

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
UNI5G WOW PREPAID CHANGE OF PLAN**

NO	QUESTION	ANSWER
1.	<b>I am an existing UNI5G Prepaid subscriber, can I upgrade my plan to UNI5G WOW Prepaid?</b>	<ul style="list-style-type: none"> <li>Yes, of course you can!</li> <li>Perform a Change of Plan now to enjoy exciting Big Data with unlimited 5G + 4G internet, uncapped 5G speed, and amazing perks &amp; rewards!</li> </ul>
2.	<b>What is in it for me to change from UNI5G Prepaid to UNI5G WOW Prepaid plan?</b>	<ul style="list-style-type: none"> <li>UNI5G WOW Prepaid plan is the all new prepaid plan offered by Unifi Mobile.</li> <li>It is the best prepaid plan that keeps you connected to ultra-fast 5G internet.</li> <li>For a limited period, Change of Plan is free-of-charge for all existing UNI5G prepaid subscribers!</li> <li>There's more, you can enjoy the UNI5G WOW Prepaid starter pack freebies! Upon successful Change of Plan, you will receive FREE 10GB* data.</li> </ul> <p style="text-align: right;">*(8GB 5G + 2GB 5G/4G)</p>
3.	<b>How to perform a Change of Plan request from UNI5G Prepaid to UNI5G WOW Prepaid?</b>	<ul style="list-style-type: none"> <li>You may perform the prepaid Change of Plan request via Unifi UniVerse app and our web selfcare @ Unifi <a href="#">Portal</a>. Alternatively, you may visit any TM Point or Unifi Store outlets.</li> <li>It is free-of-charge from 29 February 2024 onwards, until 30 March 2025.</li> </ul>
4.	<b>Can I perform a Change of Plan request from UNI5G WOW Prepaid to UNI5G Prepaid?</b>	<ul style="list-style-type: none"> <li>Unfortunately, we have discontinued the onboarding of UNI5G Prepaid, therefore, UNI5G WOW Prepaid subscribers cannot perform a Change of Plan request to UNI5G Prepaid.</li> <li>Stay on UNI5G WOW Prepaid to enjoy exclusive plans, awesome perks, and more!</li> </ul>
6.	<b>What would happen to my prepaid credit balance upon successful Change of Plan from UNI5G Prepaid to UNI5G WOW Prepaid?</b>	<ul style="list-style-type: none"> <li>All prepaid credit balance in your old plan (BEBAS10 / Mobile Unifi) will be carried over to your UNI5G WOW Prepaid upon successful Change of Plan.</li> </ul>

NO	QUESTION	ANSWER
7.	<b>I have active internet passes with unused quota with my UNI5G Prepaid line, can I continue to use the internet passes after Change of Plan to UNI5G WOW Prepaid?</b>	<ul style="list-style-type: none"> <li>▪ Unfortunately, all passes purchased under old plan (BEBAS10 / Mobile Unifi) will not be carried over to UNI5G WOW Prepaid upon successful Change of Plan.</li> <li>▪ However, you will receive 10GB data* for free upon successful Change of Plan.</li> </ul> <p style="text-align: right;">*(8GB 5G + 2GB 5G/4G)</p>
8.	<b>What is my prepaid validity upon successful Change of Plan from UNI5G Prepaid to UNI5G WOW Prepaid?</b>	<ul style="list-style-type: none"> <li>▪ Once the Change of Plan is successful, your new prepaid validity is 30 days.</li> <li>▪ You will need to reload to stay active as the active validity period will be based on amount of reload.</li> </ul>
9.	<b>Who should I contact for further assistance or service inquiries?</b>	<ul style="list-style-type: none"> <li>▪ Reach out to us via:               <ol style="list-style-type: none"> <li>I. Live Chat at Unifi UniVerse 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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