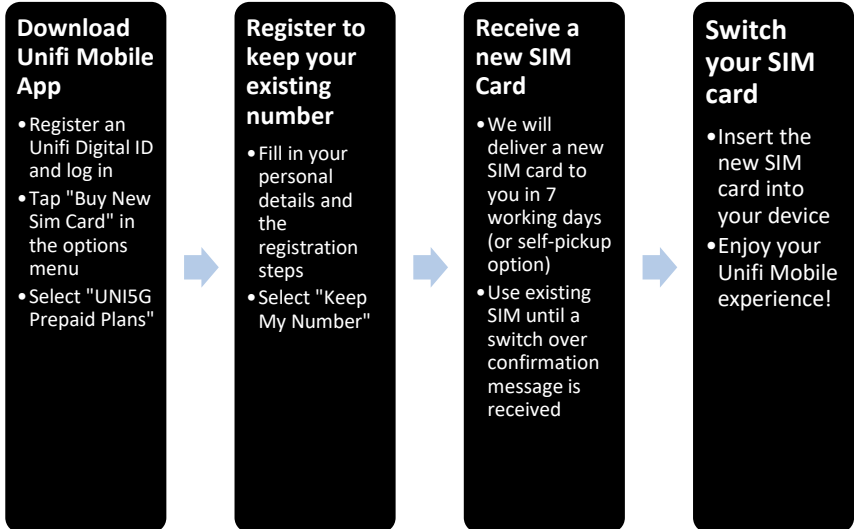


**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNI5G WOW PREPAID**

NO	QUESTION	ANSWER
PORTING-IN TO UNI5G WOW PREPAID		
1.	Can I use my existing number to register for the UNI5G WOW Prepaid?	<ul style="list-style-type: none"> ▪ Yes, of course! You may port-in to UNI5G WOW Prepaid via the following channels: <ul style="list-style-type: none"> ○ Unifi Mobile app ○ Unifi eStore ○ Unifi Portal* ○ TMpoints and Unifi Stores ○ Unifi Mobile Dealer ▪ For port-in on Unifi Mobile app, you may refer to the following step by step guide: <div style="text-align: center; margin: 10px 0;">  </div> <p style="text-align: right; margin-top: 10px;"><i>*For existing Unifi Mobile subscriber only</i></p>
2.	How much do I need to pay to port-in from existing operator to UNI5G WOW Prepaid?	<ul style="list-style-type: none"> ▪ For a limited period until 31 December 2024, porting-in to UNI5G WOW Prepaid via online channels is Free-Of-Charge! ▪ There is more! Upon successful port-in, you will receive 10GB* complimentary data, 30 days validity, and free Unlimited 5G Larut Malam pass for 3 days (<i>for online channels only</i>). ▪ Alternatively, if you visit our physical channels, such as TMpoints, Unifi Stores, and Unifi Mobile Dealers, a standard SIM pack charges of RM10 applies. <p style="text-align: right; margin-top: 10px;"><i>*(8GB 5G + 2GB 4G)</i></p>

NO	QUESTION	ANSWER
3.	What are the online channels for me to port-in to UNI5G WOW Prepaid without paying the standard SIM Pack charges?	<ul style="list-style-type: none"> ▪ You may port-in to UNI5G WOW Prepaid via online channels such as: <ul style="list-style-type: none"> ○ Unifi Mobile app ○ Unifi eStore ○ Unifi Self Care portal (<i>For existing Unifi subscribers only</i>) ▪ Port in via online channels is FREE-OF-CHARGE!
4.	What is in it for me to port-in from my current operator to UNI5G WOW Prepaid	<ul style="list-style-type: none"> ▪ You will enjoy the starter pack freebies of 10GB, and 30 days of validity upon successful port-in and activation! ▪ If you have ported in via online channels, you can redeem an Unlimited 5G Larut Malam pass valid for 3 days
5.	I have successfully ported in to UNI5G WOW prepaid, how do I redeem the Unlimited 5G Larut Malam pass freebies?	<ul style="list-style-type: none"> ▪ You will receive a redemption SMS after successful MNP port-in. ▪ Reply to the SMS with the short code stated in the SMS within 24 hours to redeem the 5G UL Larut Malam pass. ▪ UL Larut Malam pass will be valid for 3 days from 1AM – 7AM upon successful redemption.
6.	How long does it take to process my request to port in?	<ul style="list-style-type: none"> ▪ After submitting your port in request, it may take up 48 Business Hours (Excluding National Public Holidays) for the port in to be processed. ▪ For those who opted for SIM card delivery, the porting process will begin after the SIM card is successfully delivered to you. ▪ The SIM delivery will take 1-3 days in Klang Valley, 3-7 days for West Malaysia and 7-14 days for East Malaysia. ▪ Please note that you will need to fulfill the below requirements: <ul style="list-style-type: none"> ○ Terminated, blacklisted, barred and suspended numbers cannot be switched to UNI5G WOW Prepaid. ○ All the supplementary lines in the Principal Account (principal and supplementary lines) need to be switched over to UNI5G Prepaid plan, unless your

NO	QUESTION	ANSWER
		<p>supplementary line(s) become the Principal line at the existing mobile operator.</p> <ul style="list-style-type: none"> ○ Your number is not tied to any contract with existing mobile operator. ○ If you are switching in for more than one (1) number, each line must be registered in separate order. <p><i>You would need to ensure that the usage of your existing service does not exceed the credit limit set by your existing mobile operator.</i></p> <ul style="list-style-type: none"> ▪ For existing prepaid user, any remaining credit in your prepaid mobile number will be forfeited by your existing mobile operator upon successful activation of your UNI5G WOW Prepaid.
7.	<p>My port-in request was denied by my current service provider. What should I do?</p>	<ul style="list-style-type: none"> ▪ Please address the rejection code and resubmit your switching request within 7 days from the rejection date. ▪ Failure to do so will result in automatic cancellation of your order in the system.* ▪ To resubmit, download the Unifi Mobile app at i.unifi.my/mobileapp. <p><i>*Any payment made during the registration for the plan will be forfeited.</i></p>
8.	<p>How do I keep my existing number?</p>	<ul style="list-style-type: none"> ▪ You can simply select “Keep My Number” during registration process via the Unifi Mobile App and Unifi eStore. ▪ Alternatively, you may request the port-in over the counter at any Unifi Store nationwide.
9.	<p>Can I track my switching status?</p>	<ul style="list-style-type: none"> ▪ Yes. You may refer to your order tracking status via the Unifi Mobile app.
10.	<p>How do I complete my port-in process to UNI5G WOW Prepaid?</p>	<ul style="list-style-type: none"> ▪ Once your SIM arrives, keep an eye out for a message from your current operator. To ensure everything goes smoothly, remember to reply within 1 hour using the exact keywords provided. And yes, it's case-sensitive! <p><i>Example:</i></p> <p><i>MAXIS: From 20025 “PortOut Yes <60164142310>”</i></p> <p><i>CELCOM: From XXXXX “PortOut YES <60164142310>”</i></p> <p><i>DIGI: From XXXXX “PortOut YES <60164142310>”</i></p>

NO	QUESTION	ANSWER
11.	<p>I'm unhappy with the services provided by my current mobile operator. I've submitted the port-in request a few times but was rejected by my existing mobile operator. What should I do to register successfully?</p>	<ul style="list-style-type: none"> ▪ You may contact your current mobile operator's Customer Service, for them to further investigate your inquiry. ▪ Should you need help resubmitting your request, please contact our Care Crew via the following support channels: <ul style="list-style-type: none"> ○ Live Chat at Unifi Mobile App ○ Facebook at http://www.facebook.com/weareunifi/ ○ X (Previously Twitter) at @unifi
12.	<p>If my order is cancelled due to verification failure, can I get a refund?</p>	<ul style="list-style-type: none"> ▪ We are sorry, but no refunds will be provided. Please ensure that all the details you provide during the registration process are accurate before proceeding to checkout to avoid any inconvenience.
13.	<p>Can I cancel my order?</p>	<ul style="list-style-type: none"> ▪ You have the option to cancel your port-in request as long as it is in Port-in Processing status.* ▪ Once the port-in is approved and successful, you are not allowed to cancel your order. <p><i>*Any payments made for the order are non-refundable</i></p>
14.	<p>Where is the nearest TMpoint or Unifi Store?</p>	<ul style="list-style-type: none"> ▪ You can find our nearest TMpoint and Unifi Store outlets via the following link: ▪ https://unifi.com.my/support/find-tm-point

NO	QUESTION	ANSWER				
15.	<p>Is there any document needed during SIM collection if I had chosen the self-pickup option?</p>	<ul style="list-style-type: none"> ▪ Please remember to bring your original ID (<i>refer to the table below for reference</i>) and the order summary (<i>sent to your registered email</i>) for verification purposes. <table border="1" data-bbox="580 468 1422 759"> <thead> <tr> <th data-bbox="580 468 1002 533">MALAYSIANS</th> <th data-bbox="1002 468 1422 533">FOREIGNERS (WORKERS / STUDENTS)</th> </tr> </thead> <tbody> <tr> <td data-bbox="580 533 1002 759"> MyKad and any latest utility bills <i>(If the mailing address is not the same as the permanent address as per the identification document)</i> </td> <td data-bbox="1002 533 1422 759"> For Passport: Please provide a working permit (<i>for workers</i>) or a student identification document (<i>for students</i>) along with a supporting document for the mailing address. </td> </tr> </tbody> </table>	MALAYSIANS	FOREIGNERS (WORKERS / STUDENTS)	MyKad and any latest utility bills <i>(If the mailing address is not the same as the permanent address as per the identification document)</i>	For Passport: Please provide a working permit (<i>for workers</i>) or a student identification document (<i>for students</i>) along with a supporting document for the mailing address.
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16.	<p>Will there be any disruption to my service during the switching process?</p>	<ul style="list-style-type: none"> ▪ There will be no disruption to your current service until the porting is successful. ▪ You will only lose connection with your current service provider upon successful porting-in, after which you can insert your new Unifi Mobile SIM card and continue using the services. 				
17.	<p>When should the current SIM be switched to the new Unifi Mobile SIM card?</p>	<ul style="list-style-type: none"> ▪ We will notify you via SMS once your switching request is successful. ▪ Insert your new SIM card to your smartphone device when your previous network has been terminated. 				
18.	<p>Who should I contact for further assistance or service inquiries?</p>	<ul style="list-style-type: none"> ▪ Reach out to us via: <ol style="list-style-type: none"> I. Live Chat at Unifi Mobile App II. Facebook at http://www.facebook.com/weareunifi/ III. X (<i>Previously Twitter</i>) at @unifi 				

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