

**FREQUENTLY ASKED QUESTIONS  
ON all new unifi mobile #BEBAS**

NO	QUESTION	ANSWER
<b>QUESTIONS ON new unifi mobile #BEBAS</b>		
<b>QUESTIONS ON new unifi mobile #BEBAS</b>		
<b>1.</b>	<b>What is the new unifi mobile #BEBAS?</b>	<ul style="list-style-type: none"> <li>▪ At unifi, we aspire to offer seamless connectivity beyond home to customers. The all new unifi mobile offers the first real mobile liberation for Malaysians.</li> <li>▪ Our new unifi mobile #BEBAS which offers #pilihapasaja, #kredittakmati, #bayarbilabila, and #iambebas features</li> <li>▪ Customers can register only one (1) SIM per ID</li> <li>▪ SIMs entitle for complimentary 2GB LTE data and enjoy standard freebies of 10 min calls, 10 SMSes and 50MB data.</li> <li>▪ Be #BEBAS with the all new unifi mobile! With hashtag:               <ul style="list-style-type: none"> <li>• #pilihapasaja                   <ul style="list-style-type: none"> <li>○ I can now get the perfect plan that is made by me.</li> </ul> </li> <li>• #kredittakmati                   <ul style="list-style-type: none"> <li>○ I can say goodbye to expiry dates and data wastage.</li> <li>○ I can fully utilise my data, calls and SMS the way I want.</li> </ul> </li> <li>• #bayarbilabila                   <ul style="list-style-type: none"> <li>○ I can now pay anytime, anywhere.</li> <li>○ No fixed commitment. No strings attached!</li> </ul> </li> <li>• #iambebas                   <ul style="list-style-type: none"> <li>○ <i>Bebaskan</i> my mobile with complimentary SIM and 2GB LTE data*</li> </ul> </li> </ul> </li> </ul> <p><i>*Limited to 1 SIM per ID</i></p>
<b>2.</b>	<b>What do you mean by #pilihapasaja?</b>	<ul style="list-style-type: none"> <li>▪ With #pilihapasaja, customer can opt for the plan that suits their needs and requirements. Whether they want higher data volume, calls, sms and roaming add-ons.</li> </ul>
<b>3.</b>	<b>How much is the new unifi mobile #BEBAS?</b>	<ul style="list-style-type: none"> <li>▪ The retail price is RM10 (exclusive of 6% ST). The great news is this cost will be waived during promotional period.</li> </ul>

NO	QUESTION	ANSWER
4.	<b>How long is the promotional period?</b>	<ul style="list-style-type: none"> <li>▪ The promotional period is subject to while stocks last basis.</li> </ul>
5.	<b>Is there any perks during the promotional period?</b>	<ul style="list-style-type: none"> <li>▪ Yes, definitely! You'll enjoy <u>complimentary</u> 2GB LTE data when your line is successfully activated, on the top of the standard SIM freebies which consist of 10 min calls, 10 SMSes and 50MB data.</li> <li>▪ The offer is strictly limited to 1 SIM per ID.</li> </ul>
<b>FOR EXISTING MOBILE POSTPAID CUSTOMERS</b>		
1.	<b>I'm an existing mobile postpaid customer, can I change to this new unifi mobile #BEBAS?</b>	<ul style="list-style-type: none"> <li>▪ The existing mobile postpaid offerings with the never-ending data, call and SMS is now part of unifi mobile for its existing subscribers. While this postpaid plan comes to an end, we are launching a new product that liberates Malaysians with its value propositions, be <b>#BEBAS</b> with the all new unifi mobile.</li> <li>▪ We encourage you to maintain your existing unlimited never-ending data offered by our unifi mobile postpaid plan whilst subscribing to a new account via this new mobile@unifi app.</li> </ul>
2.	<b>What will happen to my existing mobile postpaid plan?</b>	<ul style="list-style-type: none"> <li>▪ The mobile postpaid plan for existing customers will remain the same.</li> </ul>
3.	<b>I'm an existing unifi/webe customer, is there any special plan offer for me?</b>	<ul style="list-style-type: none"> <li>▪ Everyone is invited to be part of new unifi mobile #BEBAS!</li> <li>▪ You can download our mobile app, mobile@unifi to register and redeem your complimentary SIM. Stay tuned for our future announcements specially made for our existing customers.</li> </ul>
<b>Function &amp; Features - MOBILE@UNIFI APP</b>		
1.	<b>What is mobile@unifi app?</b>	<ul style="list-style-type: none"> <li>▪ Download the mobile@unifi app today to get started and for a limited time, get a <i>SIM</i> with complimentary 2GB LTE data limited to 1 SIM per ID.</li> </ul>

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> <li>▪ The mobile@unifi app gives you the freedom to live your life the way you want it to be; #BEBAS. Say goodbye to expiry dates and data wastages. And, usher in a world of convenience straight from this app.</li> </ul>
2.	<b>What are the functions &amp; features of the app?</b>	<ul style="list-style-type: none"> <li>▪ The mobile@unifi App features:               <ul style="list-style-type: none"> <li>▪ Various add-ons to suit your needs. #pilihapasaja</li> <li>▪ Reload your account securely and conveniently anytime, anywhere. #bayarbilabila</li> <li>▪ Buy data, calls &amp; SMS and other Add-Ons with no expiry. #kredittakmati</li> <li>▪ Live Chat with our support team right from the app.</li> </ul> </li> </ul>
3.	<b>Where can I download the app?</b>	<ul style="list-style-type: none"> <li>▪ You can download the mobile@unifi app from Google Play Store or Apple App Store and start registering your <i>SIM</i>.</li> </ul>
<b>ELIGIBILITY</b>		
1.	<b>Who is eligible to subscribe to new unifi mobile #BEBAS?</b>	<ul style="list-style-type: none"> <li>▪ We welcome everyone whom have turned 12 years old and above (<i>based on your birth date</i>).</li> <li>▪ This service is made available for Malaysians and non-Malaysians, with no deposit required.</li> </ul>
2.	<b>Do you offer a corporate plan?</b>	<ul style="list-style-type: none"> <li>▪ Currently, we only offer a consumer plan.</li> </ul>
3.	<b>Is there any plan for corporates? Any timeline to indicate?</b>	<ul style="list-style-type: none"> <li>▪ We are currently formulating the packages and the Corporate plan will be made available in the next 6-12 months. We will make further announcement of its availability and offering in due course.</li> </ul>
4.	<b>What documents do I need to have during registration?</b>	<ul style="list-style-type: none"> <li>▪ We believe in making life easy, so we've simplified the purchasing process for registration.</li> <li>▪ You just need to have a valid NRIC if you are a Malaysian or a Passport if you are a non-Malaysian.</li> </ul>

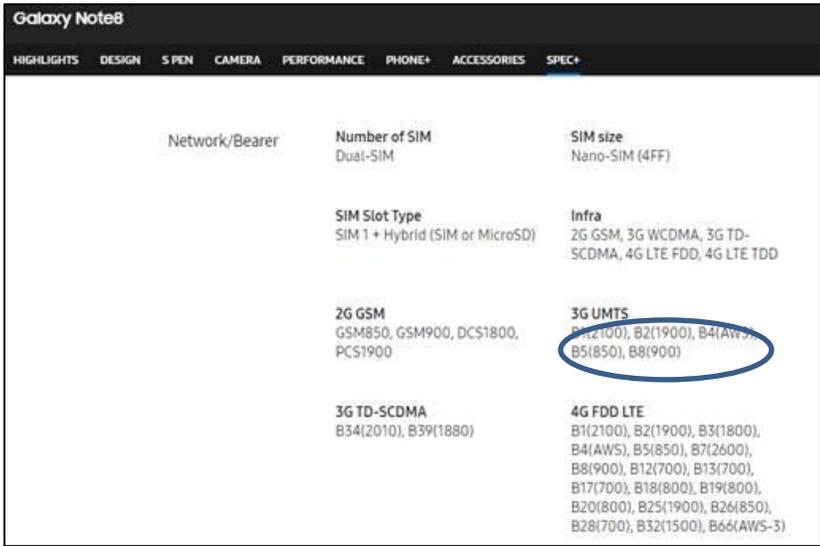
NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> <li>▪ Just be sure to enter your details correctly as per your NRIC or Passport so that it matches during verification upon delivery or collection.</li> </ul> <p><i>*Note: Kindly ensure you have the original documents in hand as copies will not be sufficient for verification.</i></p>
5.	<b>How many new unifi mobile #BEBAS can I register?</b>	<ul style="list-style-type: none"> <li>▪ You can register only one (1) SIM per customer.</li> </ul>
6.	<b>I am a tourist. Can I register for the new unifi mobile #BEBAS?</b>	<ul style="list-style-type: none"> <li>▪ Absolutely yes! Just download the mobile@unifi app and start registering to the new unifi mobile #BEBAS.</li> <li>▪ However as per <u>MCMC Guidelines</u>, the SIM expiry for tourists is ONLY 90 days from SIM activation date. A SMS notification will be sent before the auto termination is triggered.</li> </ul>
7.	<b>Is there any special plans for OKU / Students / Senior citizen?</b>	<ul style="list-style-type: none"> <li>▪ We're still working on options to suit the needs and requirements of different and special segments of the community and will announce once it is made available later. Stay tuned!</li> </ul>
8.	<b>I am an existing Customer and have registered more than 1 SIMs earlier. Your new promo says maximum of 1 SIMs only. Does it mean you'll terminate the rest of my lines?</b>	<ul style="list-style-type: none"> <li>▪ No, we will not terminate your lines. The limitation of 1 SIM is based on the new promo only and shall not affect existing customers who has more than 1 unifi Mobile #BEBAS lines. Customer who has registered for unifi Mobile #BEBAS SIM prior to 16<sup>th</sup> August will be eligible for complimentary 10GB LTE data per SIM.</li> <li>▪ Regardless of whether the SIM has been collected or not, any new or additional SIM ordered from 16<sup>th</sup> August 2018 onwards will be eligible for complimentary 2GB LTE on the top of the standard freebies (while stocks last).</li> </ul>
9.	<b>My friend have registered 3 SIMs earlier BUT now you're saying I can only register a maximum of 1 SIM only. Why?</b>	<ul style="list-style-type: none"> <li>▪ The limitation of 1 SIM is based on the new promo starting from 16<sup>th</sup> Aug 2018, whereas your friend had purchased their SIMs during our previous promo.</li> </ul>

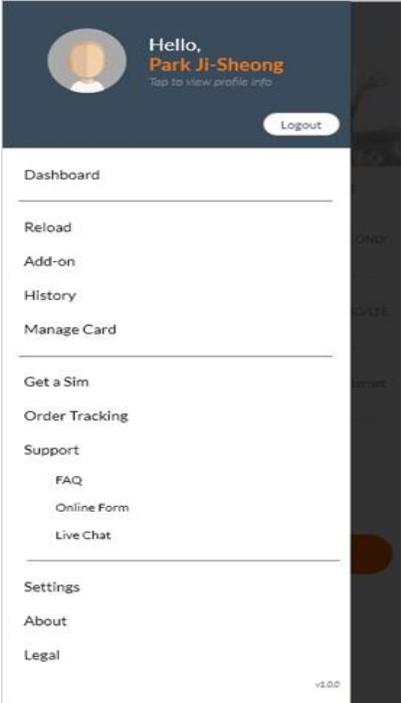
NO	QUESTION	ANSWER
10.	<b>I purchased 1 SIM before 16<sup>th</sup> August 2018, can I purchase another one now?</b>	<ul style="list-style-type: none"> <li>▪ Unfortunately, you can't as the current promo's limitation is a maximum of 1 SIM per ID.</li> </ul>
11.	<b>I purchased 3 SIMs before 16<sup>th</sup> Aug 2018, but have not received my SIMs. Will I receive only 10GB LTE when I activate my SIMs later?</b>	<ul style="list-style-type: none"> <li>▪ You will still receive 10GB LTE per SIM upon activating your SIM as you have purchased the SIMs before 16<sup>th</sup> Aug 2018.</li> </ul>
12.	<b>I register for unifi Mobile #BEBAS by porting out from my current service provider on the 15<sup>th</sup> Aug 2018. My request is still pending. Does it mean I will only receive 2GB LTE complimentary data?</b>	<ul style="list-style-type: none"> <li>▪ You will still receive 10GB LTE upon successful port in as you have registered the SIMs before 16<sup>th</sup> Aug 2018.</li> </ul>
<b>REGISTRATION AND GETTING THE SIM</b>		
1.	<b>Where can I register the new unifi mobile #BEBAS?</b>	<ul style="list-style-type: none"> <li>▪ The registration is done only via the mobile@unifi app. Download the mobile@unifi app from Google Play Store or Apple App Store and start registration for the new unifi mobile #BEBAS!</li> </ul>
2.	<b>Can I use my existing number for my new unifi mobile #BEBAS?</b>	<ul style="list-style-type: none"> <li>▪ Yes! You can keep your number by switching to the new unifi mobile #BEBAS.</li> </ul>
3.	<b>Do I need to pay a delivery fee?</b>	<ul style="list-style-type: none"> <li>▪ Yes. We'll deliver your SIM direct to your doorstep at only RM10.60 (inclusive of 6% ST).</li> <li>▪ Alternatively, you can also pick up your SIMs at selected TMpoints free of charge.</li> </ul>

NO	QUESTION	ANSWER
4.	<b>Can I walk into any TMpoint to get the new unifi mobile #BEBAS</b>	<ul style="list-style-type: none"> <li>▪ Yes. For walk-in customers, our TMpoint front liners will assist customers to download the mobile@unifi app and complete the remaining steps as per the app customer journey.</li> </ul>
<b>ORDER PLACEMENT</b>		
1.	<b>Will I receive any 'Order Summary' upon successful registering?</b>	<ul style="list-style-type: none"> <li>▪ Yes, we will email your order details upon successful registration. If you did not receive the email, you may contact us via Live Chat or Support Feedback Form via the mobile@unifi app.</li> </ul>
2.	<b>Can I change my delivery address or pick up location or reschedule my SIM collection?</b>	<ul style="list-style-type: none"> <li>▪ We're sorry. The order details cannot be changed upon successful registration.</li> </ul>
3.	<b>During collecting the SIM, what do I need to do for the verification process?</b>	<p>You need to be present personally with your original ID to receive the SIM.</p>
4.	<b>What happens if my verification details are different from my registration details?</b>	<ul style="list-style-type: none"> <li>▪ <b><u>Self-Collection</u></b> If the details are mismatched, the ID owner may make the changes in the presence of our Customer Care at TMpoint.</li> <li>▪ <b><u>Delivery</u></b> <ul style="list-style-type: none"> <li>▪ <b>Scenario 1:</b> If your name and (or) registered address are mismatched, the details will be replaced with the information presented during the verification process.</li> <li>▪ <b>Scenario 2:</b> If your ID number (NRIC/Passport) is mismatched, our courier partner will not be able to handover the SIM to you due to security reasons. The order will then be cancelled. Hence, please ensure to fill in the correct ID number during registration.</li> </ul> </li> </ul>
5.	<b>If my order is cancelled due to verification failure, can I get the refund of delivery fee?</b>	<ul style="list-style-type: none"> <li>▪ We're sorry. There will be no refund. So, please ensure all your details during the registration process are correct before check out to avoid any inconvenience.</li> </ul>

NO	QUESTION	ANSWER						
6.	<b>Can I cancel my order?</b>	<ul style="list-style-type: none"> <li>We're sorry. You can't cancel your order upon successful registration.</li> </ul>						
7.	<b>Is there any document that I need to bring along during SIM collection if I chose to self-pickup?</b>	<ul style="list-style-type: none"> <li>Please bring along your original ID (as table below) and order summary (which was sent to your registered email) for reference.</li> </ul> <table border="1" data-bbox="521 615 1511 951"> <thead> <tr> <th data-bbox="521 615 824 716">MALAYSIANS</th> <th data-bbox="824 615 1175 716">FOREIGNERS (WORKERS / STUDENTS)</th> <th data-bbox="1175 615 1511 716">FOREIGNERS (TOURISTS)</th> </tr> </thead> <tbody> <tr> <td data-bbox="521 716 824 951">MyKad and any latest utility bills (if mailing address not same as permanent address as per identification document)</td> <td data-bbox="824 716 1175 951">Passport; working permit (worker) or student identification document (student) and supporting document for mailing address.</td> <td data-bbox="1175 716 1511 951">Passport and supporting document for temporary residential address (i.e. copy of hotel booking confirmation)</td> </tr> </tbody> </table>	MALAYSIANS	FOREIGNERS (WORKERS / STUDENTS)	FOREIGNERS (TOURISTS)	MyKad and any latest utility bills (if mailing address not same as permanent address as per identification document)	Passport; working permit (worker) or student identification document (student) and supporting document for mailing address.	Passport and supporting document for temporary residential address (i.e. copy of hotel booking confirmation)
MALAYSIANS	FOREIGNERS (WORKERS / STUDENTS)	FOREIGNERS (TOURISTS)						
MyKad and any latest utility bills (if mailing address not same as permanent address as per identification document)	Passport; working permit (worker) or student identification document (student) and supporting document for mailing address.	Passport and supporting document for temporary residential address (i.e. copy of hotel booking confirmation)						
8.	<b>Where is the nearest TMpoint location?</b>	<ul style="list-style-type: none"> <li>You can find out your nearest TMpoint outlet at <a href="http://www.tm.com.my/OnlineHelp/TMPoint/Pages/Home.aspx">www.tm.com.my/OnlineHelp/TMPoint/Pages/Home.aspx</a></li> </ul>						
9.	<b>What should I do if the mobile number that delivered to me is different from what I have bought?</b>	<ul style="list-style-type: none"> <li>Please contact us on Live Chat via the mobile@unifi app or visit our nearest TMpoint, our friendly front liners will assist you.</li> </ul>						
10.	<b>What about customers who do not have connectivity at all? How do you address those who have no option to use the app or get to a TM point?</b>	<ul style="list-style-type: none"> <li>We recommend to go digital. You may search for free wifi via wifi@unifi if you do not have connectivity at all.</li> </ul>						
<b>ACTIVATION &amp; STAY ACTIVE!</b>								
1.	<b>How do I activate my SIM?</b>	<ul style="list-style-type: none"> <li>Just insert the SIM into your mobile or device, then:</li> </ul>						

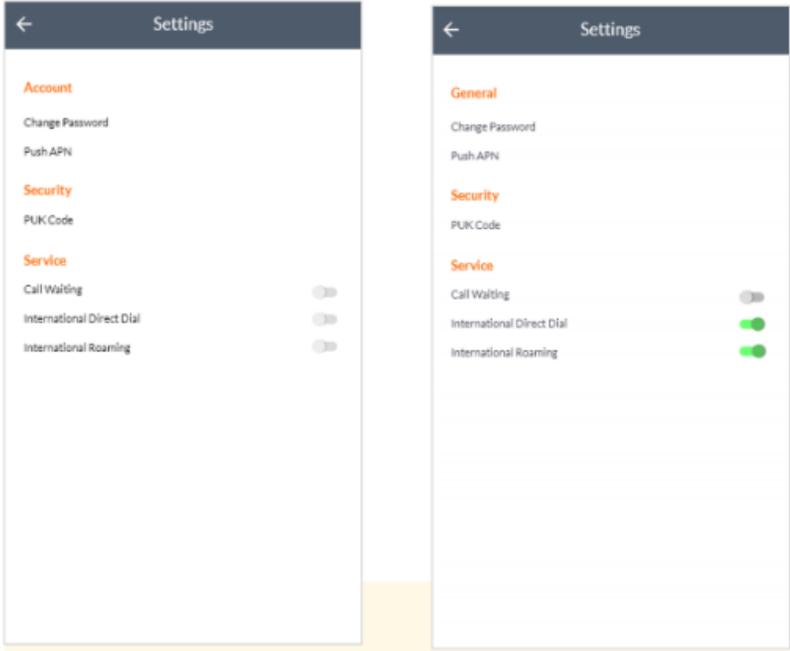
NO	QUESTION	ANSWER
		<ol style="list-style-type: none"> <li>1) For self-collection, it will be automatically trigger with or without first usage of calls, SMS or data.</li> <li>2) For delivery option, the SIM will be auto-activated 30 days from successful delivery order or based on the first usage of calls, SMS or data.</li> <li>3) For switch over customer, the SIM will be auto-activated upon successful switching from other mobile operator.</li> </ol>
2.	<b>What do I get to enjoy upon activation?</b>	<ul style="list-style-type: none"> <li>▪ To get you started, we will provide:               <ol style="list-style-type: none"> <li>1) 2GB (LTE ONLY) during promotion period limited to 1 SIM per ID.</li> <li>2) 50MB (3G/LTE data)</li> <li>3) 10 minutes call (all networks)</li> <li>4) 10 SMSes (all networks)</li> </ol> </li> </ul> <p><i>*Note: This is for local networks only. IDD and SMS to non-Malaysian numbers are not applicable.</i></p>
3.	<b>How to configure my phone data settings?</b>	<ul style="list-style-type: none"> <li>▪ Insert your new unifi mobile #BEBAS SIM and configure your data settings :               <ol style="list-style-type: none"> <li>1. Go to “Settings”</li> <li>2. Choose “Mobile Network” or Cellular Network”</li> <li>3. Choose “Access Point Name”</li> <li>4. Press”Add” or “+” button to change your APN</li> <li>5. Type “unifi” in the “Name” and “APN” fields</li> <li>6. Save the settings and select “unifi” as default</li> <li>7. For help “live chat” with us via mobile@unifi app</li> </ol> </li> </ul>
4.	<b>Is there an expiry period for my data, calls &amp; SMS?</b>	<ul style="list-style-type: none"> <li>▪ There’s no expiry period as long as your line is active, which means your unutilised data, minutes, and SMSes will not expire!</li> </ul>
5.	<b>How do I keep my line active?</b>	<ul style="list-style-type: none"> <li>▪ It’s simple. Just make any outgoing usage, reload or purchase any of the add-ons within 90 days from your last purchase and (or) usage date.</li> </ul>
6.	<b>What if there is still unutilized balance and no necessity to reload – this makes</b>	<ul style="list-style-type: none"> <li>▪ Making any calls, sending SMS or browsing will keep your line active.</li> </ul>

NO	QUESTION	ANSWER
	<p>the line inactive? What about making calls?</p>	
7.	<p>What if I don't use, buy any add-ons, or perform a reload within 90 days from the last transaction date?</p>	<ul style="list-style-type: none"> <li>▪ If you didn't make any outgoing usage, buy any add-ons, or perform a reload within 90 days, your line will be terminated on day 91.</li> <li>• All remaining balance (reload and add-ons) in the account will be forfeited and non-refundable.</li> </ul>
8.	<p>Will I be notified if I buy any add-ons?</p>	<ul style="list-style-type: none"> <li>▪ Definitely! You'll receive SMS notifications. You can also keep track of your usage via the mobile@unifi app.</li> </ul>
9.	<p>How can I best enjoy the new unifi mobile #BEBAS?</p>	<ul style="list-style-type: none"> <li>▪ You will need to use a <b>band 5 phones</b> (850MHz) and turn on your phone's 4G settings to fully enjoy our service. This will enrich your mobile internet experience whenever you are using the service at our LTE network areas.</li> <li>▪ If you are unsure whether which phone is supported, you may refer to device manufacturer's local website instead and search for the keywords "Band 5", "B5" or "850MHz" under the LTE connectivity.</li> </ul> <p>Example below:</p> 
10.	<p>How do I reload?</p>	<ul style="list-style-type: none"> <li>▪ You can reload your account ONLY via mobile@unifi app:             <ul style="list-style-type: none"> <li>• Step 1: Click 'reload' at mobile@unifi app dashboard</li> </ul> </li> </ul>

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> <li>• Step 2: Choose reload denomination from RM10, RM30, RM50 or RM100</li> <li>• Step 3: Select the payment channel and complete the payment process</li> </ul> <ul style="list-style-type: none"> <li>▪ Amount will be automatically added to your account balance.</li> </ul>
11.	<b>What are the payment channels?</b>	<ul style="list-style-type: none"> <li>▪ The payment channel are: <ul style="list-style-type: none"> <li>• Online Banking (FPX) (Malaysia local banks only)</li> <li>• Debit/Credit Card (Any local card with Visa/Master logo)</li> </ul> </li> </ul>
12.	<b>If I have multiple cards, can I have a default card as the preferred card to perform reload?</b>	<ul style="list-style-type: none"> <li>▪ You can choose any card as your default card from “Manage Card”. Please refer below: <div data-bbox="586 926 987 1629" data-label="Image">  <p>The image shows a screenshot of the Unifi mobile application dashboard. At the top, it says 'Hello, Park Ji-Sheong' with a profile icon and a 'Logout' button. Below this is a list of menu items: Dashboard, Reload, Add-on, History, Manage Card, Get a Sim, Order Tracking, Support (with sub-items: FAQ, Online Form, Live Chat), Settings, About, and Legal. The 'Manage Card' option is highlighted with a dark background.</p> </div> </li> <li>▪ If you do not determine which card to be the default card, your most recent card will be automatically chosen as the default card in your next reload.</li> </ul>
13.	<b>What is the maximum value/limit of money I can have in my account balance?</b>	<ul style="list-style-type: none"> <li>▪ Good news, we have not set any maximum value/limit.</li> </ul>

NO	QUESTION	ANSWER																								
14.	<b>Is there any expiry period to my account balance?</b>	<ul style="list-style-type: none"> <li>As long as you continue to use the SIM with any outgoing usage, reload or keep purchasing add-ons, the account balance will remain active.</li> </ul>																								
15.	<b>Is there a special expiry period for all reload denominations?</b>	<ul style="list-style-type: none"> <li>Any reload denomination that you choose will have no specific expiry period as long as you keep your line active within 90 days from the last purchase and (or) usage date.</li> </ul>																								
16.	<b>What will happen to my remaining quota after account termination?</b>	<ul style="list-style-type: none"> <li>All remaining quota will be forfeited upon termination and not refundable.</li> </ul>																								
17.	<b>How do I buy data add-ons?</b>	<ul style="list-style-type: none"> <li>You can ONLY buy data add-ons via mobile@unifi app.</li> </ul>																								
18.	<b>How many types of data add-ons are available?</b>	<ul style="list-style-type: none"> <li>There are 7 types of data add-ons:</li> </ul> <table border="1" data-bbox="521 1167 1430 1640"> <thead> <tr> <th>DATA ADD-ONS</th> <th>RM</th> <th>EXPIRY</th> </tr> </thead> <tbody> <tr> <td>8GB High Speed (4GB LTE Only + 4GB 3G/LTE)</td> <td>50</td> <td>No</td> </tr> <tr> <td>4GB High Speed (2GB LTE Only + 2GB 3G/LTE)</td> <td>30</td> <td>No</td> </tr> <tr> <td>2GB High Speed (1GB LTE only + 1GB 3G/LTE)</td> <td>15</td> <td>No</td> </tr> <tr> <td>1GB Basic Data (1GB 3G/LTE)</td> <td>13</td> <td>No</td> </tr> <tr> <td>BEBAS 2Hours (Unlimited Data for LTE Coverage)</td> <td>3</td> <td>After 2 hours</td> </tr> <tr> <td>BEBAS Daily (Unlimited Data for LTE Coverage)</td> <td>5</td> <td>24 hours</td> </tr> <tr> <td>BEBAS Weekly (Unlimited Data for LTE Coverage)</td> <td>20</td> <td>7 days</td> </tr> </tbody> </table>	DATA ADD-ONS	RM	EXPIRY	8GB High Speed (4GB LTE Only + 4GB 3G/LTE)	50	No	4GB High Speed (2GB LTE Only + 2GB 3G/LTE)	30	No	2GB High Speed (1GB LTE only + 1GB 3G/LTE)	15	No	1GB Basic Data (1GB 3G/LTE)	13	No	BEBAS 2Hours (Unlimited Data for LTE Coverage)	3	After 2 hours	BEBAS Daily (Unlimited Data for LTE Coverage)	5	24 hours	BEBAS Weekly (Unlimited Data for LTE Coverage)	20	7 days
DATA ADD-ONS	RM	EXPIRY																								
8GB High Speed (4GB LTE Only + 4GB 3G/LTE)	50	No																								
4GB High Speed (2GB LTE Only + 2GB 3G/LTE)	30	No																								
2GB High Speed (1GB LTE only + 1GB 3G/LTE)	15	No																								
1GB Basic Data (1GB 3G/LTE)	13	No																								
BEBAS 2Hours (Unlimited Data for LTE Coverage)	3	After 2 hours																								
BEBAS Daily (Unlimited Data for LTE Coverage)	5	24 hours																								
BEBAS Weekly (Unlimited Data for LTE Coverage)	20	7 days																								
19.	<b>Will I receive any notifications for my data quota balance?</b>	<ul style="list-style-type: none"> <li>Yes! You will receive notifications via SMS upon successful purchase and when your balance is running out. As an example, we will notify you if your data quota balance reaches 300MB</li> </ul>																								

NO	QUESTION	ANSWER									
20.	<b>What is the priority of usage if I purchase a few data add-ons?</b>	<ul style="list-style-type: none"> <li>▪ Your data add-ons will be deducted according to this priority sequence:               <ul style="list-style-type: none"> <li>• Preloaded free data</li> <li>• LTE Only</li> <li>• 3G/LTE</li> <li>• Basic data</li> </ul> </li> </ul>									
21.	<b>How do I buy Calls &amp; SMS add-ons?</b>	<ul style="list-style-type: none"> <li>▪ You can buy calls &amp; SMS add-on ONLY via the mobile@unifi app.</li> </ul>									
22.	<b>How many types of add-ons are available for Calls &amp; SMS?</b>	<ul style="list-style-type: none"> <li>▪ There are 2 types of add-on available for Calls &amp; SMS:               <table border="1" data-bbox="521 888 1409 1050"> <thead> <tr> <th data-bbox="521 888 959 926">Calls &amp; SMS add-ons</th> <th data-bbox="959 888 1146 926">RM</th> <th data-bbox="1146 888 1409 926">Expiry</th> </tr> </thead> <tbody> <tr> <td data-bbox="521 926 959 989">200 mins + 200 SMS</td> <td data-bbox="959 926 1146 989">30</td> <td data-bbox="1146 926 1409 989">No</td> </tr> <tr> <td data-bbox="521 989 959 1050">60 mins + 60 SMS</td> <td data-bbox="959 989 1146 1050">10</td> <td data-bbox="1146 989 1409 1050">No</td> </tr> </tbody> </table> </li> <li>▪ It will be deducted based on 60 seconds block.</li> </ul>	Calls & SMS add-ons	RM	Expiry	200 mins + 200 SMS	30	No	60 mins + 60 SMS	10	No
Calls & SMS add-ons	RM	Expiry									
200 mins + 200 SMS	30	No									
60 mins + 60 SMS	10	No									
23.	<b>How do I buy Roaming add-ons?</b>	<ul style="list-style-type: none"> <li>▪ You can purchase roaming add-ons ONLY via the mobile@unifi app.</li> <li>▪ Please ensure to activate the roaming service via the app as well.</li> </ul>									

NO	QUESTION	ANSWER
		
<b>SWITCH TO unifi mobile</b>		
1.	<b>Can I switch to the new unifi mobile #BEBAS from other mobile operators using my existing number?</b>	<ul style="list-style-type: none"> <li>▪ Yes, and you need to fulfill the below requirements:               <ol style="list-style-type: none"> <li>1. Terminated, blacklisted, barred and suspended numbers cannot be switched to the unifi mobile #BEBAS.</li> <li>2. All the supplementary lines in the Principal Account (principal and supplementary lines) need to be switched over to unifi mobile plan, unless your supplementary line(s) become the Principal line at the existing mobile operator.</li> <li>3. Your number is not in a contract with existing mobile operator.</li> <li>4. If you are switching in for more than one (1) number, each line must be registered in separate order.</li> <li>5. You shall ensure that the usage of your existing service does not exceed the credit limit set by your existing mobile operator.</li> </ol> </li> <li>▪ For existing prepaid user, any remaining credit in your prepaid mobile number will be forfeited by your existing mobile operator upon successful activation of your new unifi mobile #BEBAS.</li> </ul>
2.	<b>How do I keep my existing number?</b>	<ul style="list-style-type: none"> <li>▪ Simply select “I want to keep my existing number” during registration process via the mobile@unifi app and confirm the SMS notification sent by your existing mobile operator in order to switch to us.</li> </ul>

NO	QUESTION	ANSWER
3.	<b>Can I track my switching status?</b>	<ul style="list-style-type: none"> <li>▪ Yes. Just refer to your order tracking status via the mobile@unifi app.</li> </ul>
4.	<b>How do I complete my switching process to unifi mobile?</b>	<ul style="list-style-type: none"> <li>▪ Simply follow the steps below after you've received the notification message from your existing mobile operator.               <ol style="list-style-type: none"> <li>1. Send us an SMS to confirm that your SIM card has arrived safely. SMS unifi on&lt;space&gt;DMP order number (refer to your delivery order) to 63001. E.g. unifi on 123456</li> <li>2. You will be receiving an SMS to confirm your request.</li> <li>3. Reply YES to confirm.</li> <li>4. Once your current plan is inactive, insert your new SIM and be #BEBAS!</li> </ol> </li> </ul>
5.	<b>I'm unhappy with the services provided by my current mobile operator. I've submitted the switching request a few times but was rejected by my existing mobile operator. What should I do in order for me to register for the new unifi mobile #BEBAS?</b>	<ul style="list-style-type: none"> <li>▪ You may contact your current mobile operator's Customer Service, for them to investigate and handle your request.</li> <li>▪ Alternatively, you may choose a new number for your new unifi mobile #BEBAS.</li> </ul>
6.	<b>I've recently ported-out into another mobile operator but my area does not have coverage. Do I have to wait 30 days before I can switch to the new unifi mobile #BEBAS?</b>	<ul style="list-style-type: none"> <li>▪ You may contact the current mobile operator's Customer Service for them to investigate and handle your request.</li> </ul>
<b>IDD &amp; PREMIUM SMS</b>		

NO	QUESTION	ANSWER
1.	<b>Can I make calls and send SMS to International numbers with the new unifi mobile #BEBAS?</b>	<ul style="list-style-type: none"> <li>▪ Definitely yes! The charges will be deducted from your account balance using Pay As You Use (PAYU) basis.</li> </ul>
2.	<b>How do I activate the International Direct Dialing (IDD) service?</b>	<ul style="list-style-type: none"> <li>▪ IDD service is enabled by default and no deposit is required.</li> </ul>
3.	<b>How do I make an International call?</b>	<ul style="list-style-type: none"> <li>▪ To make an international call, dial 00, followed by the country code you are calling, the area or city code, and the phone number.</li> <li>▪ For example, if you're contacting someone in Brazil, (country code 55), in the city of Rio de Janeiro (city code 21), dial 00 - 55 - 21 - XXXX-XXXX.</li> <li>▪ For your convenience, you can also replace 00 with + e.g. +55 21 XXX-XXXX</li> </ul>
4.	<b>What are the IDD rates?</b>	<ul style="list-style-type: none"> <li>▪ You can log on to <a href="http://www.unifi.com.my/mobile/idd">www.unifi.com.my/mobile/idd</a> for further details.</li> </ul>
5.	<b>Can I use my account balance for any premium SMS service? ie short code 1234.</b>	<ul style="list-style-type: none"> <li>▪ This feature is not available at the moment. Please stay tuned for more updates!</li> </ul>
<b>iMESSAGE &amp; FACETIME</b>		
1.	<b>How do I activate iMessage &amp; Facetime via unifi mobile BEBAS?</b>	<ul style="list-style-type: none"> <li>▪ Insert your unifi mobile #BEBAS Prepaid sim and configure your iPhone settings:               <ol style="list-style-type: none"> <li>1. Go to "Settings"</li> <li>2. Select "Message" or "Facetime"</li> <li>3. Enable "iMessage" or "Facetime" toggle function</li> <li>4. Click "OK" on the message prompt</li> </ol> </li> <li>▪ It is highly recommended that you activate iMessage and Facetime services by using your Apple ID.</li> </ul>

NO	QUESTION	ANSWER
2.	<p><b>Will I be charged for my iMessage and FaceTime activation?</b></p>	<ul style="list-style-type: none"> <li>▪ unifi Mobile #BEBAS Prepaid now supports the iMessage and Facetime features for Apple’s iOS users.</li> <li>▪ You will be charged RM0.50 (exclusive of 6% ST) for each SMS activation attempt triggered by iMessage or FaceTime via your Apple device using your mobile number. Hence, it is highly recommended that you activate iMessage and Facetime services by using your Apple ID.</li> <li>▪ The charges will be applicable under these scenarios as well: <ul style="list-style-type: none"> <li>• Each time you re-insert your unifi Mobile #BEBAS SIM card into your phone</li> <li>• Each time you update your iOS software</li> </ul> </li> <li>▪ However, there will be no charges for successful activation of iMessage or FaceTime via your Apple device using your Apple ID.</li> </ul> <p><i>Note to frontliners: Customers will be charged RM1.00 (exclusive of 6% ST) for each SMS activation attempt of both iMessage and FaceTime features.</i></p>
3.	<p><b>I have successfully activated my iMessage or FaceTime service. Will I be charged for every messages, voice/video call sent/made?</b></p>	<ul style="list-style-type: none"> <li>▪ The best part is, you will not be charged for the use of iMessage or FaceTime service such as sending messages, or making voice/video call to anyone. You will only be charged RM0.50 (exclusive of 6% ST) for each SMS activation attempt triggered by iMessage or FaceTime via your Apple device using your mobile number.</li> <li>▪ Once you have activated the service, you can use it for FREE!</li> </ul>
4.	<p><b>Help me! I can’t activate my iMessage and FaceTime. The function keeps disabling itself automatically.</b></p>	<ul style="list-style-type: none"> <li>▪ Oh no, you may visit Apple Inc.’s official site for guidelines on error activation of iMessage and FaceTime service.</li> </ul> <p><i>Note to frontliners: Customers can visit the support site <a href="#">HERE</a>.</i></p>
5.	<p><b>My attempts to activate my iMessage and FaceTime services still failed after several attempts. Will I be charged for the multiple erroneous attempts?</b></p>	<ul style="list-style-type: none"> <li>▪ Unfortunately, you will be charged for each SMS activation attempt triggered by iMessage or FaceTime.</li> <li>▪ To avoid you from extra unnecessary charges, our system will monitor the activation attempts triggered by your device and cap it at a maximum of 5 times per month.</li> </ul>

NO	QUESTION	ANSWER
6.	<b>What happens if I still fail to activate my iMessage and FaceTime services but I am being charged anyways?</b>	<ul style="list-style-type: none"> <li>• We apologise for the inconvenience. If you're experiencing this, please contact us via Live Chat in our mobile@unifi apps, <u>Facebook at <a href="https://www.facebook.com/unifimobile/">www.facebook.com/unifimobile/</a></u> or Twitter at <u><a href="https://twitter.com/helpmeunifi">@helpmeunifi</a></u>.</li> <li>• We will assist to review your case and waive the charges from your bill.</li> </ul>
7.	<b>How will I be charged for the activation of the iMessage and FaceTime services?</b>	<ul style="list-style-type: none"> <li>▪ For each SMS activation attempt, RM0.50 will be deducted from your unifi mobile #BEBAS account balance.</li> <li>• You may refer to the "History" section under the "Pay per Use" tab in your mobile@unifi app to check on the reflected charges.</li> </ul>
<b>ROAMING</b>		
1.	<b>Can I use roaming services when travelling overseas?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you just need to activate the roaming service via the mobile@unifi app and purchase roaming add-ons that best suit your needs.</li> </ul>
2.	<b>What is the expiry of the roaming add-ons?</b>	<ul style="list-style-type: none"> <li>▪ The roaming add-ons is valid until midnight of the city you are visiting at that moment, e.g. If you're visiting Thailand, your roaming expires at 12:00 am, Bangkok time.</li> </ul>
3.	<b>How about when you are in a country with several time zones, ie the USA, and within one day you travel across the coast which has a 4-hour time difference. Does it expire at midnight of the city you are currently in or midnight in the originating city?</b>	<ul style="list-style-type: none"> <li>▪ The roaming expiry will be based on capital city of the country i.e. Washington DC for USA.</li> </ul>
4.	<b>Can I still use the data, calls and SMS quota while out of the country?</b>	<ul style="list-style-type: none"> <li>▪ No, you will need to purchase the roaming add-ons or the charges will be based on your usage. This means, if you don't purchase roaming add-ons, the charges for data, calls and SMS will be deducted directly from your account balance using PAYU basis.</li> </ul>

NO	QUESTION	ANSWER
5.	<b>How do I activate my roaming?</b>	<ul style="list-style-type: none"> <li>▪ You may activate it ONLY via the mobile@unifi app using Wi-Fi/data.</li> </ul>
6.	<b>What if you can't find WiFi? Any other way to activate without using the app?</b>	<ul style="list-style-type: none"> <li>▪ Roaming activation requires Internet connectivity.</li> </ul>
7.	<b>How do I keep track of my roaming usage?</b>	<ul style="list-style-type: none"> <li>▪ You can keep track on your usage ONLY via the mobile@unifi app.</li> </ul>
8.	<b>I have purchased a roaming add-ons in Singapore. Can I use it in Thailand on the same day?</b>	<ul style="list-style-type: none"> <li>▪ Kindly note that the roaming add-ons is country-specific. If you're travelling to multiple countries in a day, you'll need to activate roaming in each country and browse through their respective preferred operators.</li> </ul>
9.	<b>How much will I be charged if I use my data overseas without the roaming add-ons?</b>	<ul style="list-style-type: none"> <li>▪ You will be charged a minimum Pay As You Use (PAYU) rate at RM49.00/MB.</li> </ul> <p><i>*Note: Standard rate across all countries</i></p>
10.	<b>What are the charges when I make calls or send SMS while roaming?</b>	<ul style="list-style-type: none"> <li>▪ The calls and SMS charges vary according to the country you are in at that moment.</li> </ul>

**FREQUENTLY ASKED QUESTIONS (FAQ) FOR SERVICE TAX (ST) IMPLEMENTATION FOR UNIFI MOBILE #BEBAS**

NO	QUESTION	ANSWER
<b>QUESTIONS ON ST IMPLEMENTATION FOR UNIFI MOBILE #BEBAS</b>		
1	<b>What is SST?</b>	<ul style="list-style-type: none"> <li>▪ In accordance with the implementation of the Service Tax Act 2018, 6% Service Tax (ST) will be charged for all taxable products and services, replacing Goods and Service Tax (GST).</li> </ul>
2	<b>When is the effective date for SST?</b>	<ul style="list-style-type: none"> <li>▪ Starting from 1<sup>st</sup> September 2018 onwards.</li> </ul>
3	<b>What happen to the purchase I made before 1<sup>st</sup> September 2018?</b>	<ul style="list-style-type: none"> <li>▪ Every purchase made prior to 1<sup>st</sup> September 2018 is still subjected to Goods and Services Tax (GST) treatment at 6% or 0%, whichever applicable.</li> </ul>
4	<b>Will I be charged for SST when I register a new starter pack?</b>	<ul style="list-style-type: none"> <li>▪ Yes, 6% of Service Tax will be imposed on unifi Mobile Starter Pack starting from 1<sup>st</sup> September 2018.</li> <li>▪ The price displayed is exclusive of 6% Service Tax.</li> </ul>
5	<b>Will I be charged for SST when I opt for delivery option?</b>	<ul style="list-style-type: none"> <li>▪ Yes, the delivery option is subjected to 6% Service Tax.</li> </ul>
6	<b>How will SST be charged for unifi Mobile #BEBAS Reload?</b>	<ul style="list-style-type: none"> <li>▪ Effective 6 September 2018, all prepaid reload for unifi Mobile #BEBAS will be tax exempted for all Malaysians.</li> <li>▪ The 6% Service Tax (ST) will only be applicable for non-Malaysians, where the reload value will be reduced upon activation.</li> <li>▪ For Malaysian, when you reload RM50, the full credit value of RM50 will be reflected in your account balance upon activation.</li> <li>▪ For non-Malaysian, when you reload RM50, you will see RM47.17 reflected in your account balance.</li> <li>▪ Below is a quick summary of how this works:</li> <li>▪</li> </ul>

NO	QUESTION	ANSWER																														
		<p style="text-align: center;"><b>Malaysians</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Reload amount</th> <th>ST Amount</th> <th>Amount credited to account</th> </tr> </thead> <tbody> <tr> <td>RM10</td> <td>RM0.00</td> <td>RM10</td> </tr> <tr> <td>RM30</td> <td>RM0.00</td> <td>RM30</td> </tr> <tr> <td>RM50</td> <td>RM0.00</td> <td>RM50</td> </tr> <tr> <td>RM100</td> <td>RM0.00</td> <td>RM100</td> </tr> </tbody> </table> <p style="text-align: center;"><b>Non-Malaysians</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Reload Amount</th> <th>ST Amount</th> <th>Amount credited to account</th> </tr> </thead> <tbody> <tr> <td>RM10</td> <td>RM0.57</td> <td>RM9.43</td> </tr> <tr> <td>RM30</td> <td>RM1.70</td> <td>RM28.30</td> </tr> <tr> <td>RM50</td> <td>RM2.83</td> <td>RM47.17</td> </tr> <tr> <td>RM100</td> <td>RM5.66</td> <td>RM94.34</td> </tr> </tbody> </table> <p><i>Note:</i> Service Tax (ST) deducted on the reload made by Malaysian from 1 to 5 September 2018 will not be refunded.</p>	Reload amount	ST Amount	Amount credited to account	RM10	RM0.00	RM10	RM30	RM0.00	RM30	RM50	RM0.00	RM50	RM100	RM0.00	RM100	Reload Amount	ST Amount	Amount credited to account	RM10	RM0.57	RM9.43	RM30	RM1.70	RM28.30	RM50	RM2.83	RM47.17	RM100	RM5.66	RM94.34
Reload amount	ST Amount	Amount credited to account																														
RM10	RM0.00	RM10																														
RM30	RM0.00	RM30																														
RM50	RM0.00	RM50																														
RM100	RM0.00	RM100																														
Reload Amount	ST Amount	Amount credited to account																														
RM10	RM0.57	RM9.43																														
RM30	RM1.70	RM28.30																														
RM50	RM2.83	RM47.17																														
RM100	RM5.66	RM94.34																														
7	<b>Will the SST be applicable for purchase of add-ons?</b>	<ul style="list-style-type: none"> <li>▪ Don't worry, you WILL NOT be charged 6% Service Tax (ST) for any add-on purchase.</li> </ul>																														
8	<b>Where can I refer to on the SST charged to any purchase made on reload (if applicable), starter pack or delivery fee?</b>	<ul style="list-style-type: none"> <li>▪ You may refer to the invoice which we will send to your registered email for every purchase made.</li> </ul>																														
9	<b>I want to know more on SST, where can I find more details?</b>	<ul style="list-style-type: none"> <li>▪ You can refer to the Royal Malaysian Customs Department website at <a href="http://www.customs.gov.my/en">www.customs.gov.my/en</a> for further clarification with regards to the SST implementation.</li> </ul>																														
10	<b>Who should I contact if I need any assistance or service inquiry?</b>	<ul style="list-style-type: none"> <li>▪ It's easy. You can contact us via TM's digital channels such as:             <ul style="list-style-type: none"> <li>▪ Live Chat with TM via mobile@unifi app</li> <li>▪ Facebook at <a href="https://www.facebook.com/unifimobile/">https://www.facebook.com/unifimobile/</a></li> </ul> </li> <li>▪ If you prefer a face-to-face interaction, you may visit us at any of our TMpoint outlets nationwide.</li> </ul>																														

NO	QUESTION	ANSWER								
<b>QUESTIONS ON BEBAS2NJOY</b>										
<b>QUESTIONS ON unifi Mobile BEBAS2NJOY CAMPAIGN</b>										
1.	<b>What is BEBAS2NJOY campaign?</b>	<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.	<b>What is the price and offering for BEBAS2NJOY campaign?</b>	<p>The BEBAS2NJOY unlimited 4G LTE data offerings are as below:</p> <table border="1" data-bbox="586 930 1252 1100"> <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
Add on name	RM									
BEBAS 2 hours	3									
BEBAS Daily	5									
BEBAS Weekly	20									
3.	<b>What is the campaign period?</b>	<ul style="list-style-type: none"> <li>The unlimited add on is available for a limited time only. Grab one now while it still lasts!</li> </ul>								
4.	<b>What is the offering for BEBAS 2 hours add on?</b>	<ul style="list-style-type: none"> <li>Customers can enjoy 2 hours of LTE data with unlimited quota.</li> </ul>								
5.	<b>What is the offering for BEBAS Daily add on?</b>	<ul style="list-style-type: none"> <li>Customers can enjoy daily LTE data with unlimited quota.</li> </ul>								
6.	<b>What is the offering for BEBAS Weekly add on?</b>	<ul style="list-style-type: none"> <li>Customers can enjoy 7 days of LTE data with unlimited quota.</li> </ul>								
7.	<b>Will my BEBAS unlimited add on be renewed automatically?</b>	<ul style="list-style-type: none"> <li>Unfortunately no. Unlimited add on is one time add on, hence it will not be auto-renewed.</li> </ul>								

NO	QUESTION	ANSWER						
8.	<b>Who can buy this BEBAS2NJOY add ons?</b>	<ul style="list-style-type: none"> <li>All unifi Mobile #BEBAS customers are eligible to purchase this add on.</li> </ul>						
9.	<b>How do I buy this BEBAS2NJOY add on?</b>	<ul style="list-style-type: none"> <li>You can purchase it via mobile@unifi app.</li> </ul>						
10.	<b>What is the validity period of BEBAS2NJOY add-ons?</b>	<ul style="list-style-type: none"> <li>For BEBAS 2 hours, the validity period is two (2) hours from purchase time.</li> <li>For BEBAS Daily add-on, the validity period is 24 hours from purchase time.</li> <li>For BEBAS Weekly add-on, the validity period is seven (7) days from purchase date.</li> </ul>						
11.	<b>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?</b>	<ul style="list-style-type: none"> <li>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.</li> </ul> <table border="1" data-bbox="581 1136 1417 1430"> <thead> <tr> <th data-bbox="581 1136 1011 1209">Scenarios of different purchase time</th> <th data-bbox="1011 1136 1417 1209">When can customers use the add-on?</th> </tr> </thead> <tbody> <tr> <td data-bbox="581 1209 1011 1320">Customer buy BEBAS Daily add-on at 12.30 pm on 1/3/2018</td> <td data-bbox="1011 1209 1417 1320">Customer can use it until 12.30 pm on 2/3/2018</td> </tr> <tr> <td data-bbox="581 1320 1011 1430">Customer buy BEBAS Daily add-on at 11.00 pm on 1/3/2018</td> <td data-bbox="1011 1320 1417 1430">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
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							
12.	<b>Can I still buy this add on if I already have existing data?</b>	<ul style="list-style-type: none"> <li>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.</li> <li>Kindly note that the BEBAS2NJOY add on are not stackable.</li> <li>For example, customer cannot buy two (2) BEBAS2NJOY add on at one point of time.</li> </ul>						

NO	QUESTION	ANSWER
13.	<b>Can I use the unlimited add-on while roaming?</b>	<ul style="list-style-type: none"> <li>• You may need to buy roaming add-on.</li> </ul>
14.	<b>I am currently subscribed to BEBAS 2 hours add on. Can I subscribe to BEBAS daily add on?</b>	<ul style="list-style-type: none"> <li>• Unfortunately no. Only ONE (1) type of active BEBAS2NJOY unlimited add on is allowed at any time.</li> <li>• However, you may subscribe to another add on when your current unlimited add-on quota utilisation has reached 100%.</li> </ul>
15.	<b>Can I use the quota for all type of browsing?</b>	<ul style="list-style-type: none"> <li>• Yes. Add-on quota are applicable for all internet usages as long as within 4G/LTE coverage.</li> </ul>
16.	<b>What happens if I finish using these BEBAS2NJOY unlimited add on? Will I be charged pay-per-use charges?</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
17.	<b>If I have existing data add on together with BEBAS2NJOY unlimited data, which quota will the data draw from?</b>	<ul style="list-style-type: none"> <li>• Data will be based on the priority usage as below:             <ul style="list-style-type: none"> <li>○ BEBAS Unlimited LTE</li> <li>○ Freebies</li> <li>○ LTE Only</li> <li>○ 3G/LTE</li> <li>○ Basic data</li> </ul> </li> </ul>

NO	QUESTION	ANSWER
18.	<b>Can I hotspot my unlimited data with my friends?</b>	<ul style="list-style-type: none"><li>• Yes, tethering LTE is allowed at no charge, the data will be deducted from the master device that subscribes to the unlimited add on.</li></ul>