

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI BASIC ADD-ON PASSES**

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GETTING TO KNOW

1	What is the unifi Basic add-on passes? Why do I need it?	<ul style="list-style-type: none"> The unifi Basic add-on passes allow you to purchase additional Internet quota for your broadband plan. This will enable you to continue surfing seamlessly when you have fully utilised your 60GB unifi Basic monthly Internet quota before the end of your billing cycle. 												
2	What happen if I have fully utilised my unifi Basic quota?	<ul style="list-style-type: none"> Once you have fully utilised your unifi Basic 60GB quota, your Internet speed will be throttled to 512kbps. In order to enjoy fast and smooth Internet experience, you may purchase the add-on passes to continuously enjoy seamless surfing and control your data usage according to your internet consumption and budget. 												
3	Can you tell me more about the unifi Basic add-on passes?	<ul style="list-style-type: none"> We understand the different Internet usage patterns of our customers, hence we are providing you with four (4) add-on passes options for you to choose from. Kindly refer to the below table: <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th style="width: 25%;">1GB</th> <th style="width: 25%;">5GB</th> <th style="width: 25%;">20GB</th> <th style="width: 25%;">WEEKEND Unlimited</th> </tr> </thead> <tbody> <tr> <td>Valid till end of billing period</td> <td>Valid till end of billing period</td> <td>Valid till end of billing period</td> <td>dd-mm-yyyy Friday 12:00am till dd-mm-yyyy Sunday 11:59pm</td> </tr> <tr> <td>RM10</td> <td>RM20</td> <td>RM40</td> <td>RM50</td> </tr> </tbody> </table> <p><i>Notes:</i></p> <ul style="list-style-type: none"> i. Price shown is inclusive of 6% Service Tax ii. For weekend data Unlimited, it is only valid for 3 days instead of every weekend in a month. 	1GB	5GB	20GB	WEEKEND Unlimited	Valid till end of billing period	Valid till end of billing period	Valid till end of billing period	dd-mm-yyyy Friday 12:00am till dd-mm-yyyy Sunday 11:59pm	RM10	RM20	RM40	RM50
1GB	5GB	20GB	WEEKEND Unlimited											
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RM10	RM20	RM40	RM50											
4	Where can I purchase these add-on passes?	<ul style="list-style-type: none"> We're making life easier for all. The add-on passes are available for purchase via our unifi portal, unifi.com.my. 												
5	What are the available payment methods?	<ul style="list-style-type: none"> The unifi Basic add-on passes work just like your additional prepaid add-on. These passes can be purchased using your debit/credit card or online banking via our unifi portal, unifi.com.my. 												
6	Can I purchase the add-on passes before I have fully utilised my monthly Internet quota?	<ul style="list-style-type: none"> Yes, you can purchase these add-on passes anytime; even before your monthly Internet quota is fully utilised. 												

7	I have unused Internet quota under my add-on passes. Can I carry it forward to the following month or transfer it to another account?	<ul style="list-style-type: none"> ▪ Unfortunately, all unused Internet quota under add-on passes cannot be carried forward or transferred to other account. ▪ Your unused passes will be forfeited at the end of every bill cycle. No cash refund will be given to forfeited quota.
8	Will there be a limit to the number of add-on passes I can purchase in a month?	<ul style="list-style-type: none"> ▪ No, there is no limit to the number of purchase you can make in a month.
9	Is there a time frame set for me to purchase these add-on passes?	<ul style="list-style-type: none"> ▪ You have the freedom to purchase the add-on passes anytime at your convenience. ▪ However, please note that you can only purchase the Weekend Unlimited pass ONCE a week; to be utilised between Friday to Sunday of the same week.
10	How do I check the balance of my Internet quota?	<ul style="list-style-type: none"> ▪ To check the balance of your Internet quota, simply log on to your account via our unifi portal at unifi.com.my.
11	How long will it take for my add-on passes to be activated?	<ul style="list-style-type: none"> ▪ Upon successful purchase, it may take up to 10 minutes for your add-on passes to be activated and displayed in your account dashboard via unifi.com.my.
12	Will I get an SMS notification for my add-on passes purchase activation?	<ul style="list-style-type: none"> ▪ Yes, customers will receive SMS and email notifications on any successful activation of their add-on passes purchases.
13	I would like to purchase add-on passes, but I have reached my monthly credit limit. What should I do?	<ul style="list-style-type: none"> ▪ If you have reached your monthly credit limit, you would need to settle your outstanding bills prior to purchasing or utilising any add-on passes.
14	I have not utilised my allocated monthly Internet quota, but I have purchased additional passes. Which Internet quota will be consumed first?	<ul style="list-style-type: none"> ▪ Your monthly 60GB Internet quota will be consumed first. Once you have fully utilised this, the add-on passes will be consumed. ▪ The add-on passes shall be on first in first out basis by type of passes denomination. ▪ Priority will be given to Weekend Unlimited Pass whereby existing monthly quota or add-on passes will stop during the stated date/time and resume back once the Weekend Unlimited pass ends.



15	Will my add-on passes purchases reflected in my monthly bill statement?	<ul style="list-style-type: none">▪ All add-on passes purchases work as a prepaid add-on and it will not appear in your monthly bill statement.▪ However, you may view all your purchase transactions and usage activities online by logging into your account via our unifi portal, unifi.com.my.
16	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none">▪ Feel free to reach us out via our digital channels as follows:<ul style="list-style-type: none">▪ unifi self-help portal at unifi.com.my/chat▪ Live Chat via our care@unifi app▪ Facebook at facebook.com/weareunifi▪ Twitter at @helpmeunifi▪ Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.