

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNI5G PREPAID UNLIMITED 5G HOTSPOT ADD-ON PASS**

NO	QUESTION	ANSWER																								
1.	What is this campaign about?	<ul style="list-style-type: none"> This campaign is a limited time offering that allows UNI5G Prepaid subscribers to purchase an add-on of Unlimited 5G Hotspot data for only RM2 when they subscribe to the Monthly Unlimited Pass. 																								
2.	When is the campaign period?	<ul style="list-style-type: none"> The campaign period for this add-on purchase starts from 6th September 2023 and will continue until further notice. 																								
3.	Who can purchase this add-on?	<ul style="list-style-type: none"> UNI5G Prepaid subscribers who have already purchased the RM35 Monthly Unlimited Pass are eligible to purchase this Unlimited 5G Hotspot add-on. 																								
4.	From where I can purchase this add-on?	<ul style="list-style-type: none"> UNI5G Prepaid subscribers may purchase this Unlimited 5G Hotspot add-on from the Unifi Mobile Prepaid app after purchasing the Monthly Unlimited Pass. 																								
5.	What will I enjoy with this offering?	<ul style="list-style-type: none"> With this offering, you can enjoy unstoppable connectivity at an affordable price. More information is available in the table below: <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th style="background-color: black; color: white;">Monthly Unlimited Pass</th> <th style="background-color: black; color: white;">Unlimited 5G Hotspot add-on (NEW)</th> </tr> </thead> <tbody> <tr> <td>Price</td> <td>RM 35</td> <td>RM 2</td> </tr> <tr> <td>Data</td> <td>4G+5G</td> <td>5G</td> </tr> <tr> <td>FUP</td> <td>60 GB</td> <td>N/A</td> </tr> <tr> <td>Speed</td> <td>5Mbps</td> <td>Best Effort</td> </tr> <tr> <td>Hotspot</td> <td>5 GB</td> <td>Unlimited</td> </tr> <tr> <td>Calls</td> <td>Unlimited</td> <td>N/A</td> </tr> <tr> <td>Validity</td> <td>30 days</td> <td>2 hours</td> </tr> </tbody> </table>		Monthly Unlimited Pass	Unlimited 5G Hotspot add-on (NEW)	Price	RM 35	RM 2	Data	4G+5G	5G	FUP	60 GB	N/A	Speed	5Mbps	Best Effort	Hotspot	5 GB	Unlimited	Calls	Unlimited	N/A	Validity	30 days	2 hours
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6.	What is the total price for me after purchasing both Monthly Unlimited Pass and the Unlimited 5G Hotspot add-on?	<ul style="list-style-type: none"> ▪ The total price will be RM37, which includes the Monthly Unlimited Pass priced at RM35 and the Unlimited 5G Hotspot add-on priced at RM2.
7.	Is the Unlimited 5G Hotspot add-on available for any pass purchases? (i.e; Monthly Quota/ Weekly Unlimited/ Daily Unlimited/ 2 Hours Unlimited)	<ul style="list-style-type: none"> ▪ No, the Unlimited 5G Hotspot add-on is exclusively offered only for the Monthly Unlimited pass.
8.	Are there any speed limitation to the Unlimited 5G Hotspot add-on?	<ul style="list-style-type: none"> ▪ No, there is no speed limitation / speed cap to the 5G data. ▪ You may enjoy the full experience of 5G, subject to the coverage in your area and compatibility of your device.
9.	I am using a 4G smartphone, and it does not supporting 5G. What will happen if I purchase this Unlimited 5G Hotspot add-on anyway?	<ul style="list-style-type: none"> ▪ 5G data connectivity will only be available if you are within the 5G network coverage area and using a 5G supported device. ▪ Unfortunately, you would not be able to use the 5G data if your device does not support 5G.
10.	What is the validity of the Unlimited 5G Hotspot add-on?	<ul style="list-style-type: none"> ▪ The Unlimited 5G Hotspot add-on comes with a validity of 2 hours.
11.	What would happen if my Monthly Unlimited Pass subscription has expired, but the Unlimited 5G Hotspot add-on subscription is still active?	<ul style="list-style-type: none"> ▪ The Unlimited 5G Hotspot add-on has a standalone validity, which means you can continue to utilize it for 2 hours even after the expiry of your Monthly Unlimited Pass subscription.

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12.	Upon purchasing the Monthly Unlimited Pass, is there a time limit to purchase the Unlimited 5G Hotspot add-on?	<ul style="list-style-type: none"> ▪ After purchasing the Monthly Unlimited Pass, you will be given a (30) days period to purchase the Unlimited 5G hotspot add-on. ▪ The option to purchase Unlimited 5G hotspot add-on will be available on your pass purchase page in the Unifi Mobile Prepaid app as long as your Monthly Unlimited pass remains active. ▪ You will not be able to purchase the Unlimited 5G Hotspot add-on after the (30) days period.
13.	I have purchased both Monthly Unlimited Pass and Unlimited 5G Hotspot add-on. Which hotspot data will be utilised first?	<ul style="list-style-type: none"> ▪ The Unlimited 5G Hotspot add-on will be utilised first. ▪ The Unlimited Monthly pass will be utilised upon expiry of the Unlimited 5G Hotspot add-on pass, provided you within the 5G network coverage area and are using a 5G compatible device.
14.	Can I purchase the Unlimited 5G Hotspot add-on multiple times?	<ul style="list-style-type: none"> ▪ Yes, you can purchase the Unlimited 5G Hotspot add-on multiple times within the validity of your Monthly Unlimited Pass. ▪ However, subsequent purchases of the Unlimited 5G Hotspot add-on are only possible upon expiry of the previously purchased Unlimited 5G Hotspot add-on.
15.	Who should I contact if I need further assistance, or have a service enquiry?	<ul style="list-style-type: none"> ▪ You can contact us via: <ol style="list-style-type: none"> I. Live Chat at Unifi Mobile Prepaid App II. Facebook at http://www.facebook.com/weareunifi/ III. Twitter at @helpmeunifi

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