

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

NO	QUESTION	ANSWER
<b>INTERNATIONAL ROAMING</b>		
1.	<b>Can I use roaming services when travelling overseas?</b>	<ul style="list-style-type: none"> <li>▪ Yes. You just need to activate the roaming service via the Unifi Mobile Prepaid app and purchase roaming add-ons that best suit your needs.</li> </ul>
2.	<b>What is the expiry of the roaming add-ons?</b>	<ul style="list-style-type: none"> <li>▪ The roaming add-ons is valid until midnight of the city you are visiting at that moment, e.g. If you're visiting Thailand, your roaming expires at 12:00 am, Bangkok time.</li> </ul>
3.	<b>How about when you are in a country with several time zones, ie the USA, and within one day you travel across the coast which has a 4-hour time difference. Does it expire at midnight of the city you are currently in or midnight in the originating city?</b>	<ul style="list-style-type: none"> <li>▪ The roaming expiry will be based on capital city of the country i.e. Washington DC for USA.</li> </ul>
4.	<b>Can I still use the data, calls and SMS quota while out of the country?</b>	<ul style="list-style-type: none"> <li>▪ No, you will need to purchase the roaming add-ons or the charges will be based on your usage. This means, if you don't purchase roaming add-ons, the charges for data, calls and SMS will be deducted directly from your account balance using PAYU basis.</li> </ul>
5.	<b>How do I activate my roaming?</b>	<ul style="list-style-type: none"> <li>▪ You may activate it via the Unifi Mobile Prepaid app using WiFi/data.</li> </ul>

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6.	<b>What if you can't find WiFi? Any other way to activate without using the app?</b>	<ul style="list-style-type: none"> <li>Roaming activation requires Internet connectivity.</li> </ul>
7.	<b>How do I keep track of my roaming usage?</b>	<ul style="list-style-type: none"> <li>You can keep track on your usage via the Unifi Mobile Prepaid app.</li> </ul>
8.	<b>I have purchased a roaming add-ons in Singapore. Can I use it in Thailand on the same day?</b>	<ul style="list-style-type: none"> <li>Kindly note that the roaming add-ons is country-specific. If you're travelling to multiple countries in a day, you'll need to activate roaming in each country and browse through their respective preferred operators.</li> </ul>
9.	<b>How much will I be charged if I use my data overseas without the roaming add-ons?</b>	<ul style="list-style-type: none"> <li>You will be charged a minimum Pay as You Use (PAYU) rate at RM49.00/MB.</li> </ul> <p><i>*Note: Standard rate across all countries</i></p>
10.	<b>What are the charges when I make calls or send SMS while roaming?</b>	<ul style="list-style-type: none"> <li>The calls and SMS charges vary according to the country you are in at that moment.</li> </ul>
11.	<b>How do I check if my area is under LTE coverage?</b>	<ul style="list-style-type: none"> <li>You can check the LTE coverage <a href="#">HERE</a>.</li> </ul>
12.	<b>How do I get further enquiries on UNI5G Prepaid?</b>	<ul style="list-style-type: none"> <li>You can visit our website at <a href="https://unifi.com.my">https://unifi.com.my</a> or walk-in to the nearest TMpoint for more info.</li> </ul>