

NO	QUESTION	ANSWER
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QUESTIONS ON BEBAS2NJOY

QUESTIONS ON unifi Mobile BEBAS2NJOY CAMPAIGN

1.	What is BEBAS2NJOY campaign?	<p>Now you can get MORE BEBAS with our new 4G LTE data add-ons!</p> <p>BEBAS2NJOY campaign allows you to share unlimited moments for how long you want it to be.</p>								
2.	What is the price and offering for BEBAS2NJOY campaign?	<p>The BEBAS2NJOY unlimited 4G LTE data offerings are as below:</p> <table border="1" data-bbox="618 850 1284 1018"> <thead> <tr> <th>Add on name</th> <th>RM</th> </tr> </thead> <tbody> <tr> <td>BEBAS 2 hours</td> <td>3</td> </tr> <tr> <td>BEBAS Daily</td> <td>5</td> </tr> <tr> <td>BEBAS Weekly</td> <td>20</td> </tr> </tbody> </table>	Add on name	RM	BEBAS 2 hours	3	BEBAS Daily	5	BEBAS Weekly	20
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BEBAS 2 hours	3									
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3.	What is the campaign period?	<ul style="list-style-type: none"> The unlimited add on is available for a limited time only. Grab one now while it still lasts! 								
4.	What is the offering for BEBAS 2 hours add on?	<ul style="list-style-type: none"> Customers can enjoy 2 hours of LTE data with unlimited quota. 								
5.	What is the offering for BEBAS Daily add on?	<ul style="list-style-type: none"> Customers can enjoy daily LTE data with unlimited quota. 								
6.	What is the offering for BEBAS Weekly add on?	<ul style="list-style-type: none"> Customers can enjoy 7 days of LTE data with unlimited quota. 								

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7.	Will my BEBAS unlimited add on be renewed automatically?	<ul style="list-style-type: none"> Unfortunately no. Unlimited add on is one time add on, hence it will not be auto-renewed. 						
8.	Who can buy this BEBAS2NJOY add ons?	<ul style="list-style-type: none"> All unifi Mobile #BEBAS customers are eligible to purchase this add on. 						
9.	How do I buy this BEBAS2NJOY add on?	<ul style="list-style-type: none"> You can purchase it via mobile@unifi app. 						
10.	What is the validity period of BEBAS2NJOY add-ons?	<ul style="list-style-type: none"> For BEBAS 2 hours, the validity period is two (2) hours from purchase time. For BEBAS Daily add-on, the validity period is 24 hours from purchase time. For BEBAS Weekly add-on, the validity period is seven (7) days from purchase date. 						
11.	What happens if I buy the BEBAS Daily add on at 11 pm; will I be able to enjoy my data until 12 am only?	<ul style="list-style-type: none"> You can still enjoy it until 11.00 pm the next day. The usage time band for this add-on is based on 24-hour time frame. <table border="1" data-bbox="618 1356 1450 1646"> <thead> <tr> <th data-bbox="618 1356 1044 1430">Scenarios of different purchase time</th> <th data-bbox="1044 1356 1450 1430">When can customers use the add-on?</th> </tr> </thead> <tbody> <tr> <td data-bbox="618 1430 1044 1539">Customer buy BEBAS Daily add-on at 12.30 pm on 1/3/2018</td> <td data-bbox="1044 1430 1450 1539">Customer can use it until 12.30 pm on 2/3/2018</td> </tr> <tr> <td data-bbox="618 1539 1044 1646">Customer buy BEBAS Daily add-on at 11.00 pm on 1/3/2018</td> <td data-bbox="1044 1539 1450 1646">Customer can use it until 11.00 pm on 2/3/2018</td> </tr> </tbody> </table>	Scenarios of different purchase time	When can customers use the add-on?	Customer buy BEBAS Daily add-on at 12.30 pm on 1/3/2018	Customer can use it until 12.30 pm on 2/3/2018	Customer buy BEBAS Daily add-on at 11.00 pm on 1/3/2018	Customer can use it until 11.00 pm on 2/3/2018
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12.	Can I still buy this add on if I already have existing data?	<ul style="list-style-type: none"> • Yes, you can buy BEBAS2NJOY add-on on top of your existing data add-on balance. However, you cannot buy multiple type of BEBAS unlimited add-on at one point of time. • Kindly note that the BEBAS2NJOY add on are not stackable. • For example, customer cannot buy two (2) BEBAS2NJOY add on at one point of time.
13.	Can I use the unlimited add-on-while roaming?	<ul style="list-style-type: none"> • You may need to buy roaming add-on.
14.	I am currently subscribed to BEBAS 2 hours add on. Can I subscribe to BEBAS daily add on?	<ul style="list-style-type: none"> • Unfortunately no. Only ONE (1) type of active BEBAS2NJOY unlimited add on is allowed at any time. • However, you may subscribe to another add on when your current unlimited add-on quota utilisation has reached 100%.
15.	Can I use the quota for all type of browsing?	<ul style="list-style-type: none"> • Yes. Add-on quota are applicable for all internet usages as long as within 4G/LTE coverage.
16.	What happens if I finish using these BEBAS2NJOY unlimited add on? Will I be charged pay-per-use charges?	<ul style="list-style-type: none"> • No pay-per-use charges will be implied in the event you have depleted your unlimited add-on. You may continue browsing provided there is quota balance in your data add-on quota or else, you will need to purchase another data or unlimited add-on.

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17.	If I have existing data add on together with BEBAS2NJOY unlimited data, which quota will the data draw from?	<ul style="list-style-type: none">• Data will be based on the priority usage as below:<ul style="list-style-type: none">○ BEBAS Unlimited LTE○ Freebies○ LTE Only○ 3G/LTE○ Basic data
18.	Can I hotspot my unlimited data with my friends?	<ul style="list-style-type: none">• Yes, tethering LTE is allowed at no charge, the data will be deducted from the master device that subscribes to the unlimited add on.