

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

NO	QUESTION	ANSWER																																																		
UNI5G WOW PREPAID BASE PLAN INTERNET PASSES																																																				
1.	What makes the new offering interesting?	<ul style="list-style-type: none"> The new data internet offering from UNI5G WOW Prepaid brings exciting benefits such as Super Big data, rewards, bonuses and freebies and value added add-on passes and functionalities for our customers. 																																																		
2.	What are the base plan offered under the new UNI5G WOW Prepaid?	<ul style="list-style-type: none"> Refer to the following table: <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Pass</th> <th>Price</th> <th>Validity</th> <th>Speed</th> <th>Internet Quota</th> <th>FUP</th> <th>Hotspot</th> <th>Call</th> <th>Auto-Renewal</th> <th>Limited Time Promo</th> </tr> </thead> <tbody> <tr> <td>UNI5G WOW 10</td> <td>RM10</td> <td>7 days</td> <td>4G: 3Mbps 5G: Best Effort</td> <td>3GB 5G/4G 7GB 5G</td> <td>N/A</td> <td>N/A</td> <td>N/A</td> <td>Yes</td> <td>-</td> </tr> <tr> <td>UNI5G WOW 25</td> <td>RM25</td> <td>30 days</td> <td>Best Effort</td> <td>30GB 5G/4G</td> <td>N/A</td> <td>Enabled</td> <td>N/A</td> <td>Yes</td> <td>-</td> </tr> <tr> <td>UNI5G WOW 35</td> <td>RM35</td> <td>30 days</td> <td>4G: 5Mbps 5G: Best Effort</td> <td>Unlimited</td> <td>5G/4G: 50GB 5G: 50GB</td> <td>10GB</td> <td>Unlimited</td> <td>Yes</td> <td>50GB 5G Hotspot</td> </tr> <tr> <td>UNI5G WOW 50</td> <td>RM50</td> <td>30 days</td> <td>4G: 7Mbps 5G: Best Effort</td> <td>70GB 5G/4G</td> <td>N/A</td> <td>Enabled</td> <td>N/A</td> <td>Yes</td> <td>-</td> </tr> </tbody> </table>	Pass	Price	Validity	Speed	Internet Quota	FUP	Hotspot	Call	Auto-Renewal	Limited Time Promo	UNI5G WOW 10	RM10	7 days	4G: 3Mbps 5G: Best Effort	3GB 5G/4G 7GB 5G	N/A	N/A	N/A	Yes	-	UNI5G WOW 25	RM25	30 days	Best Effort	30GB 5G/4G	N/A	Enabled	N/A	Yes	-	UNI5G WOW 35	RM35	30 days	4G: 5Mbps 5G: Best Effort	Unlimited	5G/4G: 50GB 5G: 50GB	10GB	Unlimited	Yes	50GB 5G Hotspot	UNI5G WOW 50	RM50	30 days	4G: 7Mbps 5G: Best Effort	70GB 5G/4G	N/A	Enabled	N/A	Yes	-
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3.	Currently, I have subscribed to UNI5G WOW 10. Can I switch to UNI5G WOW 25?	<ul style="list-style-type: none"> Yes, you can switch to UNI5G WOW 25. However, please note that any remaining data or call balance from your current plan will be forfeited. Please remember, you can only subscribe to one base plan at a time. 																																																		
4.	Can I hotspot my Unlimited data with my friends?	<ul style="list-style-type: none"> Yes, you can hotspot and tether your Unlimited data at no additional charge. Please note, the data used will be deducted from the master device that has subscribed to the data pass. However, it will be subject to the hotspot quota allocation for each data pass. 																																																		
5.	What happens if I have used up all my hotspot quota? Can I continue to tether or hotspot?	<ul style="list-style-type: none"> Once your hotspot quota has been used up, you will not be able to tether or use hotspot anymore. 																																																		

NO	QUESTION	ANSWER
6.	What will happen to my unutilized or balance of hotspot quota upon base plan internet expiry?	<ul style="list-style-type: none"> ▪ Any remaining or unused hotspot quota will be forfeited when the unlimited data pass expires. Unfortunately, it will not carry forward to the next subscription of an unlimited data or quota data pass.
7.	What is auto-renew?	<ul style="list-style-type: none"> ▪ Auto-renew means that your base plan will be automatically renewed in the upcoming months, ensuring uninterrupted service, as long as you have enough credit balance.
8.	Does these new base plans come with an auto-renew feature?	<ul style="list-style-type: none"> ▪ Yes, once the purchase of a base plan is successful, you will be automatically enrolled in the auto-renewal feature by default.
9.	Can I opt to turn off auto-renew?	<ul style="list-style-type: none"> ▪ Yes, you have the option to turn off auto-renew through the Unifi Mobile app.
10.	I have purchased the UNI5G WOW 35, is the free 50GB 5G Hotspot automatically provisioned?	<ul style="list-style-type: none"> ▪ You will receive a redemption SMS upon successful purchase of UNI5G WOW 35. ▪ Reply to the SMS with the short code stated in the SMS within 24 hours to redeem the 50GB 5G Hotspot freebies. ▪ Free 50GB 5G Hotspot will be valid for 7 days upon successful redemption.
11.	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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