

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
UNI5G PREPAID**

NO	QUESTION	ANSWER																												
<b>5G ADD ON PASS</b>																														
1.	<b>What is this campaign about?</b>	<ul style="list-style-type: none"> <li>This campaign offers a limited-time promotion where UNI5G Prepaid subscribers can purchase a 15GB 5G data add-on with Monthly Quota Pass for only RM3.</li> </ul>																												
2.	<b>When is the campaign period?</b>	<ul style="list-style-type: none"> <li>Subscribers can purchase this add on from 27<sup>th</sup> July 2023 onwards until further notice.</li> </ul>																												
3.	<b>Who can purchase this add-on?</b>	<ul style="list-style-type: none"> <li>This 5G add-on is available for purchase to UNI5G Prepaid subscribers who have already purchased the RM25 Monthly Quota Pass.</li> </ul>																												
4.	<b>From where can I purchase this add-on?</b>	<ul style="list-style-type: none"> <li>UNI5G Prepaid subscribers may purchase this 5G add-on from the Unifi Mobile Prepaid app once they have purchased the Monthly Quota Pass.</li> </ul>																												
5.	<b>What is the total quota for me after purchasing both Monthly Quota Pass and the 5G add-on?</b>	<ul style="list-style-type: none"> <li>Refer to the table below: <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th style="background-color: black; color: white;">Monthly Quota Pass</th> <th style="background-color: black; color: white;">5G add-on (NEW)</th> <th style="background-color: black; color: white;">Total</th> </tr> </thead> <tbody> <tr> <td>Price</td> <td style="text-align: center;">RM25</td> <td style="text-align: center;">RM3</td> <td style="text-align: center;"><b>RM28</b></td> </tr> <tr> <td>Quota</td> <td style="text-align: center;">30GB</td> <td style="text-align: center;">15GB</td> <td style="text-align: center;"><b>45GB</b></td> </tr> <tr> <td>Speed</td> <td style="text-align: center;">4G + 5G</td> <td style="text-align: center;">5G only</td> <td style="text-align: center;"><b>4G + 5G</b></td> </tr> <tr> <td>Hotspot</td> <td style="text-align: center;">Enabled</td> <td style="text-align: center;">Enabled</td> <td style="text-align: center;"><b>Enabled</b></td> </tr> <tr> <td>Calls</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;">N/A</td> <td style="text-align: center;"><b>N/A</b></td> </tr> <tr> <td>Validity</td> <td style="text-align: center;">30 days</td> <td style="text-align: center;">30 days</td> <td style="text-align: center;"><b>30 days</b></td> </tr> </tbody> </table> </li> </ul>		Monthly Quota Pass	5G add-on (NEW)	Total	Price	RM25	RM3	<b>RM28</b>	Quota	30GB	15GB	<b>45GB</b>	Speed	4G + 5G	5G only	<b>4G + 5G</b>	Hotspot	Enabled	Enabled	<b>Enabled</b>	Calls	N/A	N/A	<b>N/A</b>	Validity	30 days	30 days	<b>30 days</b>
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6.	<b>I am subscribing to Monthly Unlimited Pass, Weekly Unlimited Pass, Daily Unlimited Pass or 2 Hours Unlimited Pass, can I purchase this 5G add-on?</b>	<ul style="list-style-type: none"> <li>Unfortunately, this 5G add-on is exclusively available to users who have purchased the Monthly Quota Pass.</li> </ul>																												

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7.	<b>Are there any speed limitation to the 5G add-on?</b>	<ul style="list-style-type: none"> <li>▪ There is no speed limitation / speed cap to the 5G data.</li> <li>▪ You may enjoy the full experience of 5G, subject to the coverage in your area and the compatibility of your device.</li> </ul>
8.	<b>I am using a 4G smartphone, it is not supporting 5G. What will happen if I purchase this 5G add-on anyway?</b>	<ul style="list-style-type: none"> <li>▪ Unfortunately, if your device does not support 5G, you will not be able to use the 5G data.</li> <li>▪ Please ensure you are within the 5G network coverage area and are using a 5G supported device.</li> </ul>
9.	<b>What is the validity of the 5G add-on?</b>	<ul style="list-style-type: none"> <li>▪ The 5G add-on has a validity of 30 days.</li> </ul>
10.	<b>What would happen if my Monthly Quota Pass subscription has expired, but the 5G add-on subscription is still active?</b>	<ul style="list-style-type: none"> <li>▪ The 5G add-on has its own standalone validity, so you can continue to utilize your 5G add-on quota after the expiry of Monthly Quota Pass subscription.</li> </ul>
11.	<b>Is there time limit on the purchase of the 5G add-on upon purchasing the Monthly Quota Pass?</b>	<ul style="list-style-type: none"> <li>▪ After purchasing the Monthly Quota Pass, you will be given a seven (7) day window to purchase the 5G add-on.</li> <li>▪ You will not be able to purchase the 5G add-on after the seven (7) day window.</li> </ul>
12.	<b>I have purchased both Monthly Quota Pass and the 5G add-on, which quota will be utilized first?</b>	<ul style="list-style-type: none"> <li>▪ The quota from the Monthly Quota Pass quota will be consumed first as it is the base plan.</li> <li>▪ The 5G add-on quota will be utilized once the Monthly Quota Pass is depleted or expired, provided you are within the 5G network coverage area and using a 5G compatible device.</li> </ul>
13.	<b>Can I purchase the 5G add-on multiple times?</b>	<ul style="list-style-type: none"> <li>▪ Unfortunately, you can only purchase the 5G add-on once per Monthly Quota Pass purchase.</li> </ul>

NO	QUESTION	ANSWER
15.	<b>Who should I contact if I need further assistance, or further service enquiry?</b>	<ul style="list-style-type: none"><li>▪ You can contact us via:<ul style="list-style-type: none"><li>I. Live Chat at Unifi Mobile Prepaid App</li><li>II. Facebook at <a href="http://www.facebook.com/weareunifi/">http://www.facebook.com/weareunifi/</a></li><li>III. Twitter at @helpmeunifi</li></ul></li></ul>

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