

FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNI5G WOW PREPAID

NO	QUESTION	ANSWER
New UNI5G WOW PREPAID STARTER PACK		
	What is included in the new UNI5G WOW Prepaid Starter Pack?	<ul style="list-style-type: none"> The UNI5G WOW Prepaid Starter Pack comes at a price of RM10. Once successfully activated, you will receive FREE 10GB* data. For a limited time period, if you register via Unifi UniVerse app or Unifi eStore (online), you will also receive a complimentary UL Larut Malam (5G) pass for 3 days upon activation. <p style="text-align: right;"><i>*10GB data is made up of 2GB 4G/5G data and 8GB 5G data.</i></p>
	How long can I enjoy the free 10GB data?	<ul style="list-style-type: none"> Your FREE 10GB data is valid up to 30 days once your SIM card has been successfully activated.
	Where can I buy the new UNI5G WOW Prepaid Starter Pack?	<ul style="list-style-type: none"> You can register and purchase the UNI5G WOW Prepaid Starter Pack through our Unifi UniVerse app, Unifi eStore, or by visiting any TM Point, Unifi Store, or authorised Unifi Mobile Dealers. However, do note the complimentary UL Larut Malam (5G) pass for 3 days is an Online Exclusive offer and is only for valid for new registrations via Unifi UniVerse app and Unifi eStore.
	How does the complimentary 5G UL Larut Malam work?	<ul style="list-style-type: none"> You will receive a redemption SMS after successful activation of your UNI5G WOW Prepaid Starter Pack. Reply to the SMS with the short code stated in the SMS within 24 hours to redeem the 5G UL Larut Malam pass. UL Larut Malam pass will be valid for 3 days from 1AM – 7AM upon successful redemption.
	Can I perform a Change of Plan request from UNI5G Prepaid to UNI5G WOW Prepaid?	<ul style="list-style-type: none"> Yes, of course you can! You may perform the prepaid Change of Plan request via Unifi UniVerse app, and our web selfcare @ Unifi Portal. Alternatively, you may visit any TM Point or Unifi Store outlets. For a limited time, Change of Plan from UNI5G Prepaid to UNI5G WOW prepaid is free of charge. <p style="text-align: right;"><i>*Free Change of Plan period: from 29 February 2024 until 31 December 2024</i></p>

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	What are the channels for reload available for UNI5G WOW Prepaid?	<ul style="list-style-type: none">We provide various payment channels for reloading your UNI5G WOW Prepaid account:<table><tr><th colspan="2">Platform and Channels</th></tr><tr><td rowspan="2">Unifi UniVerse app / Unifi Portal</td><td>Online Banking (via FPX) - Available for Malaysia local banks only</td></tr><tr><td>Debit/Credit Card - Any local cards with Visa/Master logo can be used</td></tr><tr><td colspan="2">TMpoint and Unifi Store Outlets</td></tr><tr><td colspan="2">Unifi Mobile Dealers</td></tr><tr><td colspan="2">7-Eleven outlets</td></tr><tr><td colspan="2">Mynews outlets</td></tr></table>	Platform and Channels		Unifi UniVerse app / Unifi Portal	Online Banking (via FPX) - Available for Malaysia local banks only	Debit/Credit Card - Any local cards with Visa/Master logo can be used	TMpoint and Unifi Store Outlets		Unifi Mobile Dealers		7-Eleven outlets		Mynews outlets	
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UNI5G WOW PREPAID ACTIVATION															
1.	How can I activate the SIM?	<ul style="list-style-type: none">You can activate your UNI5G WOW Prepaid SIM card through the following channels and steps:<ul style="list-style-type: none">Insertion in Supported Device: Insert your UNI5G WOW Prepaid SIM card into a supported mobile device. Activation happens once it connects to the Unifi network; orActivation via Unifi Mobile app or Web Self-care: Activate your UNI5G WOW Prepaid SIM card through the Unifi UniVerse app or via Unifi Portal at this link upon receiving your SIM card; orPorting-In from Another Service Provider: If you choose to port-in to UNI5G WOW Prepaid from another service provider, your SIM card will activate once the port-in process is successful; orSelf-Pickup Option: If you opt for self-pickup, your UNI5G WOW Prepaid SIM card will be activated immediately upon successful pickup; orAutomatic Activation: Your UNI5G WOW Prepaid SIM card will be automatically activated after 30 days.													
2.	How long does it take to activate a UNI5G WOW Prepaid SIM card?	<ul style="list-style-type: none">Activation only takes a few minutes. Just follow the instructions provided in the Unifi UniVerse app, and your SIM card will be activated instantly.													
3.	What if my SIM card does not activate properly?	<ul style="list-style-type: none">If you encounter activation issues, try following the steps mentioned in question number 1 using different channels.If the problem persists, please reach out to our customer support via:<ul style="list-style-type: none">I. Live Chat at Unifi UniVerse AppII. Facebook at http://www.facebook.com/weareunifi/III. X (Previously Twitter) at @unifi													

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		<ul style="list-style-type: none">Our friendly support team will assist you in troubleshooting the issue to ensure you get connected to the network.						
4.	How do I stay active?	<ul style="list-style-type: none">Staying active is with the new UNI5G WOW is simple! Just perform a top-up or reload.Your account active validity period will be extended automatically upon successful reload, with RM1 equals to 1 day of active period from reload date.Remember, the more you top up, the longer your account stays active.You will also receive bonus 10 days active period for each reload of RM100 and above.						
5.	How do I know if my UNI5G WOW Prepaid SIM card has been successfully activated?	<ul style="list-style-type: none">You can easily check your SIM card's activation status through these steps:<ul style="list-style-type: none">Using Unifi UniVerse app or Unifi Portal: Log in to the Unifi UniVerse app or visit our web self-care Unifi Portal and check your status under the Profile section.						
6.	Do I need to top up my UNI5G WOW Prepaid account after activation?	<ul style="list-style-type: none">Absolutely! To purchase our existing UNI5G WOW passes, it is important to perform top-up or reload to maintain sufficient account balance and remain active.						
UNI5G WOW PREPAID ACCOUNT LIFECYCLE								
1.	What is the UNI5G WOW Prepaid Account Lifecycle?	<ul style="list-style-type: none">The UNI5G WOW Prepaid Account Lifecycle refers to the journey your prepaid account undergoes, starting from activation and ending with termination.						
2.	What are the UNI5G WOW Prepaid Account Lifecycle stages?	<ul style="list-style-type: none">You may refer to the following table for different stages of UNI5G WOW Prepaid account lifecycle<table><tr><th>Prepaid Account Lifecycle</th><th>Description</th></tr><tr><td>Activation</td><td><ul style="list-style-type: none">Activation is the first step to set up your UNI5G WOW Prepaid account.</td></tr><tr><td>Active Period</td><td><ul style="list-style-type: none">During Active Period, you can engage in various activities such as purchasing passes, making calls, sending SMS, video calls, and using mobile data, as long as your account maintains sufficient credit.</td></tr></table>	Prepaid Account Lifecycle	Description	Activation	<ul style="list-style-type: none">Activation is the first step to set up your UNI5G WOW Prepaid account.	Active Period	<ul style="list-style-type: none">During Active Period, you can engage in various activities such as purchasing passes, making calls, sending SMS, video calls, and using mobile data, as long as your account maintains sufficient credit.
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FAQ for UNISE WOW! Reload		MOBILE					
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		<table><tr><td>Grace Period</td><td><ul style="list-style-type: none">▪ In this stage, you can receive incoming calls, SMS, and use mobile data.▪ However, making outgoing services is restricted.▪ To resume outgoing services, perform a top-up or reload onto your account, refreshing it once again.</td></tr><tr><td>Termination</td><td><ul style="list-style-type: none">▪ Once the grace period lapses, your prepaid account will be terminated.▪ Consequently, the prepaid number will be deactivated and recycled, rendering it out of service.</td></tr></table>	Grace Period	<ul style="list-style-type: none">▪ In this stage, you can receive incoming calls, SMS, and use mobile data.▪ However, making outgoing services is restricted.▪ To resume outgoing services, perform a top-up or reload onto your account, refreshing it once again.	Termination	<ul style="list-style-type: none">▪ Once the grace period lapses, your prepaid account will be terminated.▪ Consequently, the prepaid number will be deactivated and recycled, rendering it out of service.	
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Termination	<ul style="list-style-type: none">▪ Once the grace period lapses, your prepaid account will be terminated.▪ Consequently, the prepaid number will be deactivated and recycled, rendering it out of service.						
3.	How does the new lifecycle work?	<ul style="list-style-type: none">▪ The new lifecycle comprises a 30-day active period, followed by a 60-day grace period, after which leads to termination.					
4.	Can I use data during the grace period?	<ul style="list-style-type: none">▪ Yes, you can use your data during the grace period as long as you have remaining data quota balance.					
5.	Can I purchase mobile data during the grace period?	<ul style="list-style-type: none">▪ No, to purchase mobile data during the grace period, you will need to reload your account first.					
6.	What activities am I allowed to do during the grace period?	<ul style="list-style-type: none">▪ During the grace period, you can receive incoming calls, SMS, and utilize any remaining data balance in your account.					
7.	Can I make outgoing calls during the grace period?	<ul style="list-style-type: none">▪ No, outgoing calls are not permitted during the grace period, except for data usage.					
8.	Who should I contact for further assistance or service inquiries?	<ul style="list-style-type: none">▪ Reach out to us via:<ul style="list-style-type: none">I. Live Chat at Unifi UniVerse AppII. Facebook at http://www.facebook.com/weareunifi/III. X (Previously Twitter) at @unifi					

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