

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
DATA ROLLOVER FOR UNI5G WOW**

NO	QUESTION	ANSWER
UNI5G WOW PREPAID DATA ROLLOVER		
1.	What is UNI5G WOW Prepaid Data Rollover?	<ul style="list-style-type: none"> ▪ With UNI5G WOW Prepaid Data Rollover, you can carry over 100% of your remaining data from your base pass when you buy the next base pass.
2.	How do I rollover my data?	<ul style="list-style-type: none"> ▪ To rollover your remaining data, simply renew your base pass before the expiry date. ▪ Alternatively, you may opt in for auto-renewal to make it even easier. ▪ If you receive an SMS about data rollover, just reply "ROLL YES" to confirm.
3.	Which passes offer the Data Rollover feature?	<ul style="list-style-type: none"> ▪ You can enjoy data rollover with 100% of your remaining data from the UNI5G WOW 10, UNI5G WOW 25, and UNI5G WOW 35 passes.
4.	What is the validity period for rollover data?	<ul style="list-style-type: none"> ▪ Your rollover data is valid based on the type of base plan you have: <ul style="list-style-type: none"> I) Weekly Passes: Rollover data remains valid for 7 days. II) Monthly Passes: Rollover data remains valid for 30 days.
5.	Is there any reward for a successful data rollover?	<ul style="list-style-type: none"> ▪ Yes, you will get a Free Unlimited 5G Hotspot pass for every successful data rollover. ▪ Just keep an eye out for an SMS that will guide you on how to redeem your Free Unlimited 5G Hotspot pass.
6.	I'm on UNI5G WOW 35, which is an unlimited pass. How does Data Rollover work for me?	<p>With UNI5G WOW 35, here's how Data Rollover works:</p> <ul style="list-style-type: none"> ▪ FUP Limit: Any remaining Fair Usage Policy (FUP) limit from your current pass will roll over to your next UNI5G WOW 35 pass.. ▪ Hotspot Data: Your remaining hotspot data quota will also be carried over to the next cycle.

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7.	<p>What is the usage priority for my Rollover Data?</p>	<ul style="list-style-type: none"> ▪ Rollover Data First: We will use your rolled-over data before tapping into your new data pass. ▪ New Pass Data: Once your rollover data is used up, you will start using data from your new pass.
8.	<p>Can I rollover the data if I purchase a different base plans?</p>	<ul style="list-style-type: none"> ▪ You can only rollover your remaining data if you either renew your current base pass or upgrade to a higher-value pass. <p>Here's how it works:</p> <p>You have purchased a UNI5G WOW 25 pass, and the next pass you are purchasing is UNI5G WOW 35 – Your remaining data from UNI5G WOW 25 pass will be carried over.</p> <p>You have purchased a UNI5G WOW 25 pass, and the next pass you are purchasing is UNI5G WOW 10 – Your remaining data from UNI5G WOW 25 pass will NOT be carried over.</p>
9.	<p>What happens to my data balance if I renew my pass multiple times?</p>	<ul style="list-style-type: none"> ▪ When you renew your pass, only the remaining data from your most recent pass will be carried over. So, if you keep renewing, you will always have the data balance from the latest pass.
10.	<p>How do I know if my Data Rollover is successful?</p>	<ul style="list-style-type: none"> ▪ You will receive SMS notification upon successful Data Rollover. ▪ You will be able to see the Rollover Data balance from your Unifi Mobile app, Unifi Selfcare portal, and Unifi Mobile Prepaid USSD menu (*123#)
11.	<p>Who should I contact if I need further assistance, or further service enquiries?</p>	<ul style="list-style-type: none"> ▪ For further assistance, feel free to reach out to our Care Crew.