

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

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

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> <li>○ TMpoint Shah Alam</li> <li>○ TMpoint Damansara Utama</li> <li>○ TMpoint Kajang</li> <li>○ TMpoint Cyberjaya</li> <li>○ TMpoint Langkawi</li> <li>○ TMpoint Bayan Baru</li> <li>○ TMpoint Butterworth</li> <li>○ TMpoint Bukit Mertajam</li> <li>○ TMpoint Skudai</li> <li>○ TMpoint Pontian</li> <li>○ TMpoint Melaka</li> <li>○ TMpoint Ipoh Wisma</li> <li>○ TMpoint Seremban</li> <li>○ TMpoint Batu Lintang (Sarawak)</li> <li>○ TMpoint Sadong Jaya (Kota Kinabalu)</li> <li>○ Unifi Store IOI City Mall Putrajaya</li> </ul> <ul style="list-style-type: none"> <li>▪ Customers who have purchased the voucher in Grab Drivers App may redeem / collect the device package in outlets listed on above.</li> </ul>
6.	<b>What is the bundled prepaid plan in Pakej P-Hailing Rahmah with Grab?</b>	<ul style="list-style-type: none"> <li>▪ The bundled plan is UNI5G Prepaid plan (Mobile Unifi)</li> <li>▪ All product behaviour/business rulings for UNI5G Prepaid plan remain same</li> </ul>
7.	<b>Can the customers collect the device package without activating the prepaid SIM Card?</b>	<ul style="list-style-type: none"> <li>▪ No, according to the program terms and conditions, registration of the prepaid SIM Card is compulsory</li> <li>▪ However, it is not necessary to insert the SIM Card into the bundled device</li> <li>▪ Customers may terminate the SIM at any point of time since there is no contract</li> </ul>
8.	<b>What are the devices available in Pakej P-Hailing Rahmah with Grab?</b>	<ul style="list-style-type: none"> <li>▪ There is one option available for eligible customers, which is Samsung Galaxy S23 FE (<b>Package price: RM2,899</b>)</li> </ul>

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

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