

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
UNI5G WOW PREPAID**

NO	QUESTION	ANSWER																																																												
<b>UNI5G WOW ADD-ONS</b>																																																														
1.	<b>Who can subscribe to UNI5G WOW Prepaid add-on passes?</b>	<ul style="list-style-type: none"> <li>All UNI5G WOW Prepaid subscribers can purchase any UNI5G WOW prepaid add-on.</li> </ul>																																																												
2.	<b>Can I purchase data or internet add-ons at any time during my active period?</b>	<ul style="list-style-type: none"> <li>Absolutely! You can purchase data or internet add-ons at any time throughout your active period, provided you have enough credit in your prepaid account.</li> </ul>																																																												
3.	<b>What are the available UNI5G WOW Prepaid Add-On Passes for internet data?</b>	<ul style="list-style-type: none"> <li>Refer to the below table for UNI5G WOW Prepaid Add-On Passes for internet data:</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Add-On Passes</th> <th>Price</th> <th>Speed</th> <th>Data</th> <th>Hotspot</th> <th>Validity</th> </tr> </thead> <tbody> <tr> <td>UL 24-HOURS</td> <td>RM3</td> <td>4G: 5Mbps 5G: Best effort</td> <td>Unlimited 5G/4G FUP:10GB</td> <td>1GB</td> <td>1 day</td> </tr> <tr> <td>UL 5G HOTSPOT</td> <td>RM2</td> <td>Best effort</td> <td>N/A</td> <td>Unlimited 5G only</td> <td>2 hours</td> </tr> <tr> <td>HI-SPEED 2GB</td> <td>RM6</td> <td>Best effort</td> <td>2GB 5G/4G</td> <td>Enabled</td> <td>No Validity</td> </tr> <tr> <td>HI-SPEED 8GB</td> <td>RM18</td> <td>Best effort</td> <td>8GB 5G/4G</td> <td>Enabled</td> <td>No Validity</td> </tr> <tr> <td>55GB HOTSPOT</td> <td>RM55</td> <td>Best effort</td> <td>N/A</td> <td>35GB 5G/4G 20GB 4G</td> <td>30 days</td> </tr> <tr> <td>UL LARUT MALAM</td> <td>RM3</td> <td>4G:10Mbps 5G: Best effort</td> <td>Unlimited 5G/4G FUP:5GB</td> <td>N/A</td> <td>1 day From 1AM – 7AM</td> </tr> <tr> <td>WEEKEND (Friday-Sunday)</td> <td>RM7</td> <td>4G: 2.5Mbps 5G: Best effort</td> <td>10GB 5G/4G 1GB 4G</td> <td>Enable 4G/5G</td> <td>3 days</td> </tr> <tr> <td>YOUTUBE &amp; TIKTOK</td> <td>RM5</td> <td>4G: 3Mbps 5G: Best effort</td> <td>3GB (Tiktok &amp; Youtube access)</td> <td>N/A</td> <td>5 days</td> </tr> <tr> <td>SPEED BOOSTER</td> <td>RM5</td> <td>4G: 10Mbps 5G: Best effort</td> <td>N/A</td> <td>N/A</td> <td>Follow base plan</td> </tr> </tbody> </table>	Add-On Passes	Price	Speed	Data	Hotspot	Validity	UL 24-HOURS	RM3	4G: 5Mbps 5G: Best effort	Unlimited 5G/4G FUP:10GB	1GB	1 day	UL 5G HOTSPOT	RM2	Best effort	N/A	Unlimited 5G only	2 hours	HI-SPEED 2GB	RM6	Best effort	2GB 5G/4G	Enabled	No Validity	HI-SPEED 8GB	RM18	Best effort	8GB 5G/4G	Enabled	No Validity	55GB HOTSPOT	RM55	Best effort	N/A	35GB 5G/4G 20GB 4G	30 days	UL LARUT MALAM	RM3	4G:10Mbps 5G: Best effort	Unlimited 5G/4G FUP:5GB	N/A	1 day From 1AM – 7AM	WEEKEND (Friday-Sunday)	RM7	4G: 2.5Mbps 5G: Best effort	10GB 5G/4G 1GB 4G	Enable 4G/5G	3 days	YOUTUBE & TIKTOK	RM5	4G: 3Mbps 5G: Best effort	3GB (Tiktok & Youtube access)	N/A	5 days	SPEED BOOSTER	RM5	4G: 10Mbps 5G: Best effort	N/A	N/A	Follow base plan
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4.	<b>What are the other available UNI5G WOW Prepaid Add-On Passes except for internet data?</b>	<ul style="list-style-type: none"> <li>▪ Refer to the below table for the remaining UNI5G WOW Prepaid Add-On Passes:               <table border="1" data-bbox="548 447 1495 619" style="margin: 10px auto;"> <thead> <tr> <th>Add-On Passes</th> <th>Price</th> <th>Detail</th> <th>Validity</th> </tr> </thead> <tbody> <tr> <td>30 MINS CALL</td> <td>RM3</td> <td>30 mins calls</td> <td>No validity</td> </tr> <tr> <td>UL CALL</td> <td>RM5</td> <td>Unlimited local calls</td> <td>30 days</td> </tr> <tr> <td>TAMBAH LIFE</td> <td>RM1</td> <td>Extend active period by 3 day</td> <td>3 day</td> </tr> <tr> <td>ACTIVE 365</td> <td>RM50</td> <td>Extend active period by 365 days</td> <td>365 days</td> </tr> </tbody> </table> </li> </ul>	Add-On Passes	Price	Detail	Validity	30 MINS CALL	RM3	30 mins calls	No validity	UL CALL	RM5	Unlimited local calls	30 days	TAMBAH LIFE	RM1	Extend active period by 3 day	3 day	ACTIVE 365	RM50	Extend active period by 365 days	365 days
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5.	<b>Can I purchase multiple add-ons at the same time?</b>	<ul style="list-style-type: none"> <li>▪ Absolutely! You can purchase multiple add-ons simultaneously. This can be useful if you require extra data for specific needs.</li> </ul>																				
6.	<b>What is the priority of usage if I purchase multiple data Add-ons?</b>	<ul style="list-style-type: none"> <li>▪ The priority of the usage is as per following:               <ol style="list-style-type: none"> <li>i. Freebies data</li> <li>ii. High Speed data</li> <li>iii. Unlimited data</li> <li>iv. Throttled data after FUP</li> </ol> </li> <li>▪ Do note that certain co-existing passes might have a different usage priority order.</li> </ul>																				
7.	<b>Can I use data from an add-on when I am in the Grace Period or after my account reaches Expiry?</b>	<ul style="list-style-type: none"> <li>▪ You can continue using data from an add-on during the Grace Period. However, please note that outgoing calls or SMS will not be available.</li> </ul>																				
8.	<b>I have purchased a 30 minute call pass and have used 15 seconds for calls. How much will I be charged?</b>	<ul style="list-style-type: none"> <li>▪ The call rate is deducted on a per-minute basis, with 30 second per block. Hence, 30 seconds will be deducted from your call pass.</li> </ul>																				
9.	<b>If I do not have a call pass, how much will I be charged?</b>	<ul style="list-style-type: none"> <li>▪ Your call will be charged from your account balance at RM0.30 per minute.</li> </ul>																				

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10.	<b>How does the Speed Booster pass work?</b>	<ul style="list-style-type: none"> <li>▪ When a Speed Booster pass is purchased, the 4G speed of your base pass will be increased to at least 10Mbps.</li> <li>▪ Speed Booster pass validity will follow your base pass validity.</li> </ul>
11.	<b>Can I buy a Speed Booster add-on without a base pass?</b>	<ul style="list-style-type: none"> <li>▪ Unfortunately, you need to purchase one of the base pass (UNI5G WOW 10 / UNI5G WOW 25 / UNI5G WOW 35 / UNI5G WOW 50) prior to purchasing the Speed Booster add-on.</li> </ul>
11.	<b>How long is the Speed Booster add-on valid for?</b>	<ul style="list-style-type: none"> <li>▪ The Speed Booster add on will be valid in accordance to the base plan validity purchased.</li> </ul>
12.	<b>After purchasing the Speed Booster add-on, what will happen if I have fully utilized the internet quota/ FUP under my base pass?</b>	<ul style="list-style-type: none"> <li>▪ If you are on UNI5G WOW 35 with Speed Booster, and your data consumption has exceeded the FUP, you may access the internet with a 512Kbps speed cap.</li> <li>▪ If you are on UNI5G WOW 10 / UNI5G WOW 25 / UNI5G WOW 50 with Speed Booster, your internet usage will be based on your allocated data quota for the pass purchased.</li> </ul>
13.	<b>If I have purchased the UNI5G WOW 25 pass with Speed Booster, then purchased another UNI5G WOW 35 prior to the expiry of the WOW 25 pass, can I transfer the Speed Booster from the existing pass to the new pass?</b>	<ul style="list-style-type: none"> <li>▪ Upon successful purchase of the Speed Booster add on, it is linked to the underlying base pass.</li> <li>▪ When you purchase a new base pass with an existing base pass, the existing base pass will be forfeited, and the Speed Booster add on will be forfeited.</li> </ul>
14.	<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 Mobile 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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