

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNI5G PREPAID**

| NO | QUESTION | ANSWER |
|-------------------------------------|--------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| REGISTRATION AND ELIGIBILITY | | |
| 1. | I am interested. How do I subscribe to UNI5G Prepaid? | <ul style="list-style-type: none"> ▪ You can get your UNI5G Prepaid line from the following touchpoints: <ul style="list-style-type: none"> - Self-registration via Unifi Mobile Prepaid app <i>(available on Google Play Store / Apple App Store / Huawei App Gallery)</i> - TMpoint outlets <i>(for SIMs collection only)</i> - Unifi Mobile Dealers |
| 2. | What documents do I need during the registration? | <ul style="list-style-type: none"> ▪ At Unifi Mobile, we strive to simplify the purchasing process for your convenience. ▪ You need a valid NRIC if you are a Malaysian, or a passport if you are non-Malaysian. ▪ For self-registration, please ensure that you enter your details accurately, matching the information on your NRIC or passport/iKad. This will facilitate the verification process during delivery or collection. <p><i>*Note: Kindly ensure that you have the original documents for verification, as copies will not be sufficient.</i></p> |
| 3. | Do you offer a corporate mobile prepaid plan? | <ul style="list-style-type: none"> ▪ Currently, our mobile prepaid plan is exclusively available for the consumer segment. We regret to inform you that we do not offer a corporate mobile prepaid plan at this time. However, please stay tuned as we continue to develop and announce more exciting features and offerings in the future. |

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| 4. | <p>I am an existing UNI5G Prepaid subscriber. I have registered one (1) SIM previously. Your new promotion states a maximum of five (5) SIMs per customer. Does this mean I can subscribe to more SIMs?</p> | <ul style="list-style-type: none"> ▪ Yes, as an existing UNI5G Prepaid subscriber, you are eligible to subscribe to additional UNI5G prepaid lines. However, please note that each customer is allowed to register a maximum of five (5) SIMs per identification (ID) only. |
| 5. | <p>I purchased one (1) SIM previously but didn't collect it. Am I allowed to subscribe to five (5) additional SIMs for the new UNI5G Prepaid?</p> | <ul style="list-style-type: none"> ▪ The eligibility to subscribe to additional SIMs for UNI5G Prepaid depends on the current status of your previous subscription. If your previous order was automatically cancelled, you will be eligible to subscribe to up to five (5) SIMs for UNI5G Prepaid. ▪ If your previous order is still in progress, you will only be eligible to subscribe to up to four (4) SIMs for UNI5G Prepaid. |