

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
unifi MOBILE #BEBAS DATA GIVEAWAY CAMPAIGN FOR NEW CUSTOMERS**

NO	QUESTION	ANSWER
QUESTIONS ON unifi MOBILE #BEBAS DATA GIVEAWAY CAMPAIGN FOR NEW CUSTOMERS		
1.	Can you tell us more about the latest campaign from unifi Mobile #BEBAS?	<ul style="list-style-type: none"> ▪ The latest campaign, unifi MOBILE #BEBAS DATA GIVEAWAY CAMPAIGN for NEW CUSTOMERS is a limited time only campaign, exclusive for new #BEBAS customers. ▪ All you need to do is simply register and activate your new unifi Mobile #BEBAS to enjoy a BEBAS MONTHLY UNLIMITED LTE PASS for FREE.
2.	When is the campaign period?	<ul style="list-style-type: none"> ▪ The campaign runs from <u>25 September 2019 until 31 December 2019.</u> This is an extension of a similar campaign held recently, but with an even simpler mechanics! ▪ So hurry, purchase our new starter pack now!
3.	Who is eligible for this campaign?	<ul style="list-style-type: none"> ▪ All of you! Simply register for a new unifi Mobile #BEBAS and activate the SIM during the campaign period. <p>Note: This campaign will ONLY be applicable for new unifi Mobile #BEBAS (RM10).</p>
4.	Is there a limit to the number of SIMs that I can subscribe?	<ul style="list-style-type: none"> ▪ Yes, the unifi mobile BEBAS subscription is limited to five (5) SIMs per ID.
5.	How can I activate my #BEBAS number?	<ul style="list-style-type: none"> ▪ The activation is easy. Just insert the SIM into your mobile phone or device and make sure your line is actively latched on to unifi network.
6.	I've subscribe 5 SIMs and activated all 5 SIMs during the campaign period. Am I entitled for	<ul style="list-style-type: none"> ▪ Yes, you will receive a FREE BEBAS MONTHLY UNLIMITED LTE PASS for each of your lines.

NO	QUESTION	ANSWER																					
	FREE BEBAS MONTHLY UNLIMITED LTE for each of my SIMs?																						
7.	I've registered #BEBAS on 24 September 2019 and activate the SIM on 25 September 2019. Will I be eligible for this promo?	<ul style="list-style-type: none"> ▪ Yes, you are still eligible for the FREE BEBAS MONTHLY UNLIMITED LTE PASS, but you must reload minimum of RM20 within seven (7) days from activation. You can refer to below scenarios: <table border="1" data-bbox="602 642 1442 1331"> <thead> <tr> <th>No</th> <th>Scenarios</th> <th>Reload RM20</th> <th>Eligibility</th> </tr> </thead> <tbody> <tr> <td rowspan="2">1.</td> <td rowspan="2">Register and activate SIM card before 25th September</td> <td style="text-align: center;">✓</td> <td style="text-align: center;">✓</td> </tr> <tr> <td style="text-align: center;">X</td> <td style="text-align: center;">X</td> </tr> <tr> <td rowspan="2">2.</td> <td rowspan="2">Register before 25th September but activate SIM card on 25th September onwards</td> <td style="text-align: center;">✓</td> <td style="text-align: center;">✓</td> </tr> <tr> <td style="text-align: center;">X</td> <td style="text-align: center;">X</td> </tr> <tr> <td rowspan="2">3.</td> <td rowspan="2">Register and activate SIM card on 25th September onwards</td> <td style="text-align: center;">✓</td> <td rowspan="2" style="text-align: center;">✓</td> </tr> <tr> <td style="text-align: center;">X</td> </tr> </tbody> </table>	No	Scenarios	Reload RM20	Eligibility	1.	Register and activate SIM card before 25 th September	✓	✓	X	X	2.	Register before 25 th September but activate SIM card on 25 th September onwards	✓	✓	X	X	3.	Register and activate SIM card on 25 th September onwards	✓	✓	X
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8.	When will I receive my FREE BEBAS MONTHLY UNLIMITED LTE PASS?	<ul style="list-style-type: none"> ▪ Your FREE pass will be given within seven (7) working days from:- <ol style="list-style-type: none"> i. successful reload minimum of RM20 if you register and activate SIM before 25 September 2019 ii. successful registration and activation of SIM starting 25 September 2019 onwards <p>Note: It is advisable for you not to purchase any unlimited pass (BEBAS 2 Hours, BEBAS Daily & BEBAS Weekly) until the FREE pass successfully provisioned into your data bucket.</p>																					

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9.	<p>I've registered and activated my SIM but haven't received my FREE BEBAS MONTHLY UNLIMITED LTE PASS. Why is this happening?</p>	<ul style="list-style-type: none"> ▪ Most likely you have purchased unlimited pass (BEBAS 2 Hours, BEBAS Daily & BEBAS Weekly) before the FREE BEBAS MONTHLY UNLIMITED LTE PASS is provisioned to you. ▪ This is due to multiple unlimited pass can't be activated at the same time. ▪ Don't worry, we will keep you posted! We will actively track this and would like to advise you to wait until the expiry of your unlimited pass.
10.	<p>How do I check if I have received my FREE pass?</p>	<ul style="list-style-type: none"> ▪ You will also receive an SMS notifying you on the provisioning of your FREE BEBAS MONTHLY UNLIMITED LTE PASS. ▪ We highly encourage you to self-manage your account via your mobile@unifi app. Your FREE pass will be reflected on the "History" add-ons tab.
11.	<p>Who should I contact if I need any assistance or enquiries?</p>	<ul style="list-style-type: none"> ▪ Easy, you can contact us via TM's digital channels for unifi Mobile #BEBAS such as: <ul style="list-style-type: none"> ▪ Live Chat with TM via mobile@unifi app ▪ Facebook at https://www.facebook.com/unifimobile/ ▪ Should you require a face-to-face interaction, you may visit us at any of the TMpoint outlets nationwide.