

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
unifi MOBILE POSTPAID #CNY 8GB CAMPAIGN**

NO	QUESTION	ANSWER																				
QUESTIONS ON unifi MOBILE POSTPAID #CNY 8GB CAMPAIGN																						
GETTING TO KNOW																						
1.	Is there any new promotion from unifi Mobile for the upcoming Chinese New Year?	<ul style="list-style-type: none"> ▪ Yes! We're giving you #khabarbaik news under our unifi Mobile (postpaid) segment. Under this unifi Mobile Postpaid #CNY 8GB Campaign, we're giving you MORE values with a subscription of our unifi Mobile 99, 59 and 39. ▪ Under this promo, you will receive additional 8GB data upon subscription and successful activation of the above plans for two (2) months. 																				
2.	Can you tell me more about the unifi Mobile Postpaid #CNY 8GB Campaign?	<ul style="list-style-type: none"> ▪ Our unifi Mobile Postpaid #CNY 8GB campaign gives you additional 8GB data for two (2) months upon subscription and successful activation of our unifi Mobile postpaid 99, 59 and 39 during the promotion period as illustrated in the table below: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">PLAN</th> <th style="text-align: center;">unifi MOBILE 99</th> <th style="text-align: center;">unifi MOBILE 59</th> <th style="text-align: center;">unifi MOBILE 39</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Standard Plan DATA</td> <td style="text-align: center;">Non-stop DATA with 10GB LTE hotspot</td> <td style="text-align: center;">10GB (9GB LTE + 1GB 3G)</td> <td style="text-align: center;">5GB (4GB LTE + 1GB 3G)</td> </tr> <tr> <td style="text-align: center;">Additional DATA</td> <td style="text-align: center;">8GB LTE hotspot</td> <td style="text-align: center;">8GB (4GB LTE + 4GB 3G)</td> <td style="text-align: center;">8GB (4GB LTE + 4GB 3G)</td> </tr> <tr> <td style="text-align: center;">TOTAL Monthly DATA</td> <td style="text-align: center;">Non-stop DATA with 18GB LTE hotspot</td> <td style="text-align: center;">18GB (13GB LTE + 5GB 3G)</td> <td style="text-align: center;">13GB (8GB LTE + 5GB 3G)</td> </tr> <tr> <td style="text-align: center;">Fulfilment of Additional Data</td> <td style="text-align: center;">Immediate</td> <td style="text-align: center;">The next day</td> <td style="text-align: center;">The next day</td> </tr> </tbody> </table>	PLAN	unifi MOBILE 99	unifi MOBILE 59	unifi MOBILE 39	Standard Plan DATA	Non-stop DATA with 10GB LTE hotspot	10GB (9GB LTE + 1GB 3G)	5GB (4GB LTE + 1GB 3G)	Additional DATA	8GB LTE hotspot	8GB (4GB LTE + 4GB 3G)	8GB (4GB LTE + 4GB 3G)	TOTAL Monthly DATA	Non-stop DATA with 18GB LTE hotspot	18GB (13GB LTE + 5GB 3G)	13GB (8GB LTE + 5GB 3G)	Fulfilment of Additional Data	Immediate	The next day	The next day
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3.	When is the campaign period?	<ul style="list-style-type: none"> ▪ The unifi Mobile Postpaid #CNY 8GB Campaign will run from 1 February to 30 March 2019. ▪ Existing subscribers will get additional 8GB data in the month of February and March. ▪ New subscription and successful activation beginning 1 February 2019 will get additional 8GB data in the month of February and March. Meanwhile, successful activations in March will enjoy additional 8GB data in the month of March and April. ▪ So grab the chance to subscribe now within the unifi Mobile Postpaid #CNY 8GB Campaign. 																				

NO	QUESTION	ANSWER
4.	Do I need to pay anything to enjoy the additional data?	<ul style="list-style-type: none"> ▪ No, that's the best part! All you need to do is simply subscribe and have your unifi Mobile postpaid 99 / 59 / 39 successfully activated during the promotion period.
5.	Who are eligible for the promotion?	<ul style="list-style-type: none"> ▪ We welcome ALL new and existing subscribers of unifi Mobile postpaid 99, 59 and 39 who signed up during the promotion period.
6.	I am currently on other unifi Mobile plans (unifi Mobile 29 and 19). Will I be enjoying the benefit from this campaign?	<ul style="list-style-type: none"> ▪ We're so sorry. This offer is made exclusively for our new and existing subscribers of unifi Mobile postpaid 99, 59 and 39 only.
7.	I am currently on unifi Mobile postpaid (webe RM79 / Jasa Pack). Will I be enjoying the additional 8GB LTE hotspot?	<ul style="list-style-type: none"> ▪ Absolutely! Subscribers on unifi Mobile postpaid (webe RM79 / Jasa pack) will also get to enjoy the additional 8GB LTE hotspot.
8.	This is an interesting campaign! I am currently using another mobile operator. If I subscribe to unifi Mobile 99/59/39 during the promotion period, when can I enjoy the EXTRA values from this campaign?	<ul style="list-style-type: none"> ▪ It's simple! You will enjoy your additional 8GB data upon the successful activation of your unifi Mobile postpaid within the promotion period, by 30 March 2019.
9.	Is there any validity period for my additional 8GB data?	<ul style="list-style-type: none"> ▪ You will receive your additional 8GB data for the current month and the following month. Your monthly data will expire at the end of the respective month. <ul style="list-style-type: none"> ▪ For example, Ahmad has just subscribed to unifi Mobile postpaid 99 and has successfully activated his line in the month of February. He will receive 18GB LTE hotspot for the month of February. On 1 March, his LTE hotspot quota will be refreshed to 18GB LTE hotspot regardless his usage in the month of February.

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10.	Am I allowed to bring forward the given promotional data (8GB data) on the following bill cycle?	<ul style="list-style-type: none"> ▪ We're sorry, the promotional 8GB data will not be brought forward to the following month. Your promotional 8GB data will be refreshed on the 1st of the following month.
11.	Will I be enjoying the same data size (additional 8GB data) after the promotion period?	<ul style="list-style-type: none"> ▪ No. This offer is only valid during the promotion period; from 1 February to 30 March 2019. ▪ Your data will be refreshed to the standard quota after two (2) months from the sign-up promotion window. ▪ For example, if you are an existing unifi Mobile postpaid 39 subscriber, you will enjoy 8GB LTE and 5GB 3G for the month of February and March. On 1 April 2019, your data quota will be refreshed to the standard quota which is 4GB LTE and 1GB 3G.
12.	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none"> ▪ Easy, feel free to reach us via TM's digital channels such as: <ul style="list-style-type: none"> ▪ Live Chat with us via unifi self-help portal at https://mobile.unifi.com.my/explore/contact-us or mobilecare@unifi app. ▪ You can also visit any of the TMpoint outlets nationwide for further assistance.