

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR UNI5G PREPAID NEW ADD-ONS**

NO	QUESTION	ANSWER																								
1.	<b>Can you tell me more about the NEW ADD-ONS?</b>	<ul style="list-style-type: none"> <li>The New add-ons are limited-time promotional passes available to all UNI5G Prepaid subscribers.</li> <li>The New add-ons include Hotspot and minutes call.</li> </ul>																								
2.	<b>What are the price and offerings for the NEW ADD-ONS?</b>	<ul style="list-style-type: none"> <li>Kindly find below details for the New add-ons:</li> </ul> <table border="1" data-bbox="521 590 1537 869"> <thead> <tr> <th>Passes</th> <th>Price</th> <th>Data</th> <th>Call</th> <th>Validity</th> </tr> </thead> <tbody> <tr> <td>10GB Hotspot</td> <td>RM15</td> <td>10GB (4G &amp; 5G)</td> <td>N/A</td> <td>15 days</td> </tr> <tr> <td>55GB Hotspot</td> <td>RM55</td> <td>35GB (4G) + 20GB (4G &amp; 5G)</td> <td>N/A</td> <td>30 days</td> </tr> <tr> <td>35 Mins Call</td> <td>RM3</td> <td>N/A</td> <td>35 Mins</td> <td>5 days</td> </tr> </tbody> </table>	Passes	Price	Data	Call	Validity	10GB Hotspot	RM15	10GB (4G & 5G)	N/A	15 days	55GB Hotspot	RM55	35GB (4G) + 20GB (4G & 5G)	N/A	30 days	35 Mins Call	RM3	N/A	35 Mins	5 days				
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3.	<b>What is the campaign period?</b>	<ul style="list-style-type: none"> <li>Customers can enjoy this new add-ons starting on 12<sup>th</sup> April 2023, until further notice.</li> </ul>																								
4.	<b>Who is eligible for this campaign?</b>	<ul style="list-style-type: none"> <li>The New add-ons are eligible to all active UNI5G Prepaid subscribers with certain data base plan.</li> <li>The customer must first purchase the base plan pass before proceeding to purchase the new add-ons. The following matrix depicts the eligibility of new add-ons in relation to the base plans:</li> </ul> <table border="1" data-bbox="521 1331 1537 1545"> <thead> <tr> <th>Base plan \ New add-ons</th> <th>2 Hours Unlimited</th> <th>Daily Unlimited</th> <th>Weekly Unlimited</th> <th>Monthly Quota</th> <th>Monthly Unlimited</th> </tr> </thead> <tbody> <tr> <td>10GB Hotspot</td> <td>N/A</td> <td>N/A</td> <td>✓</td> <td>✓</td> <td>N/A</td> </tr> <tr> <td>55GB Hotspot</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> </tr> <tr> <td>35 Mins Call</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>✓</td> <td>N/A</td> </tr> </tbody> </table>	Base plan \ New add-ons	2 Hours Unlimited	Daily Unlimited	Weekly Unlimited	Monthly Quota	Monthly Unlimited	10GB Hotspot	N/A	N/A	✓	✓	N/A	55GB Hotspot	✓	✓	✓	✓	✓	35 Mins Call	✓	✓	✓	✓	N/A
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5.	<b>Is this only for Prepaid customers?</b>	<ul style="list-style-type: none"> <li>Yes, the New add-ons is available for new and existing UNI5G Prepaid subscribers only.</li> </ul>																								
6.	<b>What is the offering for <u>10GB Hotspot</u> data add-on?</b>	<ul style="list-style-type: none"> <li>The 10GB Hotspot add-on allows you to use an additional 10GB of data on hotspot and tethering within 4G and 5G coverage for 15 days.</li> </ul>																								
7.	<b>What is the offering for <u>55GB Hotspot</u> data add-on?</b>	<ul style="list-style-type: none"> <li>The 55GB Hotspot add-on allows you to use an additional 55GB of data on hotspot and tethering within 4G and 5G service for 30 days.</li> </ul>																								
8.	<b>What is the offering for <u>35 Mins Call</u> data pass?</b>	<ul style="list-style-type: none"> <li>The 35 Mins call add-on allows you to use an additional 35 minutes on local calls for 5 days.</li> </ul>																								

9.	<b>I purchased the 10GB Hotspot add-on. How do I know if my hotspot data pass quota has been fully utilized?</b>	<ul style="list-style-type: none"> <li>• You can monitor your hotspot usage via Unifi Mobile Prepaid app.</li> <li>• SMS notification will also be sent to your uni5G Prepaid number upon 100% utilization of the hotspot quota.</li> </ul>
10.	<b>What happens if I use all of my hotspot add-on? Can I continue to use tethering or a mobile hotspot?</b>	<ul style="list-style-type: none"> <li>• Yes, you can keep tethering or using hotspot as long as you still have data on your base plan or any other pass that lets you use hotspot.</li> </ul>
11.	<b>I feel that this offer is attractive! How can I grab the New Add-ons?</b>	<ul style="list-style-type: none"> <li>• If you are an existing UNI5G Prepaid customer, just follow the steps below: <ul style="list-style-type: none"> <li>a. Launch Unifi Mobile Prepaid app on your device.</li> <li>b. Subscribe to the base plan of 2 Hours Unlimited or Daily Unlimited or Weekly Unlimited or Monthly Quota data pass or Monthly Unlimited</li> <li>c. Make sure you have a sufficient account balance.</li> <li>d. Click 'BUY PASSES' and look for the 10GB Hotspot or 55GB Hotspot or 35Minutes Call passes.</li> <li>e. Once the pass is selected, confirm your purchase by clicking 'BUY NOW' and enjoy your purchase</li> <li>f. You will receive a Pop Up message upon purchase confirmation.</li> </ul> </li> <li>• If you don't have the UNI5G Prepaid starter pack yet, just follow the steps below: <ul style="list-style-type: none"> <li>a. Download Unifi Mobile Prepaid app on your device</li> <li>b. Kindly register for a new UNI5G Prepaid starter pack for only RM10 by clicking the option 'I want to get a SIM'</li> <li>c. Upon completion of registration, activate your SIM by inserting the SIM into your Smartphone device</li> <li>d. Subscribe to the base plan of 2 Hours Unlimited or Daily Unlimited or Weekly Unlimited or Monthly Quota data pass or Monthly Unlimited</li> <li>e. Make sure you have a sufficient account balance.</li> <li>f. Click 'BUY PASSES' and look for the 10GB Hotspot or 55GB Hotspot or 35 Minutes Call passes</li> <li>g. Once the pass is selected, confirm your purchase by clicking 'BUY NOW' and enjoy your purchase.</li> <li>h. You will receive a Pop Up message upon purchase confirmation.</li> </ul> </li> </ul>
12.	<b>Can I purchase additional add-ons? Or, are there any limitations on purchasing?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you can! Multiple purchases of the new add-ons is allowed.</li> <li>▪ You may purchase as much as you want but there is a restriction on the buying period of new add-ons; the new add-ons will only be visible in 5 days from the date and time of base plan is purchased.</li> </ul>

<b>13.</b>	<b>Who should I contact if I need further assistance or have a service inquiry?</b>	<ul style="list-style-type: none"><li>▪ You can simply reach us via:<ul style="list-style-type: none"><li>i. Live Chat at Unifi Mobile Prepaid app</li><li>ii. Facebook at <a href="https://www.facebook.com/weareunifi/">https://www.facebook.com/weareunifi/</a></li><li>iii. Twitter at <a href="https://twitter.com/helpmeunifi">@helpmeunifi</a></li></ul></li></ul>
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