

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

NO	QUESTION	ANSWER																														
1.	Can you tell me more about the NEW ADD-ONS?	<ul style="list-style-type: none"> The New add-ons are limited-time promotional passes available to all UNI5G Prepaid subscribers. The New add-ons include Hotspot, minutes call and unlimited pass. 																														
2.	What are the price and offerings for the NEW ADD-ONS?	<ul style="list-style-type: none"> Kindly find below details for the New add-ons: <table border="1" data-bbox="521 590 1536 947"> <thead> <tr> <th>Passes</th> <th>Price</th> <th>Data</th> <th>Call</th> <th>Validity</th> </tr> </thead> <tbody> <tr> <td>55GB Hotspot</td> <td>RM55</td> <td>20GB (4G) + 35GB (4G & 5G)</td> <td>N/A</td> <td>30 days</td> </tr> <tr> <td>10GB Hotspot</td> <td>RM15</td> <td>10GB (4G & 5G)</td> <td>N/A</td> <td>15 days</td> </tr> <tr> <td>Unlimited 2am-8am</td> <td>RM5</td> <td>Unlimited</td> <td>N/A</td> <td>6 hours</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	55GB Hotspot	RM55	20GB (4G) + 35GB (4G & 5G)	N/A	30 days	10GB Hotspot	RM15	10GB (4G & 5G)	N/A	15 days	Unlimited 2am-8am	RM5	Unlimited	N/A	6 hours	35 Mins Call	RM3	N/A	35 Mins	5 days					
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3.	What is the campaign period?	<ul style="list-style-type: none"> Customers can enjoy this new add-ons starting on 29th March 2023 onwards 																														
4.	Who is eligible for this campaign?	<ul style="list-style-type: none"> The New add-ons are eligible to all active UNI5G Prepaid subscribers with certain data base plan. The customer must first purchase the base plan pass before purchasing the new add-ons. The matrix below displays the eligibility of new add-ons in relation to the base plans: <table border="1" data-bbox="521 1381 1536 1667"> <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> <tr> <td>Unlimited 2am-8am</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	Unlimited 2am-8am	✓	✓	✓	✓	N/A
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5.	Is this only available to Prepaid customers?	<ul style="list-style-type: none"> Yes, the new add-ons is available for new and existing UNI5G Prepaid subscribers. 																														
6.	What is the offering for <u>10GB Hotspot</u> data add-on?	<ul style="list-style-type: none"> 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. 																														
7.	What is the offering for <u>55GB Hotspot</u> data add-on?	<ul style="list-style-type: none"> 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. 																														

8.	What is the offering for <u>35 Mins Call</u> data pass?	<ul style="list-style-type: none"> The 35 Mins call add-on allows you to use an additional 35 minutes on local calls for 5 days. 								
9.	What is the offering for <u>Unlimited 2am-8am</u> data pass?	<ul style="list-style-type: none"> The Unlimited 2am - 8am pass allows for unlimited usage at 10Mbps speed from 2am to 8am. Normal mobile usage, such as internet browsing and video streaming, is possible on 4G and 5G networks. You are not allowed to use the data for hotspot and tethering on this pass. 								
10.	When can I use the <u>Unlimited 2am-8am</u> data pass if I purchase at different time?	<p>You can buy an unlimited 2am-8am pass at any time, but you can only use it between 2am and 8am.</p> <table border="1" data-bbox="532 688 1528 1003"> <thead> <tr> <th data-bbox="532 688 1036 772">Examples of scenarios based on different purchasing time</th> <th data-bbox="1036 688 1528 772">When can customers use the data pass?</th> </tr> </thead> <tbody> <tr> <td data-bbox="532 772 1036 846">Purchased Unlimited 2am-8am data pass at 1.00am, 12th April 2023</td> <td data-bbox="1036 772 1528 846">Use from 2.00am until 8.00am, 12th April 2023</td> </tr> <tr> <td data-bbox="532 846 1036 926">Purchased Unlimited 2am-8am data pass at 3.00am, 12th April 2023</td> <td data-bbox="1036 846 1528 926">Use from 3.00am until 8.00am, 12th April 2023</td> </tr> <tr> <td data-bbox="532 926 1036 1003">Purchased Unlimited 2am-8am data pass at 10.00pm, 12th April 2023</td> <td data-bbox="1036 926 1528 1003">Use from 2.00am until 8.00am, 13th April 2023</td> </tr> </tbody> </table>	Examples of scenarios based on different purchasing time	When can customers use the data pass?	Purchased Unlimited 2am-8am data pass at 1.00am, 12 th April 2023	Use from 2.00am until 8.00am, 12 th April 2023	Purchased Unlimited 2am-8am data pass at 3.00am, 12 th April 2023	Use from 3.00am until 8.00am, 12 th April 2023	Purchased Unlimited 2am-8am data pass at 10.00pm, 12 th April 2023	Use from 2.00am until 8.00am, 13 th April 2023
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11.	Can I browse anything with the Unlimited 2am – 8am pass?	<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 and 5G coverage. 								
12.	What is the speed and is there any restriction to the usage of the Unlimited 2am-8am pass?	<ul style="list-style-type: none"> You may enjoy to use the data at 4G and 5G network at speeds of 10Mbps. However, speed will be throttled down to 512kbps once you've reach 10GB FUP. 								
13.	I purchased the 10GB Hotspot add-on. How do I know if my hotspot data pass quota has been fully utilized?	<ul style="list-style-type: none"> You can monitor your hotspot usage via Unifi Mobile Prepaid app. SMS notification will also be sent to your uni5G Prepaid number upon 100% utilization of the hotspot quota. 								
14.	What happens if I use all of my hotspot add-on? Can I continue to use tethering or a mobile hotspot?	<ul style="list-style-type: none"> 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. 								
15.	I feel that this offer is attractive! How can I grab the New Add-ons?	<ul style="list-style-type: none"> If you are an existing UNI5G Prepaid customer, just follow the steps below: <ol style="list-style-type: none"> Launch Unifi Mobile Prepaid app on your device. Subscribe to the base plan of 2 Hours Unlimited or Daily Unlimited or Weekly Unlimited or Monthly Quota data pass or Monthly Unlimited Make sure you have a sufficient account balance. Click 'BUY PASSES' and look for the 10GB Hotspot or 55GB Hotspot or 35 Minutes Call or Unlimited 2am-8am passes. 								

		<ul style="list-style-type: none"> e. Once the pass is selected, confirm your purchase by clicking 'BUY NOW' and enjoy your purchase f. You will receive a Pop Up message upon purchase confirmation. <ul style="list-style-type: none"> • If you don't have the UNI5G Prepaid starter pack yet, just follow the steps below: <ul style="list-style-type: none"> a. Download Unifi Mobile Prepaid app on your device b. Kindly register for a new UNI5G Prepaid starter pack for only RM10 by clicking the option 'I want to get a SIM' c. Upon completion of registration, activate your SIM by inserting the SIM into your Smartphone device d. Subscribe to the base plan of 2 Hours Unlimited or Daily Unlimited or Weekly Unlimited or Monthly Quota data pass or Monthly Unlimited e. Make sure you have a sufficient account balance. f. Click 'BUY PASSES' and look for the 10GB Hotspot or 55GB Hotspot or 35 Minutes Call or Unlimited 2am-8am passes g. Once the pass is selected, confirm your purchase by clicking 'BUY NOW' and enjoy your purchase. h. You will receive a Pop Up message upon purchase confirmation.
16.	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.
17.	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.
18.	Can I purchase additional add-ons? Or, are there any limitations on purchasing?	<ul style="list-style-type: none"> • Yes, you can! Multiple purchases of the new add-ons is allowed. • 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.
19.	Who should I contact if I need further assistance or have a service inquiry?	<ul style="list-style-type: none"> • You can simply reach us via: <ul 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