

FREQUENTLY ASKED QUESTIONS (FAQ) FOR UNI5G PREPAID UNLIMITED DATA PASS

NO.	QUESTION	ANSWER																																							
UNLIMITED DATA PASS																																									
1.	What is UNLIMITED DATA pass?	<ul style="list-style-type: none">UNI5G Prepaid unlimited data pass allows you to enjoy unlimited data on your mobile device for as long as you want it to be, according to the pass duration of your choice.																																							
2.	What are the prices and offerings for UNLIMITED DATA pass?	<ul style="list-style-type: none">Unlimited Data pass offerings are as below: <table><tr><th>Pass option</th><th>RM</th><th>Speed</th><th>Data</th><th>Validity</th><th>Hotspot Quota</th></tr><tr><td>¹Monthly Unlimited</td><td>35</td><td rowspan="4">5 Mbps</td><td>Unlimited 4G+5G (²FUP: 60GB)</td><td>30 days</td><td>5 GB (4G+5G)</td></tr><tr><td>Weekly Unlimited</td><td>12</td><td>Unlimited 4G+5G (FUP: 20GB)</td><td>7 days</td><td>3 GB (4G+5G)</td></tr><tr><td>Daily Unlimited</td><td>3</td><td>Unlimited 4G+5G (FUP: 10GB)</td><td>1 day</td><td>1 GB (4G+5G)</td></tr><tr><td>2 Hours Unlimited</td><td>2</td><td>Unlimited 4G+5G (FUP: N/A)</td><td>2 hours</td><td>N/A</td></tr><tr><td>Unlimited Larut Malam</td><td>3</td><td>10 Mbps</td><td>Unlimited 4G+5G (FUP: 5GB)</td><td>2am-8am</td><td>N/A</td></tr><tr><td>Unlimited 5G Hotspot</td><td>2</td><td>Best Effort</td><td>N/A</td><td>2 hours</td><td>Unlimited (5G)</td></tr></table> <p>¹Monthly Unlimited comes with additional unlimited calls ²FUP: Fair Usage Policy</p>	Pass option	RM	Speed	Data	Validity	Hotspot Quota	¹ Monthly Unlimited	35	5 Mbps	Unlimited 4G+5G (² FUP: 60GB)	30 days	5 GB (4G+5G)	Weekly Unlimited	12	Unlimited 4G+5G (FUP: 20GB)	7 days	3 GB (4G+5G)	Daily Unlimited	3	Unlimited 4G+5G (FUP: 10GB)	1 day	1 GB (4G+5G)	2 Hours Unlimited	2	Unlimited 4G+5G (FUP: N/A)	2 hours	N/A	Unlimited Larut Malam	3	10 Mbps	Unlimited 4G+5G (FUP: 5GB)	2am-8am	N/A	Unlimited 5G Hotspot	2	Best Effort	N/A	2 hours	Unlimited (5G)
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3.	Who can buy this UNLIMITED DATA pass?	<ul style="list-style-type: none">All Uni5G Prepaid customers are eligible to purchase the UNLIMITED data pass																																							
4.	How do I buy UNLIMITED DATA pass?	<ul style="list-style-type: none">You can purchase it via Unifi UniVerse App starting at 00:01am on 24th February 2024 onwards.Just make sure you have sufficient account balance before purchasing the data pass.																																							

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5.	What is the offering for <u>Monthly Unlimited data pass</u> ?	<ul style="list-style-type: none"> Customers can enjoy thirty (30) days of Unlimited 4G + 5G data, Unlimited Calls and 5 GB hotspot quota. The Unlimited 4G + 5G data is subject to the FUP.
6.	What is the offering for <u>Weekly Unlimited data pass</u> ?	<ul style="list-style-type: none"> Customers can enjoy seven (7) days of Unlimited 4G+5G data and 3 GB hotspot quota. The Unlimited 4G+5G data is subject to the FUP.
7.	What is the offering for <u>Daily Unlimited data pass</u> ?	<ul style="list-style-type: none"> Customers can enjoy twenty-four (24) hours of Unlimited 4G+5G data and 1 GB hotspot quota. The Unlimited 4G+5G data is subject to the FUP.
8.	What is the offering for <u>2 Hours Unlimited data pass</u> ?	<ul style="list-style-type: none"> Customers can enjoy two (2) hours of Unlimited 4G+5G data. There is no FUP imposed for this data pass.
9.	What does the <u>Unlimited Larut Malam data Pass offer</u> ?	<ul style="list-style-type: none"> The Unlimited Larut Malam pass allows for unlimited usage at 10Mbps speed from 2am to 8am. Normal mobile usage, including internet browsing and video streaming, is available on 4G and 5G networks. <ul style="list-style-type: none"> Please note that hotspot and tethering services are not permitted with this pass. If you wish to use hotspot or tethering, you can easily purchase additional quota data passes.
10.	What does the <u>Unlimited 5G Hotspot Pass offer</u> ?	<ul style="list-style-type: none"> Customer can enjoy two (2) hours of Unlimited 5G Hotspot. There is no FUP imposed for this data pass.
11.	I have purchased the <u>Monthly Unlimited pass</u> . How can I use my <u>Unlimited 5G Data pass</u> ?	<ul style="list-style-type: none"> You can use the Unlimited 5G data pass if you have the SIM on a 5G supported mobile device and within 5G coverage areas. For more info on 5G supported mobile device and 5G coverage, refer here.
12.	Can I hotspot my unlimited data with my friends?	<ul style="list-style-type: none"> Yes, hotspot/tethering is allowed at no charge. The data will be deducted from the master device that subscribes to the unlimited data pass. However, it will be subjected to the hotspot quota for each unlimited data pass.

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13.	What happens if I've used up all my hotspot quota? Can I continue to tether or hotspot?	<ul style="list-style-type: none"> You may use your hotspot quota only up to 5 GB, 3 GB and 1 GB for Monthly Unlimited, Weekly Unlimited and Daily Unlimited respectively. You will not be able to tether or hotspot once the hotspot quota has finished.
14.	What will happen to my unutilized or balance of hotspot quota upon unlimited data pass expiry?	<ul style="list-style-type: none"> Your unutilized or balance of hotspot quota will be forfeited upon expiry of the unlimited data pass. It will not be rolled over to the next unlimited data or quota data pass subscription.
15.	How can I know if my hotspot quota has been fully utilized?	<ul style="list-style-type: none"> You can monitor your hotspot usage via Unifi UniVerse App. SMS notification will also be sent to your Uni5G Prepaid number upon 100% utilization of the hotspot quota.
16.	What is the duration of validity for the new unlimited data pass?	<ul style="list-style-type: none"> Monthly Unlimited Data Pass: Valid for thirty (30) days from the date and time of purchase. Weekly Unlimited Data Pass: Valid for seven (7) days from the data and time of purchase. Daily Unlimited Data Pass: Valid for twenty-four (24) hours from the data and time of purchase. 2 Hours Unlimited Data Pass: Valid for two (2) hours from the date and time purchase. Unlimited Larut Malam Data Pass: Valid for six (6) hours from 2am – 8am.
17.	What does the Fair Usage Policy (FUP) means?	<ul style="list-style-type: none"> The new unlimited data pass comes with new measure of Fair Usage Policy (FUP) within the validity period. This means you will be informed that the data speed will be reduced to 512 Kbps upon reaching the FUP quota limits. The reduced speed will still allow you to perform usage at a fair user experience until the data pass expires.
18.	What is the internet experience at the speed of 512 Kbps?	<ul style="list-style-type: none"> With the speed of 512 Kbps, it allows you to perform usage at a fair user experience provided for video streaming on standard definition, social media apps, chat apps, internet browsing etc.
19.	Will my unlimited data pass renewed automatically?	<ul style="list-style-type: none"> Unfortunately, no. If you wish to continue subscribing to the pass, you will need to perform renewal when it expires. We will announce when the automated data pass renewal function becomes available.

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20.	Can I use the unlimited data pass while roaming?	<ul style="list-style-type: none">No, as there is a different pass for roaming which you can purchase via the Unifi UniVerse App.								
21.	Can I use the unlimited data for all types of browsing?	<ul style="list-style-type: none">Yes. The unlimited data passes are applicable for all internet usage as long as you are within the 4G + 5G coverage.								
22.	When can I use the <u>Unlimited Larut Malam</u> data pass if I purchase it at different times?	<ul style="list-style-type: none">The Unlimited Larut Malam data pass can be purchased at any time, but its usage is restricted to the time period between 2am and 8am. <table><tr><th>Examples of scenarios based on different purchasing times</th><th>Customers usage periods:</th></tr><tr><td>Purchased Unlimited Larut Malam data pass at 1.00am, 12th April 2023</td><td>Use from 2.00am until 8.00am, 12th April 2023</td></tr><tr><td>Purchased Unlimited Larut Malam data pass at 3.00am, 12th April 2023</td><td>Use from 3.00am until 8.00am, 12th April 2023</td></tr><tr><td>Purchased Unlimited Larut Malam data pass at 10.00pm, 12th April 2023</td><td>Use from 2.00am until 8.00am, 13th April 2023</td></tr></table>	Examples of scenarios based on different purchasing times	Customers usage periods:	Purchased Unlimited Larut Malam data pass at 1.00am, 12 th April 2023	Use from 2.00am until 8.00am, 12 th April 2023	Purchased Unlimited Larut Malam data pass at 3.00am, 12 th April 2023	Use from 3.00am until 8.00am, 12 th April 2023	Purchased Unlimited Larut Malam data pass at 10.00pm, 12 th April 2023	Use from 2.00am until 8.00am, 13 th April 2023
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Purchased Unlimited Larut Malam data pass at 10.00pm, 12 th April 2023	Use from 2.00am until 8.00am, 13 th April 2023									
23.	How does the <u>Unlimited Larut Malam</u> pass works?	<ul style="list-style-type: none">Unlimited Larut Malam pass will be on unlimited usage at 10Mbps speed from 2am till 8am of the day.You can enjoy normal mobile usage on 4G & 5G network such as internet browsing, video streaming, etc.You are not allowed to use the data for hotspot and tethering on this pass.								
24.	What is the speed and is there any restriction to the usage of the <u>Unlimited Larut Malam</u> pass?	<ul style="list-style-type: none">You may enjoy using the data at 4G and 5G network at speeds of 10Mbps.However, speed will be throttled down to 512Kbps once you’ve reach 5GB FUP.								
25.	Can I still buy the new unlimited data pass if I already have existing data?	<ul style="list-style-type: none">Yes, you can buy the new unlimited data pass on top of your existing quota data pass balance. However, you cannot buy multiple type of unlimited data passes at one point of time.								

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		<ul style="list-style-type: none"> Please note that the new unlimited data passes are not stackable. For example, customer cannot buy two (2) unlimited data passes at one point of time.
26.	I am currently subscribed to Weekly Unlimited data pass. Can I subscribe to Monthly Unlimited data pass?	<ul style="list-style-type: none"> Only ONE (1) type of active unlimited data pass is allowed at any time. You may subscribe to another data pass when your current unlimited data pass has expired.
27.	If I have existing data pass along with the new unlimited data, which quota will the data usage be drawn from?	<ul style="list-style-type: none"> Data utilization will be based on the priority usage as below: <ol style="list-style-type: none"> High-Speed Quota Data Unlimited Data Complimentary Data Freebies Quota (if applicable) Basic Internet Quota (512 Kbps)
28.	Who should I contact if I need any assistance or have service enquiry?	<ul style="list-style-type: none"> You can easily contact us via: <ul style="list-style-type: none"> Live Chat at Unifi UniVerse App Facebook at https://www.facebook.com/weareunifi/ X (Previously Twitter) at @unifi