

## UniFi for KL 2017 (Online) Campaign

### FAQ UniFi KL 2017 (Online) Campaign

No	Question	Answer
1	<b>I am a new TM customer. Am I eligible to receive a Team Malaysia Jersey?</b>	<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 (<a href="http://www.tm.com.my/unifi">www.tm.com.my/unifi</a>), 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	<b>I am an existing TM customer. Am I eligible to receive a Team Malaysia Jersey?</b>	<p>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 (<a href="http://www.tm.com.my/unifi">www.tm.com.my/unifi</a>) 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	<b>Can I request to change my jersey size after I have submitted my UniFi online registration at <a href="http://www.tm.com.my/unifi">www.tm.com.my/unifi</a> ?</b>	<p>No, you will not be able to change the jersey size once you have submitted your UniFi registration at TM's website (<a href="http://www.tm.com.my/unifi">www.tm.com.my/unifi</a>). Therefore, please check your jersey size carefully before submitting.</p>
4	<b>Can I request to change the delivery address of my Team Malaysia jersey after I have submitted my UniFi online registration at <a href="http://www.tm.com.my/unifi">www.tm.com.my/unifi</a> ?</b>	<p>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.</p>
5	<b>How will I be notified if I am eligible to receive the jersey?</b>	<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>

		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
6	<b>How will I receive the Team Malaysia jersey?</b>	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	<b>Can I return my order to exchange the size?</b>	No, you are not allowed to return your order to exchange the jersey size. Therefore, please check your jersey size carefully before submitting.
8	<b>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?</b>	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	<b>I'm an existing customer and have my UniFi account installed but I have not received my parcel after ten (10) working days. Why?</b>	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	<b>Who should I contact if I have any enquiry regarding my parcel?</b>	For any enquiries regarding your Team Malaysia jersey parcel, kindly call TM Customer Service Centre at 100.
11	<b>What is the size measurement of the Team Malaysia jersey?</b>	For the size measurement of the Team Malaysia jersey, please refer to the diagram below:

### ADULT MEASUREMENT (cm)

	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

