

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
PAKEJ P-HAILING RAHMAH WITH GRAB**

NO	QUESTION	ANSWER
1.	What is this Pakej P-Hailing Rahmah with Grab about?	<ul style="list-style-type: none"> ▪ Unifi Mobile is collaborating with Grab in align with Ministry of Communications' (Kementerian Komunikasi) initiative to address the P-Hailing riders segment in correspondence to Rahmah concept ▪ Unifi Mobile is offering a Prepaid Device package without any contract for the P-Hailing riders ▪ P-Hailing riders pay the device price upfront, and may enjoy complimentary 40GB data monthly for 6 months ▪ There is no monthly commitment or monthly installment required
2.	Where can the customers purchase this Pakej P-Hailing Rahmah with Grab?	<ul style="list-style-type: none"> ▪ Eligible customers can purchase this package as a voucher from the Grab Drivers App ▪ Customers may then redeem the device package from selected TM outlets
3.	Who are eligible to purchase the Pakej P-Hailing Rahmah with Grab?	<ul style="list-style-type: none"> ▪ All registered Grab operators including Grab drivers and Grab Food riders, who have access to the Grab Drivers App are eligible to purchase this package
4.	Can the customers purchase this package from TMpoint or Unifi Store outlets?	<ul style="list-style-type: none"> ▪ No, the Pakej P-Hailing Rahmah with Grab is only available in the Grab Drivers App
5.	How many TM outlets are participating in this program?	<ul style="list-style-type: none"> ▪ There will be 22 outlets participating in this program, namely: <ul style="list-style-type: none"> ○ TM Experience Center - TMEC Menara TM ○ TMpoint Muzium ○ TMpoint Pandan Indah ○ TMpoint Setapak ○ TMpoint Kepong ○ TMpoint Bukit Raja

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		<ul style="list-style-type: none"> ○ TMpoint Shah Alam ○ TMpoint Damansara Utama ○ TMpoint Kajang ○ TMpoint Cyberjaya ○ TMpoint Langkawi ○ TMpoint Bayan Baru ○ TMpoint Butterworth ○ TMpoint Bukit Mertajam ○ TMpoint Skudai ○ TMpoint Pontian ○ TMpoint Melaka ○ TMpoint Ipoh Wisma ○ TMpoint Seremban ○ TMpoint Batu Lintang (Sarawak) ○ TMpoint Sadong Jaya (Kota Kinabalu) ○ Unifi Store IOI City Mall Putrajaya <ul style="list-style-type: none"> ▪ Customers who have purchased the voucher in Grab Drivers App may redeem / collect the device package in outlets listed on above.
6.	What is the bundled prepaid plan in Pakej P-Hailing Rahmah with Grab?	<ul style="list-style-type: none"> ▪ The bundled plan is UNI5G WOW Prepaid ▪ All product behaviour/business rulings for UNI5G WOW Prepaid remain same
7.	Can the customers collect the device package without activating the prepaid SIM Card?	<ul style="list-style-type: none"> ▪ No, according to the program terms and conditions, registration of the prepaid SIM Card is compulsory ▪ However, it is not necessary to insert the SIM Card into the bundled device ▪ Customers may terminate the SIM at any point of time since there is no contract
8.	What are the devices available in Pakej P-Hailing Rahmah with Grab?	<ul style="list-style-type: none"> ▪ There is one option available for eligible customers, which is Realme 12X (Package price: RM989)

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9.	When would the complimentary 40GB data be provisioned?	<ul style="list-style-type: none"> ▪ The first time of data provisioning will happen upon device collection and SIM registration ▪ All subsequent 40GB free data provisioning will take place on the same day as first time provisioning on the following month ▪ For illustration, customer A purchase and redeem from TM outlet on 4 April 2024, he will be provisioned for first time on 4 April 2024 ▪ Should he receive the free data on 4th April 2024, the following data provisioning will happen on 4th May, 4th June, 4th July 2024, 4th August 2024, and 4th September 2024 respectively
10.	If the customer is terminated due to MNP port out or inactivity, would the customer still be entitled to the monthly 40GB data?	<ul style="list-style-type: none"> ▪ No, the monthly 40GB will be forfeited upon termination of the prepaid line
11.	What should customers do if they did not receive the complimentary 40GB data?	<ul style="list-style-type: none"> ▪ Customers can contact us via: <ol style="list-style-type: none"> I. Live Chat at Unifi UniVerse App II. Facebook at http://www.facebook.com/weareunifi/ III. X (Previously Twitter) at @unifi

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