

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
Unifi Mobile Prepaid USSD menu *123#**

NO	QUESTION	ANSWER
Unifi Mobile Prepaid USSD menu *123#		
1.	What is the USSD menu about?	<ul style="list-style-type: none"> ▪ The prepaid USSD menu offers an interactive experience, enabling you to effortlessly access features like checking your prepaid balance and expiry date, reloading, purchasing internet passes, and more.
2.	Who can access the Unifi Mobile Prepaid USSD menu?	<ul style="list-style-type: none"> ▪ All Unifi Mobile Prepaid subscribers, including UNI5G WOW Prepaid, mobile unifi, and Bebas10, can access the USSD menu.
3.	How to access the USSD menu?	<ul style="list-style-type: none"> ▪ You may simply dial *123# on your smart phone device. ▪ You will be directed to the USSD menu upon dialing the short code.
4.	Do I need to be connected to internet to use the USSD menu?	<ul style="list-style-type: none"> ▪ Worry not, you can connect to USSD menu even without any internet connection.
5.	What features are available in USSD menu?	<ul style="list-style-type: none"> ▪ You may enjoy the following services via USSD menu: <ol style="list-style-type: none"> I. Checking Prepaid balance II. Checking Prepaid expiry date III. Purchase internet passes and add-ons IV. Top up V. Purchase roaming passes VI. Credit Transfer (UNI5G WOW Prepaid only) VII. Auto-Renewal Opt in/out (UNI5G WOW Prepaid only)
6.	Can I perform top up via USSD menu?	<ul style="list-style-type: none"> ▪ Yes, you can purchase your Unifi Prepaid reload pin and dial the followings to top up via USSD menu conveniently: *122*<INSERT 12-DIGIT PIN>#
7.	Where can I purchase a Unifi Mobile reload pin?	<ul style="list-style-type: none"> ▪ Unifi Mobile reload pin is available in the following <ol style="list-style-type: none"> I. myNEWS.com outlets II. 7-Eleven outlets III. Petrol stations IV. ePay merchants

NO	QUESTION	ANSWER
8.	Who should I contact if I need further assistance, or further service enquiries?	<ul style="list-style-type: none">▪ For further assistance, feel free to reach out to our Care Crew.

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