

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

NO	QUESTION	ANSWER
1.	I am an existing UNI5G Prepaid subscriber, can I upgrade my plan to UNI5G WOW Prepaid?	<ul style="list-style-type: none"> ▪ Yes, of course you can! ▪ Perform a Change of Plan now to enjoy exciting Big Data with unlimited 5G + 4G internet, uncapped 5G speed, and amazing perks & rewards!
2.	What is in it for me to change from UNI5G Prepaid to UNI5G WOW Prepaid plan?	<ul style="list-style-type: none"> ▪ UNI5G WOW Prepaid plan is the all new prepaid plan offered by Unifi Mobile. ▪ It is the best prepaid plan that keeps you connected to ultra-fast 5G internet. ▪ For a limited period, Change of Plan is free-of-charge for all existing UNI5G prepaid subscribers! ▪ There's more, you can enjoy the UNI5G WOW Prepaid starter pack freebies! Upon successful Change of Plan, you will receive FREE 10GB* data. ▪ You are also eligible to redeem free Unlimited 5G Larut Malam pass upon successful Change of Plan via Unifi Mobile app and Unifi Portal! <p style="text-align: right;">*(8GB 5G + 2GB 5G/4G)</p>
3.	How to perform a Change of Plan request from UNI5G Prepaid to UNI5G WOW Prepaid?	<ul style="list-style-type: none"> ▪ You may perform the prepaid Change of Plan request via Unifi Mobile app and our web selfcare @ Unifi Portal. Alternatively, you may visit any TM Point or Unifi Store outlets. ▪ It is free-of-charge from 29 February 2024 onwards, until 31 December 2024.
4.	I have successfully ported in to UNI5G WOW prepaid, how do I redeem the Unlimited 5G Larut Malam pass freebies?	<ul style="list-style-type: none"> ▪ You will receive a redemption SMS after successful COP via Unifi Mobile app and Unifi Portal ▪ Reply to the SMS with the short code stated in the SMS within 24 hours to redeem the 5G UL Larut Malam pass. <p style="text-align: center;"><i>UL Larut Malam pass will be valid for 3 days from 1AM – 7AM upon successful redemption.</i></p>

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5.	Can I perform a Change of Plan request from UNI5G WOW Prepaid to UNI5G Prepaid?	<ul style="list-style-type: none"> ▪ Unfortunately, we have discontinued the onboarding of UNI5G Prepaid, therefore, UNI5G WOW Prepaid subscribers cannot perform a Change of Plan request to UNI5G Prepaid. ▪ Stay on UNI5G WOW Prepaid to enjoy exclusive plans, awesome perks, and more!
6.	What would happen to my prepaid credit balance upon successful Change of Plan from UNI5G Prepaid to UNI5G WOW Prepaid?	<ul style="list-style-type: none"> ▪ 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.
7.	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?	<ul style="list-style-type: none"> ▪ Unfortunately, all passes purchased under old plan (BEBAS10 / Mobile Unifi) will not be carried over to UNI5G WOW Prepaid upon successful Change of Plan. ▪ However, you will receive 10GB data* for free upon successful Change of Plan. <p style="text-align: right;">*(8GB 5G + 2GB 5G/4G)</p>
8.	What is my prepaid validity upon successful Change of Plan from UNI5G Prepaid to UNI5G WOW Prepaid?	<ul style="list-style-type: none"> ▪ Once the Change of Plan is successful, your new prepaid validity is 30 days. ▪ You will need to reload to stay active as the active validity period will be based on amount of reload.
9.	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 Mobile App II. Facebook at http://www.facebook.com/weareunifi/ III. X (Previously Twitter) at @unifi

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