days. Why?	The stocks are limited and will not be available once it runs out. If you do not receive any SMS notification within three (3) working days after your UniFi has been successfully installed, we are sorry to inform you that the jersey has run out of stock.																																																								
10	Who should I contact if I have any enquiry regarding my parcel?	For any enquiries regarding your Team Malaysia jersey parcel, kindly call TM Customer Service Centre at 100.																																																								
11	What is the size measurement of the Team Malaysia jersey?	<p>For the size measurement of the Team Malaysia jersey, please refer to the diagram below:</p> <div data-bbox="579 734 1394 1330" style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">ADULT MEASUREMENT (cm)</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #f2f2f2;"> <th></th> <th>S</th> <th>M</th> <th>L</th> <th>XL</th> <th>XXL</th> <th>XXXL</th> </tr> </thead> <tbody> <tr> <td>Shoulder</td> <td>44</td> <td>46</td> <td>48</td> <td>50</td> <td>54</td> <td>56</td> </tr> <tr> <td>Chest</td> <td>52</td> <td>54</td> <td>56</td> <td>58</td> <td>62</td> <td>64</td> </tr> <tr> <td>Shirt Length</td> <td>70</td> <td>72</td> <td>74</td> <td>76</td> <td>78</td> <td>80</td> </tr> <tr> <td>ArmHole</td> <td>25</td> <td>25</td> <td>26</td> <td>27</td> <td>29</td> <td>30</td> </tr> <tr> <td>Sleeve Length</td> <td>24</td> <td>25</td> <td>26</td> <td>27</td> <td>29</td> <td>30</td> </tr> <tr> <td>Neck Opening - A</td> <td>18</td> <td>20</td> <td>20</td> <td>20</td> <td>21</td> <td>21</td> </tr> <tr> <td>Neck Opening - B</td> <td>14.5</td> <td>14.5</td> <td>14.5</td> <td>15.5</td> <td>16.5</td> <td>16.5</td> </tr> </tbody> </table> <div style="text-align: center; margin-top: 10px;"> <p>The diagram illustrates the measurement points for the Team Malaysia jersey. On the left, a full-body view of the jersey shows labels for Shoulder, Chest, Shirt Length, Arm Hole, and Sleeve. On the right, a detailed view of the neck opening shows two measurement points: A (the width of the neck opening) and B (the depth of the neck opening).</p> </div> </div>		S	M	L	XL	XXL	XXXL	Shoulder	44	46	48	50	54	56	Chest	52	54	56	58	62	64	Shirt Length	70	72	74	76	78	80	ArmHole	25	25	26	27	29	30	Sleeve Length	24	25	26	27	29	30	Neck Opening - A	18	20	20	20	21	21	Neck Opening - B	14.5	14.5	14.5	15.5	16.5	16.5
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