

FAQ FOR FREE UNLIMITED 5G DATA TRIAL – CONSUMER & BUSINESS NEW AND EXISTING POSTPAID CUSTOMERS

NO	QUESTION	ANSWER
1.	Can you share more about this Free Unlimited 5G Data Trial and what is the offering?	<p>TM through unifi Mobile is offering Free Unlimited 5G Data to eligible customers prior to the official launch of its 5G services.</p> <p>During this soft launch period, all eligible postpaid customers (Residential and SME segments) can;</p> <ul style="list-style-type: none"> • <i>Start to activate/redeem the pass from 31st October 2022 until 13th February 2023 then;</i> • <i>Enjoy the Free Unlimited 5G Data starting from 31st October 2022 until further notice</i>
2.	Who can participate in this unifi Mobile 5G soft launch?	<p>This Free Unlimited 5G Data is open to both new and existing Residential and SME postpaid customers (unlimited 4G Plans) who are using 5G supported devices.</p> <p><i>Note: To utilise 5G Unlimited Data, please ensure you are using a 5G supported device and within 5G coverage areas.</i></p>
3.	How can I activate/redeem the Free unifi Mobile Unlimited 5G Data?	<p>If you have recently subscribed to unifi Mobile postpaid (4G unlimited plans) or have recently upgraded to a 5G supported device, you can activate/redeem the Free Unlimited 5G Data pass via unifi.com.my (Self Care Portal) or myunifi app as below:</p> <p>a. unifi.com.my (Self Care Portal):</p> <ol style="list-style-type: none"> 1. Login to your unifi account at the Self Care portal 2. Under My Accounts, select your unifi Mobile service and click on View Service 3. Look for Unlimited 5G Data and click Activate 4. Click Confirm 5. Once confirmed, you will be notified via SMS upon successful activation. <p>b. myunifi app:</p> <ol style="list-style-type: none"> 1. Download and login to myunifi app 2. Click on Account tab at the bottom menu, and choose your unifi Mobile account from the list 3. Click on your mobile number 4. Click on Top Up 5. Choose Unlimited 5G Data and click Activate 6. Click Confirm 7. Once confirmed, you will be notified via SMS upon successful activation.

		<p>For an illustrative guide on how to activate, please visit http://unifi.com.my/5G</p> <p>Alternatively, you may also request for Unlimited 5G Data via Live Chat or walk-in to any TMpoint outlets nationwide.</p>
4.	Can I activate/redeem the Free Unlimited 5G Data pass multiple times?	<p>You do not need to activate/redeem the pass multiple times.</p> <p>Throughout the soft launch period, you just need to activate/redeem the pass only once by <u>13th February 2023</u></p> <p>If you have already activated the Free 5G Unlimited Data Pass, you can continue to use it until <u>31st October 2023 until further</u></p>
5.	Which device can I use to enjoy unifi Mobile 5G connection?	<p>Currently, only selected devices are 5G-supported. Please visit http://unifi.com.my/5G to view the list of 5G-supported devices.</p> <p>If your device is not listed, please ensure that your device has the Malaysian 5G firmware installed. Please contact your device service centre to verify your device's 5G status.</p>
6.	When will Unifi Mobile customers with iPhone devices get to enjoy 5G?	<p>Thank you for your interest. We are working on this and we will share the latest updates on our official channels on this soon.</p> <p>We are also working on partnering with Apple devices. Any latest updates on this, we will share on our official channels.</p>
7.	Where can I enjoy unifi Mobile 5G connection?	<p>You can view the coverage map for unifi Mobile 5G network at https://unifi.com.my/check-coverage</p> <p>However, if you are not within the stated 5G network coverage areas, you shall continue to enjoy 4G connectivity on our unifi Mobile network.</p>
8.	My Free unlimited 5G data pass disappeared from my account. What happened?	<p>Fret no, you can still activate/redeem the Free Unlimited 5G Data pass via Self Care Portal at unifi.com.my or myunifi app. To ensure a seamless 5G experience, you will need to be use a 5G-supported phone and within 5G coverage.</p>
9.	I have received an SMS notification informing that I can now enjoy the Unlimited 5G Data, what does this mean?	<p>If you are an existing unifi Mobile postpaid customer (Residential & SME segments) with a 5G supported device, you will be able to enjoy the Free Unlimited 5G Data starting from <u>31st October 2023 until further notice</u></p>

9.	How many unifi Mobile lines can I activate with the Unlimited 5G Data?	Each line of Unlimited plan eligible to activate/redeem the Free Unlimited 5G Data
10.	Will I be charged for using the Unlimited 5G Data during this period?	Don't worry, you will not be charged for using the Free Unlimited 5G Data pass during the soft launch period.
12.	How much is the 5G Data quota provided during this period?	You will be getting an unlimited amount of 5G data!
14.	Do I need to change my SIM card in order to enjoy 5G?	There is no need to. You can straight away begin to experience the 5G services.
15.	I have not received any SMS notification after activating the Unlimited 5G Data. Can you help?	Please ensure you have a 5G supported device and you are in a 5G coverage area.
18.	Do I need to change any setting in my device?	<p>If you have received an SMS notification on successful activation of the Unlimited 5G Data pass, you should be able to enjoy 5G services automatically.</p> <p>However, if you do not see the 5G icon, kindly perform the steps below on your device:</p> <ul style="list-style-type: none"> • <i>Setting > Connection > Mobile Networks > Network Mode > Select 5G/LTE/3G/2G (Auto Connect)</i> • <i>To enjoy 5G services, make sure that you are within a 5G coverage area.</i>
19.	Will I be notified if I am at 5G area? How do I know when I am connected to the 5G network?	You will not receive any notification. Just look out for the 5G icon at the top right or top left corner of your device's screen. The icon signifies that you are connected to the 5G network.
20.	I am currently on 5G network but my internet is very slow. What can I do?	<p>If you are experiencing slow internet connection while connected to the 5G network, please contact us at:</p> <ul style="list-style-type: none"> • Live Chat at maya.unifi.com.my • Tweet us @helpmeunifi • Message us at facebook.com/weareunifi
21.	I do not wish to use my 5G data and want to use my 4G data instead. How do I change the network?	<p>All you have to do is deactivate 5G in your device network settings to use your 4G data.</p> <p><i>Go to Settings > Mobile Data in your device to configure it (please ensure that 4G network mode is enabled).</i></p>
22.	Can I use my smartphone as a hotspot with the Unlimited 5G Data?	Yes. You can use your phone as a hotspot with the Unlimited 5G Data.
23.	How can I track my Unlimited 5G Data quota usage?	During this User Trial period, you will be enjoying Unlimited 5G Data. This means, you do not have to worry about quota usage.

		<p>However, if you'd still like to track your quota, please follow the steps below:</p> <p>a. unifi.com.my (Self Care Portal) :</p> <ol style="list-style-type: none"> 1. Go to unifi.com.my and register/login with DigitalME 2. Select your unifi Mobile account 3. Select your unifi Mobile number 4. View quota usage at "My Usage" <p>b. myunifi app :</p> <ol style="list-style-type: none"> 1. Download and login to myunifi app with DigitalME 2. Go to Account tab on dashboard 3. Select your unifi Mobile account 4. Select your unifi Mobile number 5. View quota usage at "Service Details"
24.	<p>I have activated the Unlimited 5G Data and I am using a 5G-supported device but I am unable to get the 5G connection. What should I do?</p>	<p>You will only be able to connect to the 5G network if you are within the 5G coverage areas. Visit https://unifi.com.my/check-coverage to view the 5G coverage map.</p> <p>The following tips below may be useful:</p> <ul style="list-style-type: none"> • Network Issue: <ul style="list-style-type: none"> ○ Restart your device or you can try to turn on and off the Flight mode on your device to see if it is a network issue. ○ Set the correct Access Point Name (APN): <ul style="list-style-type: none"> ▪ Go to Settings ▪ Choose "Mobile Network" ▪ Choose "Access Point Name" ▪ Type "unifi" at Name & APN field ▪ Save the setting. • Device / SIM Issue: <ul style="list-style-type: none"> ○ Place another SIM into your device to check if it is a device issue. <p>If the problem persists, please contact us via our support channels.</p>
25.	<p>What happens to the Free Unlimited 5G Data once the validity ends?</p>	<p>Check out our new 5G offerings with UNI5G Postpaid Plans at https://unifi.com.my/mobile/postpaid</p>
26.	<p>I don't have a 5G supported device, but I would like experience the 5G service.</p>	<p>We welcome all customers to come and experience 5G. If you are currently not on a 5G supported device, please visit http://unifi.com.my/5G to subscribe to unifi Mobile's device bundle plans and save up to RM610.</p>

		You will then be able to activate your Unlimited 5G Data via unifi.com.my (Self Care Portal) or myunifi app.
27.	I am no longer wish to use the Unlimited 5G Data. Can I choose to opt-out?	If you wish to opt-out, please make your request via Live Chat on unifi.com.my or myunifi app.
28.	Who can I contact for any enquiries related to unifi Mobile 5G soft launch?	<p>You can contact us via our support channels below:</p> <ul style="list-style-type: none"> • Live Chat at maya.unifi.com.my • Tweet us @helpmeunifi • Message us at facebook.com/weareunifi