FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
INTERNATIONAL ROAMING AND MOBILE INTERNET (DATA ROAMING PASS)

QUESTION	ANSWER
QUESTIONS ON INTERNATIONAL ROAMING AND MOBILE INTERNET (DATA ROAMING PASS)	
1. **What is International Roaming?**	International roaming allows you to make and receive calls, send texts, access emails, and connect to mobile internet while traveling in over 180 countries around the world.
2. **How do I know if I can use International Roaming?**	International Roaming is automatically enabled for the following plans: i. UNI5G Postpaid 99 ii. UNI5G Postpaid Family 129 iii. UNI5G Postpaid Family 159 iv. UNI5G Postpaid Family 189 If your plan is not listed above, you can request or manually activate International Roaming through our app, portal, or USSD. To activate it, a deposit of RM300 is required. This deposit will be credited to your Unifi Mobile account as an advance payment for your bill when you deactivate International Roaming. The deposit may be waived if you have been a customer for at least one month and have no outstanding bills. For Prepaid plans, you can also request or manually activate International Roaming through our app, portal, or USSD. No deposit is required, but you must ensure that your Prepaid reload is sufficient to buy the pass.
3. **What is data roaming?**	Data Roaming refers to using mobile internet services while you are traveling abroad.
4. **What are data roaming passes?**	Data roaming passes are designed for mobile internet usage when you are traveling abroad. Here are the data roaming passes available for UNI5G Postpaid and Prepaid plans: i. UNI5G Roam SG/ Thai/ Indo Unlimited Data 1-Day Pass ii. UNI5G Roam ASEAN Unlimited Data 1-Day Pass iii. UNI5G Roam Global Unlimited Data 1-Day Pass iv. UNI5G Roam ASEAN Unlimited Data 7-Day Pass v. UNI5G Roam Global Unlimited Data 7-Day Pass

		vi. UNI5G Roam Data 1-Day Pass
		vii. UNI5G Roam Middle East Unlimited Data – 1 Day Pass
		viii. UNI5G Roam Middle East Unlimited Data – 7 Day Pass
		ix. UNI5G Roam Middle East Unlimited Data – 15 Day Pass
		x. UNI5G Roam Middle East Unlimited Data – 30 Day Pass
		Kindly note that data roaming passes do not include call and SMS usage. Additionally, a Fair Usage Policy (FUP) applies during roaming. This means that once you have 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, 15-day, and 30-day passes, the fair usage quota is refreshed every 24 hours from the initial activation time.
5.	**Which rate plans do I need to be on to purchase data roaming passes?**	You can buy data roaming passes regardless of whether you are on a Postpaid or Prepaid plan. Just ensure you have sufficient reload if you are on Prepaid to purchase the pass.
6.	**What do the data roaming passes offer, and how long are they valid?**	The passes provide you with uninterrupted mobile internet connectivity while traveling abroad. They are active for 1 day (24 hours) and 7 days (168 hours), 15 days (360 hours) and 30 days (720 hours) from the time of purchase for 1-day passes, 7-day passes, 15-day passes and 30-days passes respectively.
7.	**How do I subscribe to the data roaming passes?**	You can automatically access the 1-day data roaming passes when your data usage exceeds a preset limit of 1MB usage while abroad. To purchase the 7-day, 15-days and 30-days data roaming passes, you can manually acquire them through our app, portal and USSD.
8.	**Can I purchase multiple roaming passes?**	Yes, you can. However, there is a limit to purchasing multiple passes at one time. You are allowed to buy one pass at a time, except for the 1-day Pass (Data Booster). If you have already purchased a 7-Days Pass, 15-Days Pass, or 30-Days Pass, you can still buy a 1-Day Data Booster if you need more data beyond your allocated Fair Usage Policy (FUP) within 24 hours.
9.	**If my 7-day pass is almost expired and I need to extend it, what should I do? Can I purchase**	If you are looking to extend your roaming access, you will need to wait until your current 7-day pass expires. Once it is expired, you can purchase another 7-day pass to keep enjoying seamless connectivity wherever you are.

	another 7-day roaming pass?	
10.	**If I purchase the roaming pass, will it affect my bill credit limit?**	Yes, purchasing a roaming pass will indeed affect your bill credit limit.
11.	**Can I purchase the pass if I have an outstanding bill?**	Definitely. Let's break down the scenarios: **Scenario 1:** If you have an outstanding bill but your credit limit still available, you are good to go! You can purchase a roaming pass without any hassle. However, if your account is currently barred or suspended, you will not be able to buy any pass at the moment. **Scenario 2:** If you have an outstanding bill and your credit limit is maxed out, don't worry. Simply clear the outstanding bill, and your credit limit will refresh to its full amount. Once that's done, you can purchase a roaming pass based on your refreshed credit limit.
12.	**How do I keep track of my data roaming pass usage and expiry?**	We will keep you informed every step of the way. You will receive SMS notifications when you hit 80% and 100% of your quota. Plus, for extra convenience, you can check both your remaining quota and pass validity right in our app.
13.	**I've reached the limit for my data! How can I continue surfing at the best effort speed while I'm still roaming?**	You can easily keep surfing at top speed by purchasing additional data roaming passes. It is simple — you can do it right through our app, portal, or by dialing *123# using USSD.
14.	**Will I be informed when my subscription is successful?**	Yes, you will receive an SMS notification when your data roaming pass is successfully activated, whether it is for auto subscriptions or pass renewals.
15.	**In which countries are the data roaming passes available?**	Our data roaming passes are available in over 100 countries, ensuring you stay connected wherever your travels take you. For the full list of countries where our passes are available, you can check out our website at https://unifi.com.my/mobile/roaming.

16.	**How do I unsubscribe from a data roaming pass?**	No need to worry about unsubscribing! Your data roaming pass will automatically expire after its validity period ends. So, you can enjoy your connectivity worry-free until then.
17.	**I have purchased a UNI5G Roam SG/ Thai/ Indo Unlimited Data 1-Day Pass in Singapore. Can I use the same pass in Thailand on the same day?**	Absolutely! The UNI5G Roam SG/Thai/Indo Unlimited Data 1-Day Pass is specially designed as a multi-country pass. It covers not only Singapore but also Thailand and Indonesia.
18.	**I have purchased a UNI5G Roam ASEAN Unlimited Data 7-Day Pass in Singapore. Can I use the same pass in Vietnam within the week?**	Yes, the UNI5G Roam ASEAN Unlimited Data 7-Day Pass is your ticket to seamless connectivity across multiple countries. You can use the pass in Vietnam and other ASEAN countries. For a detailed list of countries covered by the pass, check out our website at https://unifi.com.my/mobile/roaming.
19.	**I have purchased a UNI5G Roam Global Unlimited Data 7-Day Pass in Australia. Can I use the same pass in New Zealand within the week?**	Yes, the UNI5G Roam Global Unlimited Data 7-Day Pass is designed to keep you connected across multiple countries. You can use the pass not only in Australia but also in New Zealand and other destinations worldwide. For a full list of countries covered by the pass, head over to our website at https://unifi.com.my/mobile/roaming.
20.	**I have purchased the Saudi Arabia Pass. Can I roam to other Middle East Countries as well?**	Currently, our coverage extends to Saudi Arabia only. However, we are constantly working to expand our coverage to include more Middle Eastern countries in the near future. For updates and further information, kindly visit https://unifi.com.my/mobile/roaming.
21.	**What is the Fair Usage Policy (FUP) for the passes and how does it work?**	Our Data Roaming passes typically come with unlimited internet, but they also have a Fair Usage Policy (FUP) to ensure fair usage for everyone. For most passes, this means you will have up to 500MB of high-speed data per day, except for the Uni5G Roam Middle East Pass, which offers up to 1GB daily. Once you reach your FUP quota, you will still have unlimited data access, but at a reduced speed of 512Kbps. So, you can continue browsing, messaging, and staying connected, just at a slightly slower pace.

22.	**Will there be any additional charges if I have reached the daily fair usage quota?**	No, there will not be any extra charges! Once you have hit the daily fair usage quota, your internet speed will simply be reduced. So, you can keep using data without worrying about unexpected fees.
23.	**Can I restore my Internet speed upon reaching the daily fair usage quota?**	Yes, you can easily restore your Internet speed by purchasing a new 1-day data roaming pass through our app or portal.
24.	**Are the data roaming passes compatible with any phone model?**	Yes, our passes are compatible with all phone models.
25.	**Will I be able to use mobile Internet overseas without subscribing to a data roaming pass?**	Unfortunately, no. To access mobile Internet overseas, you will need to subscribe to one of our data roaming passes.
26.	**How much will I be charged when I make calls or send SMS while roaming?**	Voice and SMS charges can vary depending on the country you are roaming in. Our voice calls are charged in 60-second blocks. For detailed information on the charges in the countries you plan to visit, simply head over to https://unifi.com.my/mobile/roaming.
27.	**How much will I be charged for making calls and sending SMS to Satellite numbers (e.g., Inmarsat) or countries not included in our mobile plan's list?**	If you are reaching out to satellite numbers or countries not covered in our mobile plan, you will be charged at a pay-per-use rate. For calls, it is RM75 per minute, and for SMS, it is RM0.50 per message sent.
28.	**Do I have to manually select the Roaming partners?**	No, you will be automatically connected to the strongest network available in your visiting countries. However, if you encounter any issues connecting to your preferred network, you have the option to manually select the network operator. Here's how: Go to your phone Settings > Mobile Data > Network Selection, then switch off Automatic.
29.	**How to purchase the roaming passes?**	To make sure you are all set for seamless roaming with UNI5G Roam, here is what you need to do:

<table>
<tr>
<td colspan="2"></td>
<td>

1. **Download Unifi Mobile App**: Get started by downloading our Unifi Mobile App. It is your one-stop-shop for purchasing passes, keeping an eye on your usage, and accessing Roam support—all conveniently in one place.

2. **Activate Roaming Services**:

- Enable International Roaming service directly from the Unifi Mobile app.

- If you are using a phone with dual SIM cards, ensure Unifi Mobile is set as the default.

- Log in to the Unifi Mobile app, go to "My Service," and enable International Roaming.

3. **Purchasing UNI5G Roam Pass**:

- Log in to the Unifi Mobile app, navigate to "My Service," and click "Buy Pass."

- Choose the "Roaming" option, enter your selected country, and select your preferred pass.

  Confirm your purchase, and your roaming pass will be activated immediately

</td>
</tr>
<tr>
<td>30.</td>
<td>**Are there any special requirements or settings I need to know about when using roaming?**</td>
<td>Make sure you enable international roaming on your phone and don't forget to activate roaming service in the Unifi Mobile app.</td>
</tr>
<tr>
<td>31.</td>
<td>**What should I do if I encounter any issues or have questions while roaming abroad?**</td>
<td>Here's what you can do:
1. Log in to the Unifi Mobile App and click on the 'My Support' icon.
2. Click on the 'Roam Support' icon.
3. Fill in the complaint form.
4. Select a category and start chatting with our live chat agent.</td>
</tr>
</table>