

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 style="list-style-type: none"> 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! At the same time, we are revamping our system to bring you an even more awesome experience. Stay tuned for the excitement!
2.	What happens to the existing Unifi Mobile Prepaid App?	<ul style="list-style-type: none"> Starting 24th February, we are saying goodbye to the existing Unifi Mobile Prepaid App. 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.
3.	What new features can I expect in the Unifi UniVerse App??	<ul style="list-style-type: none"> 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! We have also optimized the in-app experience for you. Download the Unifi UniVerse App and see the improvements firsthand.
4.	When is the scheduled system upgrade?	<ul style="list-style-type: none"> We are upgrading the system from 23/02/2024 18:00:00 to 24/02/2024 08:00:00.
5.	What occurs during the system upgrade?	<ul style="list-style-type: none"> 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. 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.
6.	I could not find the Unifi UniVerse App from my App Store/ Play Store / Huawei AppGallery; what should I do?	<ul style="list-style-type: none"> 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.

NO	QUESTION	ANSWER
7.	How do I log in to the new Unifi UniVerse App?	<ul style="list-style-type: none"> ▪ After downloading, just open the new Unifi UniVerse App and choose "Log In." ▪ Use your registered Prepaid number to log in. ▪ You will get an SMS with a One Time Password (OTP) to log into your Prepaid account.
8.	What features does the new Unifi UniVerse App offer?	<ul style="list-style-type: none"> ▪ All the existing features in Unifi Mobile Prepaid app will be right there in the new Unifi UniVerse App. ▪ 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.
9.	Can I purchase a new UNI5G Prepaid line via the new Unifi UniVerse App?	<ul style="list-style-type: none"> ▪ 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 style="list-style-type: none"> ▪ Reach out to us via: <ol style="list-style-type: none"> I. Live Chat at Unifi UniVerse App II. Facebook at http://www.facebook.com/weareunifi/ III. Twitter at @helpmeunifi

[The remaining of this page is left blank intentionally]