

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
COMPLIMENTARY DAILY 1GB LTE PASS
(unifi MOBILE POSTPAID & unifi MOBILE #BEBAS)**

NO	QUESTION	ANSWER
COMPLIMENTARY DAILY 1GB LTE PASS & FREE SURFING (unifi MOBILE POSTPAID & unifi MOBILE #BEBAS)		
1.	Can you tell us more about the complimentary daily 1GB LTE pass?	<ul style="list-style-type: none"> ▪ Following the Conditional Movement Control Order (CMCO) by the Malaysian Government, unifi is encouraging its customers to stay at home in an effort to stem the spread of COVID-19 while helping them to stay connected with their family, friends and colleagues. ▪ Realising this, unifi is giving out complimentary daily 1GB LTE pass valid for 24 hours to all active unifi Mobile Postpaid and unifi Mobile #BEBAS (<i>exclude Traveler Pack</i>) subscribers. They can use the data for online productivity tools, obtaining latest news updates, online learning and education or simply general browsing to get information that they are looking for. ▪ This offering addresses our subscribers' concern for more data and we hope they can fully utilise it to their benefit. ▪ Kindly note that the complimentary daily 1GB LTE pass only works on an LTE network
2.	Who are eligible to enjoy the complimentary daily 1GB LTE pass?	<ul style="list-style-type: none"> ▪ All active subscribers for both unifi Mobile Postpaid and unifi Mobile #BEBAS (<i>exclude Traveler Pack</i>) are eligible and will receive the complimentary daily 1GB LTE pass worth RM13.
3.	How long is the campaign period?	<ul style="list-style-type: none"> ▪ The complimentary daily 1GB LTE pass will commence from 1st July 2020 to 31st March 2021.

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4.	<p>How do I claim my complimentary daily 1GB LTE pass?</p>	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Product unifi Mobile Postpaid</p> <table border="1" style="width: 100%; text-align: center;"> <tr><td>unifi Mobile 59</td></tr> <tr><td>unifi Mobile 39</td></tr> <tr><td>unifi Mobile 29</td></tr> <tr><td>unifi Mobile 19</td></tr> </table> <p>unifi Mobile Biz Postpaid</p> <table border="1" style="width: 100%; text-align: center;"> <tr><td>unifi Mobile 59</td></tr> <tr><td>unifi Mobile 39</td></tr> </table> </div> <div style="width: 45%;"> <p>Freebies</p> <ul style="list-style-type: none"> ▪ We will automatically enable this complimentary pass for you </div> </div> <hr/> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>unifi Mobile #BEBAS <i>(exclude Traveler Pack)</i></p> </div> <div style="width: 45%;"> <ul style="list-style-type: none"> ▪ Simply launch your mobile@unifi app and click 'Buy Now!' under 'Data' tab. You will find your complimentary pass with the name "Free Daily 1GB". ▪ Click on the "Free Daily 1GB" to claim your complimentary pass. </div> </div> <div style="text-align: center; margin: 10px 0;">  </div> <p><i>Note: The Free Daily 1GB pass has a daily (24 hours from 12:00AM to 11:59PM) validity period. Please repeat the steps above to claim your complimentary pass once it expires.</i></p>	unifi Mobile 59	unifi Mobile 39	unifi Mobile 29	unifi Mobile 19	unifi Mobile 59	unifi Mobile 39
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5.	<p>Will my data be deducted from my quota?</p>	<ul style="list-style-type: none"> ▪ The complimentary daily 1GB LTE pass will be utilized first, prior to the utilization of subscribers internet data quota. ▪ Please note that your quota will not be deducted when you are browsing the selected apps and websites as below: <ul style="list-style-type: none"> - Gerak Malaysia app - Mysejahtera app - Mytrace app - www.moh.gov.my - www.pmo.gov.my - https://styalert.my - www.who.int - http://jknkedah.moh.gov.my/v3/ - http://jknkelantan.moh.gov.my/v3/ - http://jknjohor.moh.gov.my/bmv/ - https://jknns.moh.gov.my/ - https://jknmelaka.moh.gov.my/xs/index.php - https://jknmelaka.moh.gov.my/xs/index.php - http://jknperak.moh.gov.my/v4/index.php/my/ - http://jknpenang.moh.gov.my/jknpenang/index.php/my/ - http://jknabah.moh.gov.my/v8/index.php/en/ - https://jknSarawak.moh.gov.my/v2/bm/ - http://www.jknSelangor.moh.gov.my/ - http://jknTerengganu.moh.gov.my/v1/ - http://jknkl.moh.gov.my/en
6.	<p>How many times can I claim for the complimentary daily 1GB LTE pass? (only applicable for unifi Mobile #BEBAS exclude Traveler Pack)</p>	<ul style="list-style-type: none"> ▪ You are entitled to claim your complimentary daily 1GB LTE pass from 1st July 2020 to 31st March 2021. ▪ Simply repeat the steps in Q4 to claim your daily complimentary pass.
7.	<p>Can I enjoy the complimentary daily 1GB LTE pass on a smart phone that does not support Band 5 services?</p>	<ul style="list-style-type: none"> ▪ Kindly note that the complimentary daily 1GB LTE pass only works on an LTE network and when used by a smartphone that supports LTE Band 5 services.

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8.	When can I start my Free Surfing to the websites under this offering?	<ul style="list-style-type: none"> ▪ You can enjoy your free surfing to the selected websites starting from 1st July 2020 to 31st March 2021.
9.	Why is my speed throttled when I still have the additional 1GB LTE pass? (<i>only applicable for unifi Mobile Postpaid</i>)	<ul style="list-style-type: none"> ▪ Please turn off and turn on back your “mobile data” service to get the unthrottled speed again. ▪ Alternatively, you can also restart your mobile device too.
10.	Can I accumulate / bring forward / rollover my unused data?	<ul style="list-style-type: none"> ▪ No, any balance or unused data will expire every day at 11:59PM and cannot be carried forward to the next day.
11.	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none"> ▪ Easy, you can contact us via digital channels such as: <ul style="list-style-type: none"> ▪ myunifi app (available for Android and iOS) ▪ unifi portal - unifi.com.my ▪ unifi online community forum at community.unifi.com.my ▪ <u>Live Chat - http://bit.ly/unifilivechat</u> ▪ Email – help@tm.com.my ▪ Facebook - https://www.facebook.com/weareunifi/ ▪ Twitter - https://twitter.com/helpmeunifi or ▪ Contact our helpline at 100