

QUESTION		ANSWER																		
QUESTIONS ON SAUDI VOICE & SMS PASS																				
1.	What is Uni5G Roam Saudi Voice & SMS Pass?	The Uni5G Roam Saudi Voice & SMS Pass is an exclusive roaming plan for Voice calls and SMS. For only RM15 and RM25, you can get the Voice and SMS passes. This plan makes it easy and affordable for you to stay connected while in Saudi Arabia.																		
2.	What offers are available for the Uni5G Roam Saudi Voice & SMS Pass?	<p>You have two great offers to choose from:</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> <p><i>Notes: These passes cover only calls and SMS within Saudi Arabia and to Malaysia. Any other types of calls (such as international calls between countries or receiving calls) will be charged as Pay-As-You-Use (PAYU) and will not be deducted from your pass.</i></p>		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
	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																		
3.	Will the pass be automatically purchased if I make outgoing calls within Saudi Arabia and to Malaysia for more than 2 minutes?	<p>Yes, the pass will be automatically purchased if you make outgoing calls within Saudi Arabia and to Malaysia for more than 2 minutes.</p> <p>However, the pass will not be automatically purchased if you make outgoing calls within Saudi Arabia and to Malaysia for less than 2 minutes. Instead, customers will be charged as <i>Pay-As-You-Use (PAYU)</i> accordingly. This measure is in place to prevent bill shock.</p>																		

4.	What happens if I exceed the limits of the Uni5G Roam Saudi Voice and SMS pass?	Any additional usage shall be charged according to <i>Pay-As-You-Use (PAYU)</i> charges. In the event customers send any SMS exceeding the cap, it shall be charged at the standard rate of the Operator.
5.	Who is eligible for the Uni5G Roam Saudi Voice & SMS Pass?	You are eligible for the Uni5G Roam Saudi Voice & SMS Pass if you are a Postpaid or Prepaid customer.
6.	How do I subscribe to Uni5G Roam Saudi Voice & SMS Pass?	You can easily subscribe to the Uni5G Roam Saudi Voice & SMS Pass via the Unifi Universe App or the Unifi Portal. Just follow the simple steps on either platform, and you will be all set to stay connected in Saudi Arabia!
7.	Which countries and network operators are covered by the Uni5G Roam Saudi Voice & SMS Pass?	Right now, the Uni5G Roam Saudi Voice & SMS Pass covers only Saudi Arabia, and the network operator you will be using is Zain.
8.	Will I be informed about my subscription?	Yes, you will receive an SMS notification as soon as your Uni5G Roam Saudi Voice & SMS Pass has been successfully activated.
9.	Will I be informed of the expiry time?	Yes, you will receive an expiry reminder notification at 12:00 A.M. on the day your pass expires. For example, if you subscribed to the Uni5G Roam Saudi Voice & SMS Pass – 3 Days at 10:40 P.M. on June 1, 2024, you will receive an expiry reminder notification SMS at 12:00 A.M. on June 4, 2024, reminding you that your pass will expire at 10:40 P.M. on June 4, 2024 (Malaysia Time).
10.	Can I purchase other Internet roaming passes while my Uni5G Roam Saudi Voice & SMS Pass is still active? What will happen to my existing plan?	Yes, you can purchase other Internet roaming passes while your Uni5G Roam Saudi Voice & SMS Pass is still active. Both products can co-exist without any issues.
11.	Can I unsubscribe from the Uni5G Roam Saudi Voice & SMS Pass?	No, you won't be able to opt out of this pass once it is activated.
12.	Will I be able to subscribe to the Uni5G Roam Saudi Voice & SMS Pass while I'm still in Malaysia?	Yes, you can subscribe whether you are abroad or still in Malaysia. Just keep in mind that your subscription will start on the day you activate it.