

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

| NO | QUESTION | ANSWER | | | | | | | | |
|---|--|--|--|----------------------|--------------|---------|----------------------|---------|-----------------------|--------------------------|
| BUYING FROM UNIFI MOBILE DEALERS | | | | | | | | | | |
| 1. | Who are the Unifi Mobile Dealers | <ul style="list-style-type: none"> ▪ Unifi Mobile Dealers are authorized resellers appointed by TM to sell the UNI5G prepaid plan to customers. | | | | | | | | |
| 2. | What plan will I receive from the Unifi Mobile Dealers? | <ul style="list-style-type: none"> ▪ You will receive a standard UNI5G prepaid starter pack SIM Card from the Unifi Mobile Dealers. Refer to the table below for details: <table border="1" style="margin: 10px auto;"> <thead> <tr> <th></th> <th style="text-align: center;">UNI5G Prepaid</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Price</td> <td style="text-align: center;">RM10.00</td> </tr> <tr> <td style="text-align: center;">Data Freebies</td> <td style="text-align: center;">2GB LTE</td> </tr> <tr> <td style="text-align: center;">Other freebies</td> <td style="text-align: center;">10 minute calls & 10 SMS</td> </tr> </tbody> </table> ▪ You may also perform reloads to your UNI5G prepaid line via Unifi Mobile Dealers. | | UNI5G Prepaid | Price | RM10.00 | Data Freebies | 2GB LTE | Other freebies | 10 minute calls & 10 SMS |
| | UNI5G Prepaid | | | | | | | | | |
| Price | RM10.00 | | | | | | | | | |
| Data Freebies | 2GB LTE | | | | | | | | | |
| Other freebies | 10 minute calls & 10 SMS | | | | | | | | | |
| 3. | What is the procedure to sign up with Unifi Mobile Dealers? | <ul style="list-style-type: none"> ▪ To sign up with Unifi Mobile Dealers, you will need to follow these steps: <ol style="list-style-type: none"> i. Provide your identification documentation, such as: <ul style="list-style-type: none"> - MyKad (for Malaysian citizens) - Foreigner's Passport (for foreigners) ii. The reseller will generate a unique QR code and link for you. This will direct you to a secured CTOS website for the identity verification process. iii. On the CTOS site, you will be required to upload the following items: <ul style="list-style-type: none"> - Clear picture of your identification document - Recording of your selfie video iv. After the verification process is completed, you can select your desired phone number from the available options provided by the reseller. Please note that standard SIM card charges will apply. | | | | | | | | |

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| 4. | Can I keep my current mobile number and port in to UNI5G prepaid via Unifi Mobile Dealers? | <ul style="list-style-type: none"> ▪ Yes, you can! However, please note that conditions below apply: <ul style="list-style-type: none"> • Your current mobile line should not be terminated, blacklisted, barred, or suspended. • Your current mobile line should not be a supplementary line. • Your current mobile line should not be tied to any contract with your current mobile operator. • Standard SIM card charges will apply. |
| 5. | What internet passes can I get from Unifi Mobile Dealers? | <ul style="list-style-type: none"> ▪ Sorry, but Unifi Mobile Dealers are unable to activate an internet pass for you. To purchase your preferred data or call passes, please use the Unifi Mobile Prepaid App. ▪ Don't forget to download the Unifi Mobile Prepaid App from Google Play Store, Apple App Store, or Huawei App Gallery. ▪ To log into your account, please follow these steps: <ol style="list-style-type: none"> i. Download and launch your "Unifi Mobile Prepaid App" ii. Select "Go to My Account" iii. Enter your Unifi Mobile Prepaid number and the One Time Password (OTP) iv. Create your preferred password v. You may now login using Unifi Mobile Prepaid number and the Password you have created |
| 6. | Is it compulsory to top up/reload from the Unifi Mobile Dealers? | <ul style="list-style-type: none"> ▪ No, it is not compulsory. You have the option to reload your account using the Unifi Mobile Prepaid app or through Unifi Mobile Dealers. Here's how you can reload using each method: <p>Unifi Mobile Prepaid App</p> <p>Step 1: Click 'reload' at Unifi Mobile Prepaid app dashboard</p> <p>Step 2: Choose reload denomination from RM10, RM30, RM50 or RM100</p> <p>Step 3: Select the payment channel and complete the payment process</p> <p>Unifi Mobile Dealers</p> <p>Visit any authorized reseller</p> ▪ Upon successful reload, the amount will be added to your account balance. |

| NO | QUESTION | ANSWER |
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| 7. | Where do I reload, check my balance, activate internet passes, and monitor my usages? | <ul style="list-style-type: none">▪ You can manage your line, reload, check balance, activate passes, and monitor your usage with Unifi Mobile Prepaid App.▪ Download the Unifi Mobile Prepaid App from Google Play Store, Apple App Store, or Huawei App Gallery. |
| 8. | Who should I contact if I need any assistance or have service enquiry? | <ul style="list-style-type: none">▪ You can easily contact us via:<ul style="list-style-type: none">i. Live Chat at Unifi Mobile Prepaid appii. Facebook at https://www.facebook.com/weareunifi/iii. Twitter at @helpmeunifi |