

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
JARINGAN PRIHATIN PROGRAM**

NO.	QUESTION	ANSWER		
GENERAL				
1.	What is the Jaringan Prihatin programme about?	The Jaringan Prihatin programme is an initiative by the Government of Malaysia whereby approximately RM2 billion is allocated for Malaysians eligible for Bantuan Prihatin Rakyat (“BPR”), in the form of subsidised telco packages in collaboration with the telecommunication Service Providers.		
2.	How will I benefit from the Jaringan Prihatin programme?	<p>If you are an eligible recipient of the programme, you will receive an approved Jaringan Prihatin subsidised telco package or device offered from participating Service Providers that is jointly subsidised by the Government & your respective Service Provider. The value of benefits enjoyed will be of the same value across Service Providers but exact offers may vary.</p> <p>There are two types of subsidies given by the Government; Subsidy 1: Monthly data plan subsidy; and Subsidy 2: Device package subsidy. Total subsidy allocation for eligible recipients are as follows.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;"> Category 1 - married and singles without children Subsidy 1: RM15 per month for 12 months Subsidy 2: RM180 device package subsidy </td> <td style="padding: 5px;"> Category 2- married and singles with children Subsidy 1: RM15 per month for 12 months Subsidy 2: RM300 device package subsidy </td> </tr> </table> <p>The way in which subsidies are disbursed will depend on your respective telco Service Provider (unifi) and your chosen telco plan</p>	Category 1 - married and singles without children Subsidy 1: RM15 per month for 12 months Subsidy 2: RM180 device package subsidy	Category 2- married and singles with children Subsidy 1: RM15 per month for 12 months Subsidy 2: RM300 device package subsidy
Category 1 - married and singles without children Subsidy 1: RM15 per month for 12 months Subsidy 2: RM180 device package subsidy	Category 2- married and singles with children Subsidy 1: RM15 per month for 12 months Subsidy 2: RM300 device package subsidy			
3.	How do I check if I am eligible for Jaringan Prihatin programme?	<p>You are eligible for Jaringan Prihatin programme if you have qualified for BPR. You may get more information and check your eligibility at https://bpr.hasil.gov.my/.</p> <p>In order to check your eligibility, please follow these steps: Step 1: Using your internet browser, go to https://bpr.hasil.gov.my/ Step 2: Click “log masuk” on the top right of the webpage Step 3: Enter your IC number and click “semak”</p>		

NO.	QUESTION	ANSWER
4.	When can I join the Jaringan Prihatin programme?	If you are eligible, please complete your registration between 5 May 2021 and 31 August 2021 with your respective Service Providers (unifi).
5.	How long is the Programme Jaringan Prihatin programme period?	The Jaringan Prihatin programme is a twelve (12) months program starting from the time you register. The last date for registration is 31 August 2021.
6.	How can I join the Jaringan Prihatin programme?	In order to join the Jaringan Prihatin programme, please check unifi's website to see the list of Prihatin packages and for more information. You may join the Jaringan Prihatin programme by signing up during the registration period at authorised stores/dealers or the online portal of unifi .
7.	I am eligible for the Bantuan Prihatin Programme programme but I missed the deadline to register, can I still register?	No, you will not be able to register once you have missed the deadline of 31 August 2021, even if you are eligible for the BPR programmes.
8.	If I encounter any issues and would like to appeal, how do I go about doing this?	In order to appeal your eligibility, please do so at: https://bpr.hasil.gov.my or 1800-88-2747. For any other matters related to your chosen service provider, you may contact your chosen service provider directly.
9.	How many times can I opt in for Jaringan Prihatin programme?	Each eligible MyKad is allowed to opt in for the Jaringan Prihatin programme once only during the registration period from 5 May 2021 to 31 August 2021. However, you are allowed to switch your registration to another service provider during the course of the programme
10.	When I register, what happens to my personal data?	We will collect your personal data on behalf of the Government of Malaysia in order to process your application and to provide the service. All personal data provided for the Jaringan Prihatin programme will also be shared to the Government of Malaysia or its appointed agents. Government of Malaysia is a Data User, as defined under the Personal Data Protection Act 2010 (PDPA) and that it may use your personal data for any purpose it deems fit.

NO.	QUESTION	ANSWER
ELIGIBILITY		
1.	Who is eligible to participate in the Jaringan Prihatin programme?	All Malaysian citizens that are eligible for Bantuan Prihatin Rakyat (“BPR”) will be eligible to participate in the Jaringan Prihatin programme. The primary applicant of BPR of each household is eligible to participate in this programme.
2.	Am I eligible for the Jaringan Prihatin programme if I am single with no children?	Yes, as long as you are eligible for BPR, you are considered eligible for Jaringan Prihatin programme. If you are single with no children, you are entitled to the subsidy allocation where you are able to receive RM15 over 12 months for a monthly data plan, or RM180 for a device package subsidy
3.	Am I eligible for Jaringan Prihatin if I am single with children?	Yes, as long as you are eligible for BPR, you are considered eligible for Jaringan Prihatin programme. If you are single with children under the age of 18, you are entitled to the subsidy allocation of RM15 per month over 12 months for a monthly data plan, or RM300 for a device package subsidy
4.	Am I eligible for Jaringan Prihatin programme if I am married with no children?	Yes, as long as you are eligible for BPR, you are considered eligible for Jaringan Prihatin programme. If you are married with no children, you are entitled to the subsidy allocation of RM15 over 12 months for a monthly data plan, or RM180 for a device package subsidy.
5.	Am I eligible for Jaringan Prihatin programme if I am married with children?	Yes, as long as you are eligible for BPR, you are considered eligible for Jaringan Prihatin programme. If you are married with children under the age of 18, you are entitled to the subsidy allocation of RM15 per month over 12 months for a monthly data plan, or RM300 for a device package subsidy.
6.	My children are over 18 years old but still live in my household, am I eligible to receive the RM300 device package subsidy?	No, you are only eligible to receive the RM300 device package subsidy if your children are below 18 years old.

NO.	QUESTION	ANSWER
7.	I am a Malaysian citizen married to a foreign national with children. Am I eligible for Jaringan Prihatin programme?	If you are a Malaysian citizen that is eligible for BPR and are married to a foreign national, you are eligible for Jaringan Prihatin programme. If you have children under the age of 18, you are entitled to the RM300 subsidy allocation, whereby you are able to receive RM15 per month over 12 months for a monthly data plan, or RM300 for a device package subsidy.
8.	How do I know if my registration is successful to be part of Bantuan Prihatin Rakyat?	In order to know if your registration to be part of BPR is successful, please follow these steps: Step 1: Using your internet browser, go to https://bpr.hasil.gov.my/ Step 2: Click “log masuk” on the top right of the webpage Step 3: Enter your IC number and click “semak”
9.	Does Jaringan Prihatin programme apply for foreign subscribers?	No, the Jaringan Prihatin programme is only available to Malaysian citizens whom are eligible for BPR
10.	It shows that I’m not eligible for this program, am I able to appeal?	If you are shown to be not eligible for the Jaringan Prihatin programme, you may appeal via: https://bpr.hasil.gov.my or 1800-88-2747
11.	I am eligible for the Jaringan Prihatin programme and I have 2 mobile numbers. Can I claim on both numbers?	Every eligible individual is allowed one claim per National Registration Identification Card (“NRIC”). If you have two (2) mobile numbers, you are free to choose one (1) mobile number in which you wish to enjoy the subsidy.
12.	How is the Jaringan Prihatin subsidy paid to the eligible subscriber?	The Jaringan Prihatin subsidy will be disbursed to the eligible subscribers through the approved subsidised package such as unifi Mobile 39 or unifi #Bebas which the eligible subscribers have opted into, via their chosen Service Provide
13.	Is a Jaringan Prihatin programme subsidy recipient allowed to claim Prihatin Packages from different Service	Yes, a Jaringan Prihatin subsidy recipient is allowed to claim the Jaringan Prihatin subsidy from up to four (4) different Service Providers over the twelve (12) month programme period. Eligible subscribers can be only registered with one (1) Service Provider at any one time.

NO.	QUESTION	ANSWER
	Providers during the 12 month program period?	
14.	Can the eligible subscriber participate in Jaringan Prihatin programme with more than one (1) claim on a single National Registration Identity Card (“NRIC”)?	No, each eligible customer is allowed one claim per NRIC under the Jaringan Prihatin programme.
15.	Can a subsidy recipient transfer the Jaringan Prihatin Subsidy to any other person(s)?	No. The Jaringan Prihatin subsidy is tied to the individual subscriber’s NRIC and therefore cannot be transferred to a third party.
16.	Can a subsidy recipient withdraw the Jaringan Prihatin Subsidy as Cash?	No, you will not be able to withdraw the subsidy as cash.
NO.	QUESTION	ANSWER
REGISTRATION & REDEMPTION		
1.	If an Eligible Subscriber chooses the Jaringan Prihatin RM180 subsidy, is there any particular plan that they would need to subscribe to?	<p>If an Eligible Subscriber opts for the RM180 subsidy, they will either be able to use the RM180:</p> <ul style="list-style-type: none"> (i) For a device bundle (i.e. Mobile device or WiFi device); or (ii) Through monthly data plans where twelve (12) redemptions of RM15 per calendar month can be redeemed by the end date of this programme, 31 August 2022. <p>The specific offers may vary subject to the Service Provider.</p>

NO.	QUESTION	ANSWER
2.	If an Eligible Subscriber is married or single with children, and chooses the Jaringan Prihatin RM300 subsidy, is there any particular plan that they would need to subscribe to?	If an Eligible Subscriber chooses the RM300 subsidy, they will need to use the RM300 for a device bundle (i.e. Mobile device plus data plan) only.
3.	If an Eligible Subscriber chooses the Jaringan Prihatin subsidy rebate of RM15 over the programme duration, is there any particular plans that they would need to subscribe to?	<p>If an Eligible Subscriber chooses the Jaringan Prihatin subsidy rebate of RM15 over the programme duration, the Eligible Subscriber will need to subscribe to a:</p> <p>(i) monthly data plan which comes with free 2GB high speed PRIHATIN internet; or</p> <p>(ii) monthly PRIHATIN data plan (if available)</p>
4.	How do Eligible Subscribers redeem the Jaringan Prihatin RM15 subsidy rebate, if they are an existing subscriber with a Service Provider?	An Eligible Subscriber should refer to An Eligible Subscriber will go to their respective Service Provider's websites or customer front desks and register for the Jaringan Prihatin programme. Subsequently they can subscribe to a monthly data plan in order to redeem the Jaringan Prihatin subsidy respective SPs websites for more information on redemption.
5.	Can an Eligible Subscriber redeem more than one RM15 Jaringan Prihatin subsidy per calendar month?	No, an Eligible Subscriber cannot redeem more than one Jaringan Prihatin subsidy per month.
6.	Can an Eligible Subscriber choose the timing in which the Jaringan Prihatin subsidy RM15 will be disbursed?	No, an Eligible Subscriber cannot choose when the RM15 will be disbursed to them, it is disbursed when the Eligible Subscriber purchases a monthly data plan that is part of this programme.

NO.	QUESTION	ANSWER
7.	Can an Eligible Subscriber request for the Jaringan Prihatin subsidy rebate of RM15 per month to be paid in advance for the year in settling the bill upfront or purchase for data plan?	No, the Jaringan Subsidy rebate of RM15 per month cannot be paid in advance for the year to settle a bill or purchase for data plan.
8.	Will an Eligible Subscriber still get to enjoy the rebate if the line is barred or suspended during the rebate period?	In the event your line is barred or suspended, the rebate will be forfeited. If you reactivate the line within the rebate period, you will continue to enjoy the rebate for the remaining period until the 12 months period ends. Any missed redemptions during the period in time where your line was barred or suspended will be forfeited.
9.	Is there any pro rate for the plan subsidy?	No, the subsidy cannot be pro-rated.
10.	How do I register for the Jaringan Prihatin programme?	You can visit your specific Service Provider's website (URL) to register to the Jaringan Prihatin programme and select your preferred data or device package.
11.	I decided to get the RM15 per month data plan subsidy, how many redemptions do I get?	You will have twelve (12) RM15 per month subsidy which you can redeem only once per calendar month. You have up to 31 August 2022 to utilise your entitlement of twelve (12) RM15 per month subsidy.
12.	I am currently registered with Service Provider A and would like to switch to another Service Provider. Will I still be entitled for Jaringan Prihatin?	You would need to first terminate your Jaringan Prihatin registration with Service Provider A. Once this is done, you can register with your new Service Provider to continue enjoying the Jaringan Prihatin programme. However, you are only allowed a maximum of 3 switches after your initial registration with your first Service Provider (i.e. Service Provider A > Service Provider B > Service Provider C > Service Provider D) over the course of the programme. This

NO.	QUESTION	ANSWER
		only applies to those that have opted for the monthly data plan, not the device subsidies
13.	How many times do I need to register to the programme in order to enjoy the RM15 rebate?	You would only need to register once for the Jaringan Prihatin programme. The registration period for this programme is from 5 May 2021 to 31 August 2021.
14.	I missed the deadline to register to the Jaringan Prihatin program by 31 July 2021, can I still register?	No, you will not be able to register if you missed the deadline of 31 August 2021.
15.	I signed up for a device package before 3 May 2021 (start of Jaringan Prihatin programme). Can I utilise RM180 device subsidy for that package?	No, the device subsidy of Jaringan Prihatin programme is only applicable for device bundles offered by Service Providers as part of the Jaringan Prihatin Programme. You will be entitled however to utilise the RM15 per month subsidy.
16.	What can I use the RM15 credit rebate for?	You can use the RM15 credit to: (i) purchase monthly data plan (for prepaid customers), or (ii) offset the bill payment of your postpaid monthly data plan (for postpaid customers).
17.	I am an Eligible Subscriber and a postpaid customer. When will the rebate be reflected after my registration?	The rebate will be reflected on your next bill after registration and plan selection.

NO.	QUESTION	ANSWER
18.	I wanted to opt for a device subsidy with my Service Provider, however there is not enough stock, what should I do?	If your chosen Service Provider is unable to provide you with a device for a device subsidy, please check with your Service Provider on the availability of stock for redemption by 31 August 2021. Alternatively, you may opt to go to a different Service Provider.
19.	Can I use the RM180 or RM300 device subsidy on upfront payment?	No, you will not be able to use the RM180 or RM300 device subsidy on an upfront payment. You can only use it for device bundle offerings. Please note that the device subsidy can only be claimed once.
NO	QUESTION	ANSWER

SWITCHING PLANS AND SERVICE PROVIDERS

1.	Will an Eligible Subscriber still be entitled to Jaringan Prihatin RM15 rebate per month if they switch from one Service Provider to another?	Yes, an Eligible Subscriber will be entitled to the Jaringan Prihatin RM15 rebate per month if they switch from one Service Provider to another, however, the Subscriber will have to terminate with their existing Service Provider first. You are only allowed a maximum of 3 switches after your initial registration with your first Service Provider (for example: Service Provider A > Service Provider B > Service Provider C > Service Provider D) over the course of the programme.
2.	Can Eligible Subscriber switch to another Service Provider within the 30 days from the registration date?	No, an Eligible Subscriber will not be able to switch to another Service Provider within 30 days from the registration date.
3.	Can Eligible Subscriber Change the Prepaid	Yes, an Eligible Subscriber can change a Prepaid Prihatin plan to a postpaid Prihatin plan.

NO.	QUESTION	ANSWER
	<p>Prihatin Service plan to Postpaid Prihatin Service Plan?</p>	
<p>4.</p>	<p>Can I switch to a different data plan within my Service Provider after signing up for an offer?</p>	<p>Yes, you may switch to a different data plan so long as it is part of the offers available to Jaringan Prihatin customers and be entitled for the subsidy of RM15 once per month.</p>
<p>5.</p>	<p>Does an Eligible Subscriber who ports into another Service Provider need to re-register for the Jaringan Prihatin subsidy or is it automatically detected that they are eligible Jaringan Prihatin Program?</p>	<p>An Eligible Subscriber will need terminate the Jaringan Prihatin subsidy with their existing Service Provider first before proceeding to re-register with their new Service Provider for the Jaringan Prihatin programme if they are switching service providers.</p>
<p>6.</p>	<p>How many times am I able to switch Service Providers if I am an Eligible Subscriber?</p>	<p>You are able to switch up to 3 Service Providers during the course of the 12 months (i.e. Service Provider A> Service Provider B >Service Provider C > Service Provider D).</p>

NO.	QUESTION	ANSWER
7.	<p>I have been enjoying monthly Prihatin rebate with my existing Service Provider. Can I terminate my Jaringan Prihatin programme from my existing Service Provider and continue the programme with another Service Provider?</p>	<p>You are allowed to terminate the line anytime however you can only redeem once in a month either with your existing Service Provider or another Service Provider. E.g. If you have received the subsidy (for postpaid) or redeem (for prepaid) before your terminate your line with your existing Service Provider, you cannot redeem another RM15 subsidy from other Service Providers for the same month.</p>
NO	QUESTION	ANSWER
TERMINATION		
1.	<p>Do Eligible Subscribers need to request termination for their existing service account in order to get a new service plan from another Service Provider?</p>	<p>Yes, Eligible Subscribers will need to terminate with their existing Service Providers before switching to a new Service Provider. Once the Eligible Subscriber terminate with the Service Provider, they will automatically be terminated from the Jaringan Prihatin programme until they re-register with a new Service Provider.</p>
2.	<p>Can Eligible Subscribers enjoy the remaining months of the Jaringan Prihatin Subsidy, if they terminate the mobile number before the 12 months from an existing Service Provider to a new number from another Service Provider?</p>	<p>Yes, you may terminate with your existing Service Provider and move to a new Service Provider. You will still be able to enjoy the RM15 rebate if you have not exceeded 12 redemptions over the duration of the programme which is from 5 May 2021 to 31 August 2022.</p>

NO.	QUESTION	ANSWER
3.	If Eligible Subscribers terminate their prepaid Prihatin plan and re-register to another postpaid plan, is this allowed?	Yes, Eligible Subscribers are allowed to terminate their prepaid Prihatin plans and re-register to a postpaid plan
4.	What will happen to the Jaringan Prihatin subsidy if Eligible Subscribers terminate the plan before their postpaid contract period ends?	The Eligible Subscriber will not be able to receive the RM15 rebate unless they sign up to another plan, and have not exceeded 12 redemptions over the duration of the programme which is from 5 May 2021 to 31 August 2022.
5.	I am a postpaid customer and currently enjoying RM15/month rebate, will I still get the rebate after termination?	No, you will not receive RM15 rebate in your bill after termination.
6.	I have signed up the device package with a 12-month contract, can I terminate my Jaringan Prihatin package with the Service Provider?	Yes, you may terminate the device package however there may be early termination penalties if it is still within the device package contract period.