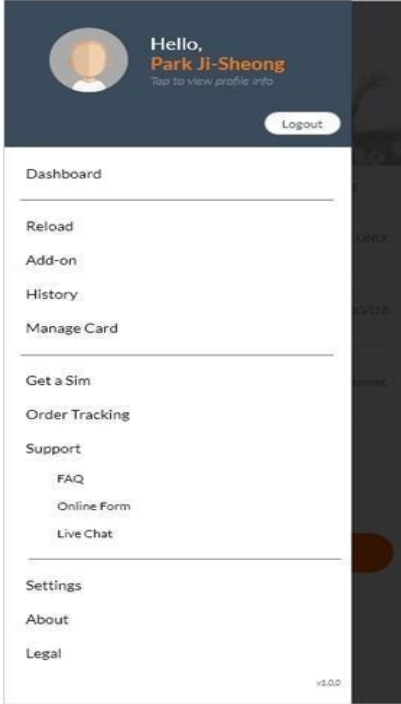


FREQUENTLY ASKED QUESTIONS (FAQ) FOR UNI5G PREPAID

NO	QUESTION	ANSWER
ACTIVATION & STAY ACTIVE!		
1.	How do I activate my SIM?	<ul style="list-style-type: none"> ▪ Insert the SIM into your mobile phone or device to activate your SIM. <ol style="list-style-type: none"> 1. For activation via Unifi Mobile Dealers, your SIM will be activated once your SIM card is connected to Unifi network. 2. If you collected the SIM card from TM outlets or it was delivered to you, your SIM will be auto-activated 30 days from the date of collection or successful delivery. 3. For customers switching from another mobile operator, the SIM will be auto-activated upon a successful switch. ▪ Once you connect to the Unifi network, you will receive activation freebies as a bonus for successful activation.
2.	How to configure my phone data settings?	<ul style="list-style-type: none"> ▪ Configuring your phone's data settings is easy. Simply insert your UNI5G Prepaid SIM and follow these step-by-step guides: <ol style="list-style-type: none"> i. Go to "Settings" ii. Choose "Mobile Network" or Cellular Network" iii. Choose "Access Point Name" iv. Press "Add" or "+" button to change your APN v. Type "Unifi" in the "Name" and "APN" fields vi. Save the settings and select "Unifi" as default vii. For help, "Live Chat" with us via Unifi Mobile Prepaid app
3.	Is there any expiry period for my starter pack freebies data?	<ul style="list-style-type: none"> ▪ No, there is no expiry period for starter pack freebies data.
4.	How do I keep my line active?	<ul style="list-style-type: none"> ▪ It's simple. All you need to do is perform any outgoing usage, reload your account, or purchase any add-on passes within 90 days from your last purchase and/or usage date.



NO	QUESTION	ANSWER
5.	What if I don't use, buy any add-ons, or perform a reload within 90 days from the last transaction date?	<ul style="list-style-type: none"> ▪ If there is no outgoing usage, purchase of add-ons, or reload performed within 90 days, your line will be automatically terminated on the 91st day. ▪ Any remaining balance, including reload and add-ons, in the account will be forfeited and non-refundable.
6.	Will I be notified if I buy and use any add-ons?	<ul style="list-style-type: none"> ▪ Yes, you will receive SMS notifications for each purchase of an add-on pass. Additionally, you can easily monitor your purchases and usage by using Unifi Mobile Prepaid app.
7.	How do I reload?	<ul style="list-style-type: none"> ▪ You can reload your account via Unifi Mobile Prepaid app or by visiting Unifi Mobile Dealers: <ul style="list-style-type: none"> Unifi Mobile Prepaid App Step 1: Click 'reload' at Unifi Mobile Prepaid app dashboard Step 2: Choose reload denomination from RM10, RM30, RM50 or RM100 Step 3: Select the payment channel and complete the payment process Unifi Mobile Dealers <ul style="list-style-type: none"> • Visit any authorized reseller • Select the preferred reload denomination • Pay for the reload value <ul style="list-style-type: none"> ▪ The amount will be added to your account balance upon successful reload.
8.	What are the channels for me to make payments for reload?	<ul style="list-style-type: none"> ▪ We offer the following payment channels for reload: <ul style="list-style-type: none"> • Online Banking (FPX) -Available for Malaysia local banks only • Debit/Credit Card - Any local card with Visa/Master logo can be used • Pay4Me - A third party reload option • Reload Voucher - A soft pin reload option

NO	QUESTION	ANSWER
9.	<p>If I have multiple cards, can I have a default card as the preferred card to perform reload?</p>	<ul style="list-style-type: none"> Yes, you can select a default card for reload by accessing the "Manage Card". Please follow the steps below: <div data-bbox="610 443 1008 1142" data-label="Image">  <p>The screenshot shows the Unifi Mobile app interface. At the top, there is a user profile section with a circular avatar, the name 'Hello, Park Ji-Sheong', and a 'Logout' button. Below this is a list of menu items: Dashboard, Reload, Add-on, History, Manage Card (highlighted with a horizontal line), Get a Sim, Order Tracking, Support (with sub-items: FAQ, Online Form, Live Chat), Settings, About, and Legal. A version number 'v1.0.0' is visible at the bottom right of the menu area.</p> </div> If you do not determine your default card, your most recent card will be automatically chosen as the default card in your next reload.

NO	QUESTION	ANSWER																																																																																				
10.	What is the maximum value/limit of money I can have in my account balance?	<ul style="list-style-type: none"> There is no maximum value/limit set for your account balance. 																																																																																				
11.	Is there any expiry period to my account balance?	<ul style="list-style-type: none"> No, there is no expiry period for your account balance as long as you continue to use the SIM with any outgoing usage, reloads, or purchase of add-on passes. Your account balance will remain active. 																																																																																				
12.	Is there a special expiry period for all reload denominations?	<ul style="list-style-type: none"> No, there is no specific expiry period for any reload denomination you choose. However, it is important to keep your line active within 90 days from the last purchase and/or usage date to maintain the validity of your reload balance. 																																																																																				
13.	What will happen to my remaining quota after account termination?	<ul style="list-style-type: none"> Upon account termination, all remaining quota will be forfeited and cannot be refunded. 																																																																																				
14.	How do I buy data and or call pass add-ons?	<ul style="list-style-type: none"> To purchase add-ons, you can ONLY do so through the Unifi Mobile Prepaid app. 																																																																																				
15.	How many types of data add-ons are available?	<ul style="list-style-type: none"> There are a total of Ten (10) types of data add-ons available: <table border="1" data-bbox="501 1199 1523 1976"> <thead> <tr> <th>DATA ADD-ONS</th> <th>RM</th> <th>DATA</th> <th>HOTSPOT</th> <th>CALL</th> <th>FUP*</th> <th>SPEED</th> </tr> </thead> <tbody> <tr> <td colspan="7" style="text-align: center;">Unlimited Data</td> </tr> <tr> <td>Monthly Unlimited</td> <td>35</td> <td>Unlimited 4G + 5G</td> <td>5GB</td> <td>Unlimited Calls</td> <td>60GB</td> <td rowspan="4" style="text-align: center;">5Mbps</td> </tr> <tr> <td>Weekly Unlimited</td> <td>12</td> <td>Unlimited 4G + 5G</td> <td>3GB 4G</td> <td>N/A</td> <td>20GB</td> </tr> <tr> <td>Daily Unlimited</td> <td>3</td> <td>Unlimited 4G + 5G</td> <td>1GB 4G</td> <td>N/A</td> <td>10GB</td> </tr> <tr> <td>2 Hour Unlimited</td> <td>2</td> <td>Unlimited 4G + 5G</td> <td>No restriction</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>Unlimited Larut Malam</td> <td>3</td> <td>Unlimited 4G + 5G</td> <td>N/A</td> <td>N/A</td> <td>5GB</td> <td style="text-align: center;">10Mbps</td> </tr> <tr> <td colspan="7" style="text-align: center;">Quota Data</td> </tr> <tr> <td>Monthly Quota</td> <td>25</td> <td>30GB 4G+5G</td> <td>No restriction</td> <td>N/A</td> <td>N/A</td> <td rowspan="5" style="text-align: center;">Best effort</td> </tr> <tr> <td>4G+5G Data Pass 8GB</td> <td>18</td> <td>8GB 4G+5G</td> <td>No restriction</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>4G+5G Data Pass 4GB</td> <td>10</td> <td>4GB 4G+5G</td> <td>No restriction</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>4G+5G Data Pass 2GB</td> <td>6</td> <td>2GB 4G+5G</td> <td>No restriction</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>55GB Hotspot</td> <td>55</td> <td>N/A</td> <td>20GB (4G) + 35GB (4G + 5G)</td> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table>	DATA ADD-ONS	RM	DATA	HOTSPOT	CALL	FUP*	SPEED	Unlimited Data							Monthly Unlimited	35	Unlimited 4G + 5G	5GB	Unlimited Calls	60GB	5Mbps	Weekly Unlimited	12	Unlimited 4G + 5G	3GB 4G	N/A	20GB	Daily Unlimited	3	Unlimited 4G + 5G	1GB 4G	N/A	10GB	2 Hour Unlimited	2	Unlimited 4G + 5G	No restriction	N/A	N/A	Unlimited Larut Malam	3	Unlimited 4G + 5G	N/A	N/A	5GB	10Mbps	Quota Data							Monthly Quota	25	30GB 4G+5G	No restriction	N/A	N/A	Best effort	4G+5G Data Pass 8GB	18	8GB 4G+5G	No restriction	N/A	N/A	4G+5G Data Pass 4GB	10	4GB 4G+5G	No restriction	N/A	N/A	4G+5G Data Pass 2GB	6	2GB 4G+5G	No restriction	N/A	N/A	55GB Hotspot	55	N/A	20GB (4G) + 35GB (4G + 5G)	N/A	N/A
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NO	QUESTION	ANSWER
Unlimited Data Pass		
16.	How do I check my data pass expiry?	<ul style="list-style-type: none"> You can easily check the expiry date of your data pass by accessing your dashboard in Unifi Mobile Prepaid app.
17.	What happens if I have finished my hotspot quota on my Unlimited Data pass?	<ul style="list-style-type: none"> No worries, you can simply purchase additional quota data passes to continue using hotspot or tethering.
18.	Can I purchase other Unlimited pass on top of my Monthly Unlimited for the hotspot use?	<ul style="list-style-type: none"> Unfortunately, our Monthly Unlimited pass cannot be stacked or combined with additional unlimited passes specifically for hotspot use. However, you can purchase any quota pass to share your hotspot.
19.	What happens if I still have unused quota on my Monthly Unlimited pass?	<ul style="list-style-type: none"> Any unused quota on your Monthly Unlimited pass will not be carried forward to the following month. It will be forfeited and cannot be refunded and no further extension is allowed for the unused quota.
20.	When am I able to use the 5G data?	<ul style="list-style-type: none"> You need to be in an area with 5G coverage and you need to have a 5G-ready device. To check the coverage and compatibility of your mobile device, please visit Check Coverage.
Quota Data Pass		
21.	What happens if I have finished my Monthly Quota pass?	<ul style="list-style-type: none"> Your access to browse will be completely stopped. You can purchase other quota pass to enjoy your browsing experience.
22.	Am I able to hotspot / tether with the Monthly Quota pass?	<ul style="list-style-type: none"> Yes, hotspot / tethering is enabled with Monthly Quota pass.
23.	Is the Monthly Quota pass stackable?	<ul style="list-style-type: none"> Yes, the Monthly Quota pass is stackable. However, please note that the validity period of the pass depends on the purchase date.

NO	QUESTION	ANSWER									
24.	How do I check my data usage? What happens if I still have unused quota on my Monthly Quota pass?	<ul style="list-style-type: none"> To check your data usage, you can always monitor it on your dashboard using Unifi Mobile Prepaid app. Additionally, we will also send you an SMS reminder when you are nearing the completion of your quota. Any unused quota will not be carried over to the subsequent month. All unused quota will be forfeited, as it is non-refundable, and no further extensions are permitted. 									
25.	When can I use the 5G data?	<ul style="list-style-type: none"> You need to be in an area that has 5G coverage and your device must be compatible with 5G technology. To verify the coverage availability and compatibility of your mobile device, please check here. 									
Call Pass											
26.	How do I buy call pass add-ons?	<ul style="list-style-type: none"> You can ONLY buy call pass add-ons via Unifi Mobile Prepaid app. 									
27.	How many types of call pass add-ons are available?	<ul style="list-style-type: none"> There are only two (2) types of call pass add-ons <table border="1" data-bbox="537 1041 1495 1272"> <thead> <tr> <th>CALL PASS ADD-ONS</th> <th>RM</th> <th>EXPIRY</th> </tr> </thead> <tbody> <tr> <td>200 mins</td> <td>20</td> <td>No</td> </tr> <tr> <td>60 mins</td> <td>7</td> <td>No</td> </tr> </tbody> </table>	CALL PASS ADD-ONS	RM	EXPIRY	200 mins	20	No	60 mins	7	No
CALL PASS ADD-ONS	RM	EXPIRY									
200 mins	20	No									
60 mins	7	No									
28.	I have purchased a 60-minute call pass and have used 15 seconds for calls. How much will I be billed?	<ul style="list-style-type: none"> The call rate is deducted on a per-second basis, with 1 second per block. Therefore, your call pass will only be deducted for 15 seconds. 									
29.	If I do not have a call pass, how much will I be charged?	<ul style="list-style-type: none"> Without a call pass, you will not receive the discounted rate of one (1) second per block. Instead, your call rate will be RM0.20 for 60 seconds per block. 									
30.	Will I receive any notifications for my data quota balance?	<ul style="list-style-type: none"> Yes, you will receive SMS notifications upon successful purchase, as well as when your balance is running low. For example, you will receive notifications when your data quota balance reaches 80% and 100% respectively. 									

NO	QUESTION	ANSWER
31.	<p>What is the priority of usage if I purchase a few data add-ons?</p>	<ul style="list-style-type: none"> ▪ Your data add-ons will be deducted based on the following priority sequence: <ol style="list-style-type: none"> i. High Speed Quota Data ii. Unlimited Data iii. Complimentary Data iv. Freebies Quota (if any) v. Basic Internet Quota (512 Kbps)
32.	<p>How do I buy roaming add-ons?</p>	<ul style="list-style-type: none"> ▪ You can purchase roaming add-ons via the Unifi Mobile Prepaid app. ▪ Please ensure to activate the roaming service via the app as well <div style="display: flex; justify-content: space-around; align-items: center;">   </div>
33.	<p>Who should I contact if I need any assistance or have service enquiry?</p>	<ul style="list-style-type: none"> ▪ You can easily contact 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