

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNI5G PREPAID QUOTA PASSES**

NO	QUESTION	ANSWER																														
4G+5G QUOTA PASSES																																
1.	What is a Quota Pass?	<ul style="list-style-type: none"> The Quota Pass is a data pass with a quota limit. 																														
2.	What types of quota passes and add-ons are available?	<ul style="list-style-type: none"> There are five (5) types of data add-ons available, which include the following options: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>DATA ADD - ONS</th> <th>RM</th> <th>4G+5G DATA</th> <th>HOTSPOT</th> <th>SPEED</th> <th>VALIDITY</th> </tr> </thead> <tbody> <tr> <td>Monthly Quota</td> <td>25</td> <td>30GB</td> <td rowspan="4">Enabled</td> <td rowspan="4">Best Effort</td> <td>30 Days</td> </tr> <tr> <td>4G+5G Data Pass 8GB</td> <td>18</td> <td>8GB</td> <td>N/A</td> </tr> <tr> <td>4G+5G Data Pass 4GB</td> <td>10</td> <td>4GB</td> <td></td> </tr> <tr> <td>4G+5G Data Pass 2GB</td> <td>6</td> <td>2GB</td> <td></td> </tr> <tr> <td>55GB Hotspot</td> <td>55</td> <td>N/A</td> <td>20GB (4G) + 35GB (4G & 5G)</td> <td></td> <td>30 Days</td> </tr> </tbody> </table>	DATA ADD - ONS	RM	4G+5G DATA	HOTSPOT	SPEED	VALIDITY	Monthly Quota	25	30GB	Enabled	Best Effort	30 Days	4G+5G Data Pass 8GB	18	8GB	N/A	4G+5G Data Pass 4GB	10	4GB		4G+5G Data Pass 2GB	6	2GB		55GB Hotspot	55	N/A	20GB (4G) + 35GB (4G & 5G)		30 Days
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3.	When will these offerings start?	<ul style="list-style-type: none"> All the offerings mentioned above will be effective starting from 12th April 2023. 																														
4.	Who can purchase these Quota Passes?	<ul style="list-style-type: none"> All UNI5G Prepaid customers will be eligible to purchase the passes via the Unifi Mobile Prepaid App. 																														
5.	Does a monthly quota come with a validity period?	<ul style="list-style-type: none"> Yes, the Monthly Quota is valid for 30 days from the date of purchase 																														
6.	What does the 55GB Hotspot data add-on offer?	<ul style="list-style-type: none"> The 55GB Hotspot add-on enables you to utilize 55GB of data for hotspot and tethering purposes within the 4G and 5G service network for a period of 30 days. 																														
7.	Will I receive notifications if I purchase and use any add-ons?	<ul style="list-style-type: none"> Definitely! You will receive SMS notifications, and you can also keep track of your purchases and usage via the Unifi Mobile Prepaid app. 																														

NO	QUESTION	ANSWER
8.	What happens if I exhaust my quota on the pass?	<ul style="list-style-type: none"> ▪ Once you have utilized your quota on the pass, your browsing access will be completely disabled. However, you can easily repurchase the quota pass to continue browsing.
9.	Am I able to use the Quota passes for hotspot/tethering?	<ul style="list-style-type: none"> ▪ Yes, hotspot and tethering are allowed with the Quota passes at no additional charge. ▪ The hotspot quota will be deducted from the same quota allocated for the pass.
10.	Is the Quota passes stackable?	<ul style="list-style-type: none"> ▪ Yes, it is stackable.
11.	What happens if I still have an unused quota on my Monthly Quota pass?	<ul style="list-style-type: none"> ▪ Any unused quota on your Monthly Quota pass will not be carried forward to the following month. All unused quota will be forfeited, and no refunds or extensions will be provided.
12.	When will I be able to use the 5G data?	<ul style="list-style-type: none"> ▪ To use the 5G data, you must be within a 5G coverage area and have a 5G-ready device. Please check the coverage and compatibility of your mobile device here.
13.	What will happen to my remaining quota after my account is terminated?	<ul style="list-style-type: none"> ▪ In the event of account termination, any remaining quota will be forfeited and cannot be refunded.
14.	Who should I contact if I need any assistance or have service inquiry?	<ul style="list-style-type: none"> ▪ You can easily reach us via: <ol style="list-style-type: none"> i. Live Chat at Unifi Mobile Prepaid app ii. Facebook at https://www.facebook.com/weareunifi/ iii. Twitter at @helpmeunifi