

FREQUENTLY ASKED QUESTIONS (FAQ) 500GB 5G/4G DATA

QUESTION		ANSWER										
GETTING TO KNOW												
1.	What is the 500GB 5G/4G Data?	- The 500GB 5G/4G Data is a new add-on designed exclusively for UNI5G Postpaid 39 & 69 users like you. For just RM6 per month, enjoy an extra 500GB of 5G/4G data on top of your monthly quota. - There is more, you can enjoy it for FREE when you sign up for a 6-month contract.										
2.	How long is the offering period?	For your convenience, this campaign runs from 25th June 2026 until further notice.										
3.	Tell me more about the 500GB 5G/4G Data?	Here are the offering details:<table><tr><th colspan="2">DETAILS</th></tr><tr><td>Eligible Postpaid Plan</td><td>UNI5G Postpaid 39 & UNI5G Postpaid 69</td></tr><tr><td>Monthly charge (recurring charge per bill cycle)</td><td>RM6 or FREE with 6-month contract</td></tr><tr><td>Data (refreshes every 30 days)</td><td>500GB of 5G/4G</td></tr><tr><td>Contract (optional)</td><td>6 months</td></tr></table>	DETAILS		Eligible Postpaid Plan	UNI5G Postpaid 39 & UNI5G Postpaid 69	Monthly charge (recurring charge per bill cycle)	RM6 or FREE with 6-month contract	Data (refreshes every 30 days)	500GB of 5G/4G	Contract (optional)	6 months
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QUESTION		ANSWER										
GENERAL BUSINESS RULES												
4.	Who is eligible to subscribe to the 500GB 5G/4G Data?	- This add-on is available for both new and existing UNI5G Postpaid 39 and 69 subscribers. - Customers who subscribe together with any Unifi Fixed Broadband Bundle Promotion (free or discounted) will not be eligible for this add-on subscription. Customers are advised to check their add on eligibility via Unifi Store, TM Reseller, TM Authorized Dealers, Unifi portal at www.unifi.com.my or the MyUnifi App.										
5.	How do I subscribe to the 500GB 5G/4G Data?	- To subscribe, you can choose any of these convenient channels: ➤ MyUnifi App ➤ Unifi portal Selfcare ➤ Visit any Unifi Store, TM Authorized Dealer (TAD) or TM Reseller - Once subscribed, the 500GB 5G/4G Data will automatically renew every 30 days and the charges will be reflected in your bill cycle.										
6.	How do I check if I have successfully subscribed to the 500GB 5G/4G Data?	To check your subscription status, follow these simple steps: - Log in to your account and click “My Service” via: ➤ MyUnifi App ➤ Unifi portal Selfcare - Once your subscription is successful, the 500GB 5G/4G Data will be reflected in your account. You can start using it immediately, and the RM6 charge will appear in your upcoming or nearest bill cycle.										

7.	Can I use the 500GB 5G/4G Data as a hotspot?	The allocated 500GB 5G/4G Data is not applicable for hotspot usage. Hotspot usage will follow your plan's monthly data quota.
8.	How do I unsubscribe from the 500GB 5G/4G Data campaign?	If you wish to unsubscribe from the 500GB 5G/4G Data, you can visit your nearest Unifi Store or contact our customer service via Live Chat or dial 100. You can find the store location here: https://unifi.com.my/support/find-tm-point
9.	I am currently subscribing to the 200GB data add-on at RM1. Can I subscribe to the 500GB 5G/4G data concurrently?	Yes you are able to subscribe to the new 500GB 5G/4G add-on. Do take note that your current 200GB data add-on will be unsubscribed as you are not allowed to subscribe to both data add-ons concurrently.
QUESTION		ANSWER
FREE 500GB 5G/4G DATA WITH CONTRACT		
10.	What is the 500GB 5G/4G Data with contract?	- You can enjoy the 500GB 5G/4G Data for FREE with 6 month contract. ✓ To sign up for the contract, Visit any Unifi Store, TM Authorized Dealer (TAD) or TM Reseller
11.	What happens to my contract after the 6th month ends?	- If your line remains active, the 6-month contract will be automatically renewed starting from the 7th month onwards. - You will continue to enjoy the FREE 500GB 5G/4G data as long as your contract is active.
12.	Can I terminate the contract?	- Yes, you will need to reply "NO" to the SMS that we send on the 5th and 6th month of your contract. There will be no charges for this action. - To keep you informed, multiple SMS notifications will be sent to your Unifi mobile number. - Once the contract is removed successfully, your 500GB 5G/4G Data will be charged at RM6/month starting from the 7th month onwards. To unsubscribe from the data add-on, kindly visit the nearest Unifi Store or contact our customer service via Live Chat or dial 100.
13.	I initially subscribed to the 500GB 5G/4G Data at RM6. Can I later sign up for the contract and enjoy it for FREE?	Yes! Just contact our Live Chat or walk in to any nearby Unifi Stores/TM Point for assistance.
14.	What happens to my 500GB 5G/4G data if I terminate my UNI5G Postpaid 39/69 within the contract period?	You will be charge a one off Early Termination Penalty (ETP) of RM30 will apply if you terminate your subscription within the contract period.
QUESTION		ANSWER

CHANGE OF PLAN

15.	If I upgrade my UNI5G Postpaid 39 to 69 what will happen to my 500GB 5G/4G Data?	Your 500GB 5G/4G Data (RM6 monthly or FREE with 6 months contract) subscription will be carried forward and you may continue using the add-on with your new plan.
16.	If I downgrade my UNI5G Postpaid 69 to 39 what will happen to my 500GB 5G/4G Data?	- If you are paying RM6/month for your 500GB 5G/4G Data subscription, it will be carried forward and you may continue using the add-on with your new plan. - If you are enjoying FREE 500GB 5G/4G Data add on within the 6 month contract, an Early Termination Penalty (ETP) of RM30 will be applied when you downgrade your plan. - You can re-subscribe via: ✓ MyUnifi App ✓ Unifi portal Selfcare ✓ Visit any Unifi Store, TM Authorized Dealer (TAD) or TM Reseller
17.	If I upgrade/downgrade my UNI5G Postpaid 39/69 to another UNI5G Postpaid plan, what will happen to my 500GB 5G/4G Data?	Your 500GB 5G/4G Data add-on will be removed immediately. Early Termination Penalty (ETP) of RM30 will be charge if you are in contact period.
QUESTION		ANSWER
SUPPORT		
18.	Who do I contact for further enquiries on the 500GB 5G/4G Data campaign?	If you need help or have any questions about the 500GB 5G/4G Data campaign, you can always go to the MyUnifi App or visit the Unifi Selfcare Portal for assistance.

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