

FREQUENTLY ASKED QUESTIONS (FAQ)

FOR

UNI5G WOW PADU BASE PASSES FOR BEBAS 10 AND MOBILE UNIFI SUBSCRIBERS

NO	QUESTION	ANSWER																												
UNI5G PADU BASE PASSES																														
1.	Why should I consider the new UNI5G WOW PADU offering?	<ul style="list-style-type: none"> We designed UNI5G WOW PADU to give you more value and flexibility. You'll enjoy super-big data, exclusive rewards, freebies, and value-packed add-on passes — all created to enhance your overall mobile experience. 																												
2.	What base plans can I choose from with the new UNI5G WOW PADU?	<ul style="list-style-type: none"> You can choose from the following base passes: <table border="1"> <thead> <tr> <th>Pass</th> <th>UNI5G PADU 10</th> <th>UNI5G PADU 25</th> <th>UNI5G PADU 35</th> </tr> </thead> <tbody> <tr> <td>Price</td> <td>RM10</td> <td>RM25</td> <td>RM35</td> </tr> <tr> <td>Validity</td> <td>7 Days</td> <td colspan="2">30 Days</td> </tr> <tr> <td>Speed</td> <td colspan="3">4G: 5Mbps 5G: Best effort</td> </tr> <tr> <td>Data Quota</td> <td>20GB (4G/5G)</td> <td>100GB (30GB 4G/5G) (70 GB 5G)</td> <td>1000GB* (200GB 4G/5G) (800GB 5G)</td> </tr> <tr> <td>Hotspot</td> <td>Enabled</td> <td>Enabled</td> <td>10GB 4G/5G</td> </tr> <tr> <td>Calls</td> <td colspan="3">Unlimited</td> </tr> </tbody> </table> <p><small>*The 1000GB allocation for the UNI5G WOW PADU 35 pass is equivalent to 1TB (1TB=1000GB)</small></p>	Pass	UNI5G PADU 10	UNI5G PADU 25	UNI5G PADU 35	Price	RM10	RM25	RM35	Validity	7 Days	30 Days		Speed	4G: 5Mbps 5G: Best effort			Data Quota	20GB (4G/5G)	100GB (30GB 4G/5G) (70 GB 5G)	1000GB* (200GB 4G/5G) (800GB 5G)	Hotspot	Enabled	Enabled	10GB 4G/5G	Calls	Unlimited		
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3.	Will my internet speed be limited?	<ul style="list-style-type: none"> Yes, if you are using 4G, the speed is capped at up to 5Mbps. There's no speed cap for 5G network, so you can enjoy the full 5G experience, subject to the coverage in your area and your device compatibility. 																												
4.	Can I purchase these PADU base passes?	<ul style="list-style-type: none"> Yes. If you are a UNI5G Prepaid customer, you can purchase these passes easily via the Unifi Mobile App. 																												
5.	What do I get with the UNI5G PADU 10 pass?	<p>With UNI5G PADU 10, you will enjoy:</p> <ul style="list-style-type: none"> 20GB data (4G/5G) 7 days validity Unlimited calls Hotspot enabled 																												
6.	What do I get with the UNI5G PADU 25 pass?	<p>With UNI5G PADU 25, you will enjoy:</p> <ul style="list-style-type: none"> 100GB data for 30 days 30GB (4G/5G) 70GB (5G) Unlimited calls Hotspot enabled 																												
7.	What do I get with the UNI5G PADU 35 pass?	<p>With UNI5G PADU 35, you will enjoy:</p> <ul style="list-style-type: none"> 1000GB (1TB) data for 30 days 200GB (4G/5G) 																												

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		<ul style="list-style-type: none"> ▪ 800GB (5G) ▪ Unlimited calls ▪ 10GB hotspot
8.	<p>I'm currently subscribed to a Monthly Quota</p> <p>Can I still purchase UNI5G PADU 25?</p>	<ul style="list-style-type: none"> ▪ Yes, you can. ▪ If you purchase UNI5G PADU 25, it will stack together with your Monthly Quota pass. However, the data from the UNI5G PADU 25 pass will be used first, as it has the highest priority.
9.	<p>What happens if I exhaust my quota on the pass?</p>	<ul style="list-style-type: none"> ▪ Once you have used up your data quota, your internet access will be paused. ▪ To continue browsing, you can simply repurchase the same pass anytime.
10.	<p>What happens if I use up my hotspot quota? Can I still tether or use hotspot?</p>	<p>It depends on the pass you are using.</p> <p>For UNI5G PADU 35</p> <ul style="list-style-type: none"> ▪ Once your 10GB hotspot quota is fully used, hotspot usage will be disabled. <p>For UNI5G PADU 10 and UNI5G PADU 25</p> <ul style="list-style-type: none"> ▪ You can continue using hotspot until your main data quota is fully used.
11.	<p>What happens to my unused hotspot quota after the pass expires?</p>	<ul style="list-style-type: none"> ▪ Any unused hotspot quota will be forfeited once the pass expires. ▪ It will not be carried forward to your next data pass subscription. <p><i>Note: Only UNI5G WOW Plan subscribers are eligible for data rollover.</i></p>
12.	<p>Will my PADU base pass renew automatically?</p>	<ul style="list-style-type: none"> ▪ No, the pass will not renew automatically. ▪ If you would like to continue using the pass, you can simply renew it manually once it expires. ▪ We will announce when automatic renewal becomes available in the future.
13.	<p>Who should I contact for further assistance or service inquiries?</p>	<ul style="list-style-type: none"> ▪ If you need help or have any questions, you can always reach out via the Unifi UniVerse App or visit the Unifi Selfcare Portal for assistance.

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