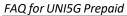


## FREQUENTLY ASKED QUESTIONS (FAQ) FOR

## LAUNCH OF NEW UNIFI UNIVERSE APP AND SYSTEM UPGRADE

NO	QUESTION	ANSWER
1.	What is the new Unifi UniVerse App?	<ul> <li>Good news! Starting from 24th February, we are upgrading from the current Unifi Mobile Prepaid App to the all-new Unifi UniVerse App. Get ready for an enhanced user experience with new features and a refreshed interface!</li> <li>At the same time, we are revamping our system to bring you an even more awesome experience. Stay tuned for the excitement!</li> </ul>
2.	What happens to the existing Unifi Mobile Prepaid App?	<ul> <li>Starting 24<sup>th</sup> February, we are saying goodbye to the existing Unifi Mobile Prepaid App.</li> <li>But no worries, you can still manage your Prepaid account hassle-free! Just download the new Unifi UniVerse App from the IOS App Store, Google Play Store, or Huawei App Gallery.</li> </ul>
3.	What new features can I expect in the Unifi UniVerse App??	<ul> <li>Now you can handle all your Unifi, Unifi Mobile Postpaid, and Unifi Mobile Prepaid accounts in one app. Life is just gotten a whole lot easier!</li> <li>We have also optimized the in-app experience for you. Download the Unifi UniVerse App and see the improvements firsthand.</li> </ul>
4.	When is the scheduled system upgrade?	<ul> <li>We are upgrading the system from 23/02/2024 18:00:00 to 24/02/2024 08:00:00.</li> </ul>
5.	What occurs during the system upgrade?	<ul> <li>We are looking at an 14-hour downtime for the upgrade. Just a heads-up, you will not be able to top up or purchase any passes during this time.</li> <li>But here is the good news – your usage will not be affected. You can still make and receive calls, and use your internet data as usual during the downtime.</li> </ul>
6.	I could not find the Unifi UniVerse App from my App Store/ Play Store / Huawei AppGallery; what should I do?	<ul> <li>Starting from 8 AM on 24th February 2024, you can download the Unifi UniVerse App from the App Store, Google Play and Huawei App Gallery.</li> </ul>

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NO	QUESTION	ANSWER
7.	How do I log in to the new Unifi UniVerse App?	<ul> <li>After downloading, just open the new Unifi UniVerse App and choose "Log In."</li> <li>Use your registered Prepaid number to log in.</li> <li>You will get an SMS with a One Time Password (OTP) to log into your Prepaid account.</li> </ul>
8.	What features does the new Unifi UniVerse App offer?	<ul> <li>All the existing features in Unifi Mobile Prepaid app will be right there in the new Unifi UniVerse App.</li> <li>Manage your account, check balances, top up, and purchase various internet passes and add-ons – all at your fingertips with the new Unifi UniVerse App.</li> </ul>
9.	Can I purchase a new UNI5G Prepaid line via the new Unifi UniVerse App?	Yes, you can! You can purchase a new prepaid line via the Unifi UniVerse App.
10.	Who should I contact for further assistance or service inquiries?	<ul> <li>Reach out to us via:         <ol> <li>Live Chat at Unifi UniVerse App</li> <li>Facebook at <a href="http://www.facebook.com/weareunifi/">http://www.facebook.com/weareunifi/</a></li> </ol> </li> <li>Twitter at @helpmeunifi</li> </ul>

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