FREQUENTLY ASKED QUESTIONS (FAQ)
FOR UNLIMITED
5G DATA – PREPAID

NO.	QUESTION	ANSWER
1.	**Can you tell me about this 5G trial and what is the offering?**	TM through unifi Mobile will be conducting a user trial for its 5G network service until the end of December 2022. During this trial, you will be able to activate your Unlimited 5G Data through mobile@unifi app.
2.	**Who can participate in this 5G trial?**	Everyone can participate in this 5G trial! You just need to purchase the RM35 Monthly Unlimited LTE pass in order to be eligible for the Unlimited 5G Data. The Unlimited 5G Data will be available for you to redeem in the mobile@unifi app upon successful purchase of the RM35 Monthly Unlimited LTE pass at no cost.
3.	**Where can I activate the Unlimited 5G Data?**	You can simply activate the Unlimited 5G Data on the mobile@unifi app as below: 1. Download and login to mobile@unifi app (*for new subscribers only; existing customers can simply login into the app*) 2. Redeem the Unlimited 5G Data by tapping on the 'Buy Now' button and it will be reflected in the app dashboard, *Note:* a. *You will need to purchase the RM35 Monthly Unlimited LTE pass first in order to redeem the Unlimited 5G Data.* b. *The Unlimited 5G Data will be available for redemption within 72 hours from the purchase date & time of the RM35 Monthly Unlimited LTE pass.* Once done, you can now enjoy 5G service when you are in 5G areas!
4.	**Is there a time limit for me to redeem the Unlimited 5G Data?**	• Yes, please redeem the Unlimited 5G Data within 72 hours from the purchase date & time of the RM35 Monthly Unlimited LTE pass. • After 72 hours, the Unlimited 5G Data will become unavailable and you will no longer be able to enjoy the 5G service.

5.	**Where can I enjoy the 5G connection?**	You can find out more about the 5G areas from the unifi Mobile 5G network coverage map [here](#)
6.	**Which device can I use to enjoy the 5G connection?**	You can enjoy the 5G service on 5G-supported phones that have the Malaysian 5G firmware installed. Please click [here](#) to view the list of compatible phones or contact your device service centre to check on your device's 5G status.
7.	**Do I need to change current SIM card to a new 5G SIM card in order to enjoy the 5G experience?**	No. You can continue to use current SIM to enjoy 5G experience.
8.	**How do I know when I am on 5G?**	A 5G icon will appear at the top right or top left corner of your device's screen when you are connected to the 5G network.
9.	**I am currently on 5G network but my internet is very slow. What can I do?**	Please ensure that your Unlimited 5G Data is still valid for the month. You can check on your 5G data validity on mobile@unifi app: 1. Login to the mobile@unifi app 2. View the Unlimited 5G Data on the dashboard 3. Monitor the expiry date on the dashboard (*in case it is already expired*) If you still have 5G data but experiencing slow internet connection while you are connected to the 5G network, please contact us via Live Chat at https://maya.unifi.com.my or other channels at https://unifi.com.my/support/contact-us
10.	**I have used up my 5G data and want to use my 4G data instead. How can I do it?**	All you have to do is deactivate 5G in your phone network settings in order to use your 4G data. Go to Settings > Mobile Data in your phone to configure it (*please ensure that 4G network mode is enabled*).
11.	**Will I be charged for the 5G data pass during the 5G trial?**	Don't worry, you will not be charged for the 5G data pass usage during this trial period.
12.	**How many unifi Mobile lines can I activate with the Unlimited 5G Data?**	You can activate Unlimited 5G Data for all your unifi Mobile prepaid lines that are on RM35 Monthly Unlimited LTE pass; up to 5 lines via the mobile@unifi app.
13.	**Can I use my smartphone as a hotspot with the Unlimited 5G Data?**	Yes. You can use your phone as a hotspot with the Unlimited 5G Data.
14.	**I have activated my Unlimited 5G Data and on a 5G-supported phone but I am unable to get the 5G**	You will only be able to connect to the 5G network if you are within the 5G coverage areas. Please click [here](#) to view the 5G coverage map. The additional tips below may be useful for you too:

	connection. What should I do?	- Network Issue: - Restart your device or you can try to turn on and off the Flight mode on your device to see if it is a network issue. - Set the correct Access Point Name (APN): - Go to "Settings" - Choose "Mobile Network" - Choose "Access Point Name" - Type "unifi" at Name & APN field - Save the setting. - Device / SIM Issue: - Place another SIM into your device to check if it is a device issue. If the problem still persists, please contact us via Live Chat at https://maya.unifi.com.my or other channels at https://unifi.com.my/support/contact-us
15.	**How can I enjoy this Unlimited 5G Data pass and for how long?**	Simply ensure that you are on our RM35 Monthly Unlimited LTE pass every month! The Unlimited 5G Data pass will be available for you to redeem every month until December 2022.
16.	**What happens to my Unlimited 5G Data once the trial ends?**	The Unlimited 5G Data will expire once the trial ends at the end of December 2022. Stay tuned for our 5G offerings when they become available soon!
17.	**Who can I contact for any enquiries related to unifi Mobile 5G trial?**	You can contact us via Live Chat at https://maya.unifi.com.my or other channels at https://unifi.com.my/support/contact-us