

QUESTION		ANSWER
QUESTIONS ON SCHEDULE DATA ROAMING PASS		
1.	What is “Schedule Roaming Pass” feature on Unifi UniVerse App?	The “Schedule Roaming Pass” feature lets you plan ahead by choosing when you want your roaming pass to start. If you’re buying a pass with a longer validity (more than 1 day), you can schedule it to activate on a specific date and time based on Malaysia time zone. Once you’ve purchased the pass, it is considered active on the same day—but don’t worry, the roaming service will only begin at the exact time and date you have scheduled. For example, if you buy the pass today and schedule it for next week at 10:50 AM (Malaysia time), your roaming service will begin at that exact time next week. This way, you stay in control and avoid wasting your pass before your actual travel starts.
2.	Which are the roaming passes can I schedule for activation?	You can schedule the activation for selected long-validity data roaming passes right from Unifi UniVerse App. Here are the passes you can schedule: ○ Uni5G Roam ASEAN Unlimited Data – 7 Days Pass ○ Uni5G Roam Global Unlimited Data – 7 Days Pass ○ Uni5G Roam Middle East Unlimited Data – 7 Days Pass ○ Uni5G Roam Middle East Unlimited Data – 15 Days Pass ○ Uni5G Roam Middle East Unlimited Data – 30 Days Pass ○ Uni5G Roam Middle East Unlimited Data – 45 Days Pass (<i>Only available during Hajj Season Promotion</i>)
3.	Is there a time frame for me to schedule a roaming pass?	Yes, you can schedule a long-validity roaming pass as early as 30 days in advance, and up to 6 hours before you want it to start—based on Malaysia time—on Unifi UniVerse App. Did not manage to schedule in time? No worries—you can still buy and activate your roaming pass immediately anytime via the app.
4.	When will my Credit Wallet or Credit Limit be deducted after I schedule a roaming pass?	Your Credit Wallet or Credit Limit will be deducted immediately when you schedule the roaming pass.
5.	Am I eligible to schedule a roaming pass?	To schedule a roaming pass, just make sure of the following: • Your mobile plan is active • You have enough Credit Wallet balance or Credit Limit available

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		Your International Roaming service has been successfully activated before the subscription period Once all that's in place, you are good to go! You can then schedule your roaming pass easily via the Unifi UniVerse App.
6.	How do I schedule a roaming pass?	It is easy to schedule your roaming pass using the Unifi UniVerse App. Just follow these steps: - Log in to your Unifi UniVerse App. - Tap on "Buy Add-Ons" and select "Roaming". - Select your destination country to view the available roaming passes. - Pick the long-validity pass that suits your travel needs, then tap "Buy". - Choose when you want the pass to start—either "Immediately" or on a "Specified Day". - If you choose "Specified Day", just key in your preferred date and time, tap "Save", then select "Next". - Review your order details to make sure everything's correct—especially the selected pass, the activation time and date. Confirm your purchase, and you're all set! You'll receive an SMS confirmation with the scheduled activation and expiry details (Date and Time). <i>Please note that, scheduling is not allowed if your line/ or Unifi Mobile account is barred or on suspension status.</i>
7.	How do I check if my roaming pass is scheduled?	Log in to your Unifi UniVerse App and tap on "My Service." You will see your scheduled roaming pass listed there.
8.	Can I schedule more than one long-validity roaming pass?	Yes, you can schedule more than one long validity roaming pass activation as long as they are not the same type of pass; Uni5G Roam ASEAN Unlimited - 7 Days and Uni5G Roam Global - 7 Days pass, to be activated on the same day.
9.	How do I make changes to a scheduled roaming pass?	Once your roaming pass is confirmed, it's non-cancellable and non-refundable . But no worries—if your travel plans change, just unsubscribe from the current pass and schedule a new one that fits your updated itinerary.
10.	What if the activation of my scheduled pass of UNI5G Roam ASEAN Unlimited – 7 Days	If your scheduled Uni5G Roam ASEAN Unlimited – 7 Days pass (or any long-validity pass) did not activate as planned, you can still purchase a new pass immediately through UniVerse App to stay connected.

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	pass or any of the long validity pass failed or was not activated as planned?	To help ensure your scheduled pass activates successfully, kindly check that your line or account is active and not barred or suspended before the activation date..
11.	How will I know if my scheduled roaming pass is successfully activated?	You will receive both an SMS and email notification once your scheduled pass is activated. You may also check the activation status anytime on Unifi UniVerse App.
12.	Where can I view the history of my scheduled roaming pass transactions?	You can view your transaction history in Unifi UniVerse App. Just go to “My Service” to see all your scheduled pass details.
13.	Where can I schedule a roaming pass?	You can schedule your roaming pass through any of these channels: 1. Self-care channel (Unifi Universe App) 2. Unifi Store 3. Unifi Dealers 4. Unifi Business Portal
14.	Will the auto-purchase feature still work if I have already scheduled a roaming pass?	Yes, auto purchase feature will still work if you arrive in your destination country before your scheduled roaming pass starts, but the date of the schedule roaming pass is a bit later. For example: Let’s say you scheduled your Uni5G Roam ASEAN Unlimited – 7 Days Pass to start on 6 March 2025, but you arrive in China on 1 March 2025. If you use more than 1MB of data, a 1-Day Roaming Pass will automatically be triggered to make sure you stay online.