

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 or call pass with a quota limit.																																																				
2.	What types of quota passes and add-ons are available?	<ul style="list-style-type: none">There are seven (7) types of data add-ons available, which include the following options:<table><tr><th>DATA ADD - ONS</th><th>RM</th><th>4G+5G DATA</th><th>HOTSPOT</th><th>SPEED</th><th>VALIDITY</th></tr><tr><td>Monthly Quota</td><td>25</td><td>30GB</td><td rowspan="5">Enabled</td><td rowspan="7">Best Effort</td><td>30 Days</td></tr><tr><td>4G+5G Data Pass 8GB</td><td>18</td><td>8GB</td><td rowspan="3">N/A</td></tr><tr><td>4G+5G Data Pass 4GB</td><td>10</td><td>4GB</td></tr><tr><td>4G+5G Data Pass 2GB</td><td>6</td><td>2GB</td></tr><tr><td>5G Add On</td><td>3</td><td>15GB (5G)</td><td>30 Days</td></tr><tr><td>10GB Hotspot</td><td>15</td><td>N/A</td><td>10GB</td><td>15 Days</td></tr><tr><td>55GB Hotspot</td><td>55</td><td>N/A</td><td>20GB (4G) + 35GB (4G & 5G)</td><td>30 Days</td></tr></table>There are three (3) types of voices add-ons available, which include the following options:<table><tr><th>VOICE ADD - ONS</th><th>RM</th><th>CALL</th><th>VALIDITY</th></tr><tr><td>35 Mins Call</td><td>3</td><td>35 Mins</td><td>5 Days</td></tr><tr><td>60 Mins Call</td><td>7</td><td>60 Mins</td><td>N/A</td></tr><tr><td>200 Mins Call</td><td>20</td><td>200 Mins</td><td>N/A</td></tr></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	5G Add On	3	15GB (5G)	30 Days	10GB Hotspot	15	N/A	10GB	15 Days	55GB Hotspot	55	N/A	20GB (4G) + 35GB (4G & 5G)	30 Days	VOICE ADD - ONS	RM	CALL	VALIDITY	35 Mins Call	3	35 Mins	5 Days	60 Mins Call	7	60 Mins	N/A	200 Mins Call	20	200 Mins	N/A
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3.	Are there any speed limitation to Quota Passes?	<ul style="list-style-type: none">There is no speed limitation / speed cap to the Quota Passes.You may enjoy the full experience of 5G, subject to the coverage in your area and compatibility of your device.																																																				
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 UniVerse App.																																																				

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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 UniVerse App.
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.

NO	QUESTION	ANSWER
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:<ul style="list-style-type: none">i. Live Chat at Unifi UniVerse Appii. Facebook at https://www.facebook.com/weareunifi/iii. X (Previously Twitter) at @unifi