

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
unifi MOBILE PREPAID BEBAS2NJOY ADD-ONS**

NO	QUESTION	ANSWER										
BEBAS2NJOY ADD-ONS												
1.	What is BEBAS2NJOY add-on?	<ul style="list-style-type: none"> ▪ You can get MORE data with our 4G LTE data add-ons! ▪ BEBAS2NJOY add-on allows you to share unlimited moments for how long you want it to be. 										
2.	What is the price and offering for BEBAS2NJOY add-on?	<ul style="list-style-type: none"> ▪ The BEBAS2NJOY unlimited 4G LTE data offerings are as below: <table border="1" style="margin: 10px auto; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #1a3d54; color: white;"> <th>Add on option</th> <th>RM</th> </tr> </thead> <tbody> <tr> <td>BEBAS 2 Hours</td> <td>1</td> </tr> <tr> <td>BEBAS Daily</td> <td>3</td> </tr> <tr> <td>*BEBAS Weekly</td> <td>12</td> </tr> <tr> <td>*BEBAS Monthly</td> <td>35</td> </tr> </tbody> </table> <p>Note: *BEBAS Weekly at RM12 & BEBAS Monthly at RM35 will be available only during the promo period; 00.00am, 27th July 2020 until 11.59pm, 31st December 2020.</p>	Add on option	RM	BEBAS 2 Hours	1	BEBAS Daily	3	*BEBAS Weekly	12	*BEBAS Monthly	35
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3.	How long is the BEBAS2NJOY add-on promotion?	<ul style="list-style-type: none"> ▪ The unlimited data add-on is available for a limited time only. Grab one now while it lasts! ▪ The availability of BEBAS Weekly at RM12 and BEBAS Monthly at RM35 will be at specified time only. (refer note in Question 2) 										
4.	What is the offering for BEBAS <u>2 hours</u> data add-on?	<ul style="list-style-type: none"> ▪ Customers can enjoy two (2) hours of LTE data with unlimited quota. 										
5.	What is the offering for BEBAS <u>Daily</u> data add-on?	<ul style="list-style-type: none"> ▪ Customers can enjoy twenty-four (24) hours of LTE data with unlimited quota. 										
6.	What is the offering for BEBAS <u>Weekly</u> data add-on?	<ul style="list-style-type: none"> ▪ Customers can enjoy seven (7) days of LTE data with unlimited quota. 										

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7.	What is the offering for BEBAS <u>Monthly</u> data add-on?	<ul style="list-style-type: none"> Customers can enjoy thirty (30) days of LTE data with unlimited quota. 						
8.	Will my BEBAS unlimited data add-on renewed automatically?	<ul style="list-style-type: none"> Unfortunately, no. Unlimited add-on is one-time add-on, hence it will not be auto-renewed. 						
9.	Who can buy this BEBAS2NJOY data add-on?	<ul style="list-style-type: none"> All unifi mobile prepaid #BEBAS customers are eligible to purchase this add-on. 						
10.	How do I buy this BEBAS2NJOY data add-on?	<ul style="list-style-type: none"> You can purchase it via mobile@unifi app. 						
11.	What is the validity period of BEBAS2NJOY data add-ons?	<ul style="list-style-type: none"> For BEBAS 2 hours, the validity period is two (2) hours from purchase date and time. For BEBAS Daily add-on, the validity period is 24 hours from purchase date and time. For BEBAS Weekly add-on, the validity period is seven (7) days from purchase date and time. For BEBAS Monthly add-on, the validity period is thirty (30) days from purchase date and time. 						
12.	What happens if I buy the BEBAS Daily add-on at 11.00 pm; will I be able to enjoy my data until 12.00 am only?	<ul style="list-style-type: none"> You can still enjoy it until 11.00 pm the next day. The usage time band for this add-on is based on 24-hour time frame. <table border="1" data-bbox="646 1339 1450 1545"> <thead> <tr> <th data-bbox="646 1339 1089 1409">Scenarios of different purchase Time</th> <th data-bbox="1089 1339 1450 1409">When can customers use the add-on?</th> </tr> </thead> <tbody> <tr> <td data-bbox="646 1409 1089 1478">Purchase BEBAS Daily add-on at 12.30pm on 1/7/2020</td> <td data-bbox="1089 1409 1450 1478">Use until 12.30pm on 2/7/2020</td> </tr> <tr> <td data-bbox="646 1478 1089 1545">Purchase BEBAS Daily add-on at 11.00pm on 1/7/2020</td> <td data-bbox="1089 1478 1450 1545">Use until 11.00pm on 2/7/2020</td> </tr> </tbody> </table>	Scenarios of different purchase Time	When can customers use the add-on?	Purchase BEBAS Daily add-on at 12.30pm on 1/7/2020	Use until 12.30pm on 2/7/2020	Purchase BEBAS Daily add-on at 11.00pm on 1/7/2020	Use until 11.00pm on 2/7/2020
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13.	Can I still buy this add-on if I already have existing data?	<ul style="list-style-type: none"> Yes, you can buy BEBAS2NJOY data add-on on top of your existing data add-on balance. However, you cannot buy multiple type of BEBAS unlimited add-on at one point of time. Kindly note that the BEBAS2NJOY add-on are not stackable. For example, customer cannot buy two (2) BEBAS2NJOY add-ons at one point of time. 						

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14.	Can I use the unlimited add-on while roaming?	<ul style="list-style-type: none"> ▪ You may need to buy roaming add-on.
15.	I am currently subscribed to BEBAS 2 hours data add-on. Can I subscribe to BEBAS daily data add-on?	<ul style="list-style-type: none"> ▪ Unfortunately, only ONE (1) type of active BEBAS2NJOY unlimited add-on is allowed at any time. However, you may subscribe to another add-on when your current unlimited add-on has expired.
16.	Can I use the quota for all types of browsing?	<ul style="list-style-type: none"> ▪ Yes. Add-on quota are applicable for all internet usages as long as within 4G/LTE coverage.
17.	What happens if I finish using these BEBAS2NJOY unlimited data add-on? Will I be charged with pay-per-use charges?	<ul style="list-style-type: none"> ▪ Pay-per-use charges will not be implied in the event you have depleted your unlimited add-on. ▪ You may continue browsing provided there is quota balance in your data add-on quota or else, you will need to purchase another data or unlimited add-on.
18.	If I have existing data add-on together with BEBAS2NJOY unlimited data, which quota will the data draw from?	<ul style="list-style-type: none"> ▪ Data will be based on the priority usage as below: <ul style="list-style-type: none"> • BEBAS Unlimited LTE • Freebies • LTE Only • 3G/LTE • Basic data
19.	Can I hotspot my unlimited data with my friends?	<ul style="list-style-type: none"> ▪ Yes, tethering LTE is allowed at no charge, the data will be deducted from the master device that subscribes to the unlimited add-on.