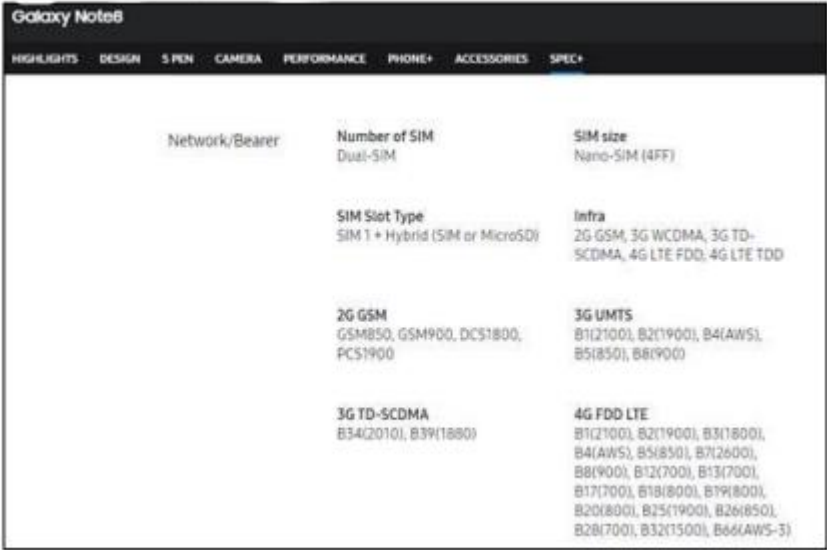


FREQUENTLY ASKED QUESTIONS (FAQ) FOR UNI5G PREPAID

NO	QUESTION	ANSWER
NETWORK & DEVICE		
1.	How can I best enjoy UNI5G Prepaid?	<ul style="list-style-type: none"> ▪ You will need to use a smartphone that supports Band 5 services (850MHz) and turn on your phone's 4G settings to fully enjoy our service. This will enrich your mobile internet experience whenever you are using the service at our LTE network areas. <p>If you are unsure whether which phone is supported, you may refer to device manufacturer's local website instead and search for the keywords "Band 5", "B5" or "850MHz" under the LTE connectivity.</p> <ul style="list-style-type: none"> ▪ You may refer to the example below: <div style="border: 1px solid black; padding: 5px; margin: 10px 0;">  <p>The screenshot shows the 'Network/Bearer' section of the Samsung Galaxy Note8 specifications. It lists the following details:</p> <ul style="list-style-type: none"> Network/Bearer: (Header) Number of SIM: Dual-SIM SIM size: Nano-SIM (4FF) SIM Slot Type: SIM 1 + Hybrid (SIM or MicroSD) Infra: 2G GSM, 3G WCDMA, 3G TD-SCDMA, 4G LTE FDD, 4G LTE TDD 2G GSM: GSM850, GSM900, DCS1800, PCS1900 3G UMTS: B1(2100), B2(1900), B4(AWS), B5(850), B8(900) 3G TD-SCDMA: B34(2010), B39(1880) 4G FDD LTE: B1(2100), B2(1900), B3(1800), B4(AWS), B5(850), B7(2600), B8(900), B12(700), B13(700), B17(700), B18(800), B19(800), B20(800), B25(1900), B26(850), B28(700), B32(1500), B66(AWS-3) </div>
2.	Who should I contact if I need further assistance or inquiry?	<ul style="list-style-type: none"> ▪ You can contact us via Live Chat at https://maya.unifi.com.my or other channels at https://unifi.com.my/support/contact-us