

FREQUENTLY ASKED QUESTIONS (FAQ) 200GB 5G MONTHLY DATA PASS

QUESTION		ANSWER										
GETTING TO KNOW												
1.	What is the 200GB 5G Monthly Data Pass campaign?	<ul style="list-style-type: none"> The 200GB 5G Monthly Data Pass is a new add-on designed exclusively for UNI5G Postpaid 39 users like you. For just RM1 per month, you will get an extra 200GB of 5G data. 										
2.	How long is the campaign period?	<ul style="list-style-type: none"> For your convenience, this campaign runs for a limited time, from 4 July 2024 to 31 October 2024. 										
QUESTION		ANSWER										
OFFERINGS DETAILS												
3.	Tell me more about the 200GB 5G Monthly Data Pass campaign?	<ul style="list-style-type: none"> Here are the campaign offerings: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #d3d3d3;">DETAILS</th> <th style="background-color: #d3d3d3;">200GB 5G MONTHLY DATA PASS</th> </tr> </thead> <tbody> <tr> <td>Eligible Postpaid Plan</td> <td>UNI5G Postpaid 39</td> </tr> <tr> <td>Monthly charge (recurring charge on bill cycle)</td> <td>RM 1</td> </tr> <tr> <td>Data (refresh on customer's bill cycle)</td> <td>200 GB of 5G</td> </tr> <tr> <td>Contract Period</td> <td>NA</td> </tr> </tbody> </table>	DETAILS	200GB 5G MONTHLY DATA PASS	Eligible Postpaid Plan	UNI5G Postpaid 39	Monthly charge (recurring charge on bill cycle)	RM 1	Data (refresh on customer's bill cycle)	200 GB of 5G	Contract Period	NA
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QUESTION		ANSWER										
BUSINESS RULES												
4.	Who is eligible to subscribe to the 200GB 5G Monthly Data Pass campaign?	<ul style="list-style-type: none"> If you are on UNI5G Postpaid 39, you are eligible for the 200GB 5G Monthly Data Pass. This add-on is available for both new and existing UNI5G Postpaid 39 subscribers. Customer that subscribe to UNI5G Postpaid 39 through any Unifi Fixed Broadband Promotion (free or discounted) will not be eligible for this add-on subscription. Customer is advise to check on add on eligibility via Unifi Store , TM Sales Center, TM Reseller, TM Authorized Dealers, Unifi portal via www.unifi.com.my or via Unifi Mobile app. 										
5.	How do I subscribe to the 200GB 5G Monthly Data Pass campaign?	<ul style="list-style-type: none"> To subscribe, you can choose any of these convenient methods: <ul style="list-style-type: none"> ➤ Unifi Mobile App ➤ Unifi portal Selfcare at https://unifi.com.my/mobile/postpaid ➤ Walk in to any Unifi Store, TM Authorized Dealer (TAD) & Reseller Once subscribed, the 200GB 5G Monthly Data Pass will automatically renew and be charged on every bill cycle. 										
6.	How do I check if I am successfully subscribed to the 200GB 5G	<p>To check your subscription status, follow these simple steps:</p> <ul style="list-style-type: none"> Log in to your account , and click "My Service" via; <ul style="list-style-type: none"> ➤ Unifi Mobile App ➤ Unifi portal Selfcare at https://unifi.com.my/mobile/postpaid 										

	Monthly Data Pass campaign?	<ul style="list-style-type: none"> Once your subscription is successful, you will see the 200GB 5G Monthly Data Pass reflected in your account. You can start using it immediately, and the RM1 charge will appear on your upcoming or nearest bill cycle.
7.	I subscribed to the 200GB 5G Monthly Data Pass on 4th July 2024, and today, 7th July 2024, why am I being charged RM1 twice on my bill?	<ul style="list-style-type: none"> Kindly note that your Unifi bill on 7th July will include a RM1 charge for the 200GB data added on 4th July, covering the period from 4th July to 6th July, along with a second charge for the upcoming billing cycle from 7th July to 6th August 2024.
8.	Can I use the 200GB 5G Monthly Data Pass as a hotspot?	<ul style="list-style-type: none"> Unfortunately, the allocated 200GB 5G monthly data pass cannot be used as a hotspot. Your hotspot usage remains at 30GB, based on your monthly data quota.
9.	How do I unsubscribe from the 200GB 5G Monthly Data Pass campaign?	<ul style="list-style-type: none"> If you wish to unsubscribe from the 200GB 5G Monthly Data Pass, you can visit your nearest Unifi Store. You can find the location of the store here: https://unifi.com.my/support/find-tm-point
10.	If I am currently on UNI5G Postpaid 69, can I downgrade my plan to UNI5G Postpaid 39 to enjoy this campaign?	<ul style="list-style-type: none"> Yes, you can easily downgrade your plan by visiting any Unifi Store. Just keep in mind that this change means you will no longer have the benefits of UNI5G Postpaid 69, including unlimited 5G data.
11.	If I am upgrading/downgrading my UNI5G Postpaid 39 to another UNI5G Postpaid plan, what will happen to my 200GB 5G Monthly Data Pass?	<p>If you decide to upgrade or downgrade your UNI5G Postpaid 39 to another UNI5G Postpaid plan, here is what will happen:</p> <ul style="list-style-type: none"> Your 200GB 5G Monthly Data Pass add-on will be removed immediately. Your monthly data allocation will follow the new upgraded/downgraded UNI5G Postpaid plan subscription.
QUESTION		ANSWER
SUPPORT		
12.	Who do I contact for further enquiries on the 200GB 5G Monthly Data Pass campaign?	<p>If you have any further questions about the 200GB 5G Monthly Data Pass campaign, feel free to reach out to our Care Crew.</p>