

QUESTION		ANSWER
QUESTIONS ON HAJJ SEASON PROMOTION		
1.	What is the offering for Hajj season promotion?	<p>Hajj season promotion offer :</p> <ol style="list-style-type: none"> I. UNI5G Roam Unlimited 1- Day Pass at RM15 (<i>RRP RM35</i>) II. UNI5G Roam Unlimited 45- Days Pass at RM125 <p>Both passes come with unlimited data, including 2GB of high-speed internet daily. This promo is valid from 22 April 2025 to 15 July 2025.</p>
2.	What is the preferred network operators in Saudi Arabia?	To get the best experience, we recommend connecting to our preferred network partner – Zain .
3.	How reliable is the roaming service in terms of network coverage and speed?	<p>The speed and coverage are based on the best effort provided by our partner Zain.</p> <p>If you experience any connection issues, just reach out to our Live Chat agent via Roam Assist on the Unifi UniVerse app and let us know your location so we can help right away.</p>
4.	If I reach the 1GB daily limit, can I still enjoy Internet while roaming without additional charges?	Yes. You may continue browsing without additional charges. However, your Internet speed will reduce to 512Kbps. Your 2GB High-speed Internet will be refreshed every 24 hours from the initial activation time.
5.	What if I need more than 2GB of high-speed data in a day?	<p>No worries – your 2GB high-speed data resets every 24 hours from the time you activate your pass (applies to 7-, 15-, 30- and 45-day passes).</p> <p>If you need extra high-speed data within the same 24 hours, you can purchase a 1-Day Data Booster anytime.</p>
6.	What are data roaming passes that available during this promotion period?	<p>Here are the UNI5G Roam passes available :</p> <ol style="list-style-type: none"> i. UNI5G Roam Middle East Unlimited Data – 1 Day Pass ii. UNI5G Roam Middle East Unlimited Data – 7 Days Pass iii. UNI5G Roam Middle East Unlimited Data – 15 Days Pass iv. UNI5G Roam Middle East Unlimited Data – 30 Days Pass v. UNI5G Roam Middle East Unlimited Data – 45 Days Pass

		<p>Please note that the data roaming passes do not include call and SMS usage. Additionally, a Fair Usage Policy (FUP) applies during roaming. This means that once you've used up the fair usage quota included in your pass, you can still access mobile internet at a reduced speed until the pass expires. For 7-day passes, 15-day passes, 30-day passes and 45-day passes, the fair usage quota is refreshed every 24 hours from the initial activation time.</p>																								
7.	How much I will be charge for Call and SMS?	<p>You will be charged at pay-per-use rate as below :</p> <table border="1"> <tr> <td>Outgoing Calls</td> <td>RM5.80/min within Saudi Arabia RM9.00/min to Malaysia RM25.00/min to other countries</td> </tr> <tr> <td>Incoming Calls</td> <td>RM5.80/min</td> </tr> <tr> <td>SMS</td> <td>RM1.50/SMS</td> </tr> </table> <p>Alternatively, you may subscribe to UNI5G Roam Voice & SMS Pass;</p> <table border="1"> <thead> <tr> <th></th> <th>Uni5G Roam Saudi Voice & SMS Pass (3 days)</th> <th>Uni5G Roam Saudi Voice & SMS Pass (7 days)</th> </tr> </thead> <tbody> <tr> <td>Price</td> <td>RM15</td> <td>RM25</td> </tr> <tr> <td>Call</td> <td> <ul style="list-style-type: none"> 10 mins (60sec/block) Call within Saudi Arabia and call to Malaysia. </td> <td> <ul style="list-style-type: none"> 20 mins (60sec/block) Call within Saudi Arabia and call to Malaysia </td> </tr> <tr> <td>SMS</td> <td> <ul style="list-style-type: none"> 10 SMS SMS within Saudi Arabia and SMS to Malaysia </td> <td> <ul style="list-style-type: none"> 25 SMS SMS within Saudi Arabia and SMS to Malaysia </td> </tr> <tr> <td>Validity</td> <td>3 days</td> <td>7 days</td> </tr> <tr> <td>Country</td> <td>Saudi Arabia</td> <td>Saudi Arabia</td> </tr> </tbody> </table>	Outgoing Calls	RM5.80/min within Saudi Arabia RM9.00/min to Malaysia RM25.00/min to other countries	Incoming Calls	RM5.80/min	SMS	RM1.50/SMS		Uni5G Roam Saudi Voice & SMS Pass (3 days)	Uni5G Roam Saudi Voice & SMS Pass (7 days)	Price	RM15	RM25	Call	<ul style="list-style-type: none"> 10 mins (60sec/block) Call within Saudi Arabia and call to Malaysia. 	<ul style="list-style-type: none"> 20 mins (60sec/block) Call within Saudi Arabia and call to Malaysia 	SMS	<ul style="list-style-type: none"> 10 SMS SMS within Saudi Arabia and SMS to Malaysia 	<ul style="list-style-type: none"> 25 SMS SMS within Saudi Arabia and SMS to Malaysia 	Validity	3 days	7 days	Country	Saudi Arabia	Saudi Arabia
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8.	How to purchase the roaming passes?	<p>Please ensure that you follow below steps to enjoy the best experience when using our UNI5G Roam.</p> <ol style="list-style-type: none"> Download Unifi UniVerse App. You can buy pass, monitor your usage and get Roam support via the app. To use your roaming services; <ol style="list-style-type: none"> Enable International Roaming service from Unifi UniVerse App. If you use phone with dual SIM card, change the default setting to Unifi Mobile. 																								

		<ul style="list-style-type: none"> III. Log in Unifi UniVerse App, choose “My Service” and enable International Roaming. 3. How to buy uni5G Roam Pass: <ul style="list-style-type: none"> I. Log in Unifi UniVerse App, click “Buy Add-Ons” and select “Roaming”. II. Then, choose country “Saudi Arabia” and select your preferred pass. We have 5 passes; 1 day Unlimited Pass, 7 Days Unlimited Pass, 15 Days Unlimited Pass, 30 Days Unlimited Pass and 45 days Unlimited Pass. III. Confirm your purchase and the roaming pass will be activated immediately.
9.	Are there any special requirements or settings I need to know about when using roaming?	Make sure you enable International Roaming on the phone and activate roaming service in the Unifi UniVerse App.
10.	What should I do if I encounter any issues or have questions while roaming abroad?	<p>You can follow the steps below :</p> <ul style="list-style-type: none"> 1. Log in Unifi UniVerse App and click at ‘My Support’ icon. 2. Click the ‘Roam Support’ icon. 3. Fill in your details. 4. Select relevant Category and start chatting with our Care Crew.