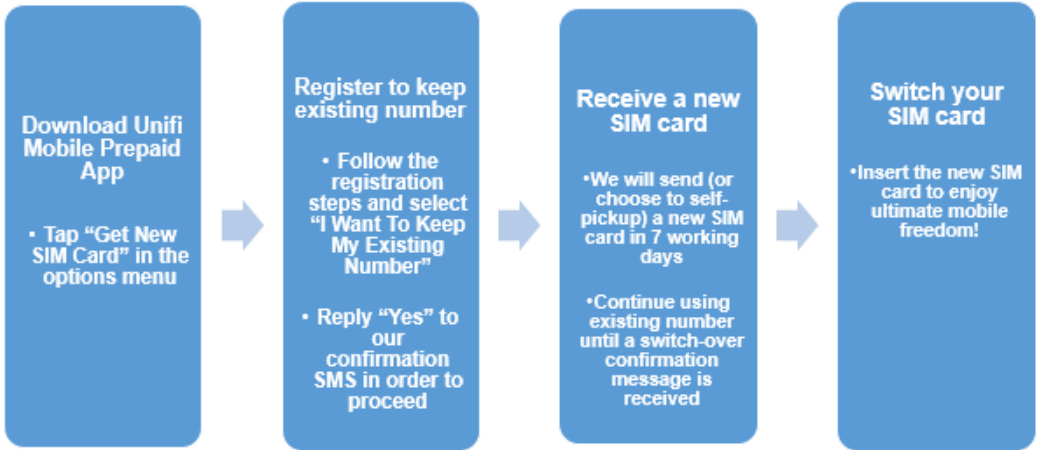


**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNI5G PREPAID**

NO	QUESTION	ANSWER
SWITCH TO UNI5G PREPAID		
1.	<p>Can I use my existing number to register for the UNI5G Prepaid?</p>	<ul style="list-style-type: none"> ▪ The UNI5G Prepaid app gives you the freedom to live your life the way you want it to be. You can now say goodbye to expiry dates and data wastages. ▪ Download the Unifi Mobile Prepaid app today to get started and for a limited time, get a SIM with complimentary 3GB LTE data limited to five (5) SIM per ID. <div style="text-align: center; margin-top: 20px;">  </div>
2.	<p>How long does it take to process my request to port in?</p>	<ul style="list-style-type: none"> ▪ We will request the port in on your behalf from your existing mobile service provider as soon as the payment of all outstanding balances have been made. It may take up to five (5) business days for the application to be approved by your existing mobile service provider. ▪ Please note that you will need to fulfill the below requirements: <ul style="list-style-type: none"> ➢ Terminated, blacklisted, barred and suspended numbers cannot be switched to UNI5G Prepaid. ➢ All the supplementary lines in the Principal Account (principal and supplementary lines) need to be switched over to UNI5g Prepaid plan, unless your supplementary line(s) become the Principal line at the existing mobile operator. ➢ Your number is not tied to any contract with existing mobile operator. ➢ If you are switching in for more than one (1) number, each line must be registered in separate order. <p><i>You would need to ensure that the usage of your existing service does not exceed the credit limit set by your existing mobile operator.)</i></p> <ul style="list-style-type: none"> ▪ For existing prepaid user, any remaining credit in your prepaid mobile number will be forfeited by your existing mobile operator upon successful activation of your UNI5G Prepaid.

NO	QUESTION	ANSWER
3.	<p>My switching request was denied by my current service provider. I need to rectify the situation with my current service provider and resubmit my request to switch to UNI5G Prepaid. How soon should I ensure my request for switch is successful?</p>	<ul style="list-style-type: none"> • Starting from 6th February 2020 onwards, you will be given 60 days to switch and activate your UNI5G Prepaid number from the registration date. Failing which, the order will be cancelled automatically in the system. Should your request to switch fails within the given period, you will need to resubmit your request to switch.
4.	<p>How do I keep my existing number?</p>	<ul style="list-style-type: none"> ▪ You can simply select “I want to keep my existing number” during registration process via the Unifi Mobile Prepaid app and confirm the SMS notification sent by your existing mobile operator in order to switch to us.
5.	<p>Can I track my switching status?</p>	<ul style="list-style-type: none"> ▪ Yes. Just refer to your order tracking status via the Unifi Mobile Prepaid app.
6.	<p>How do I complete my switching process to UNI5G Prepaid?</p>	<ul style="list-style-type: none"> ▪ Simply follow the steps below after you’ve received the SMS notification sent from your existing mobile operator. <ol style="list-style-type: none"> 1. Send us an SMS to confirm that your SIM card has arrived safely. SMS unifi on<space>DMP order number (refer to your delivery order) to 63001. E.g. unifi on 123456 2. You will then receive an SMS to confirm your request. 3. Reply YES to confirm. ▪ Once your current plan is inactive, insert your new SIM and start enjoying our services.

NO	QUESTION	ANSWER
7.	<p>I'm unhappy with the services provided by my current mobile operator. I've submitted the switching request a few times but was rejected by my existing mobile operator. What should I do in order for me to register for UNI5G Prepaid?</p>	<ul style="list-style-type: none"> ▪ You may contact your current mobile operator's Customer Service, for them to further investigate your inquiry.
8.	<p>I've recently ported-out into another mobile operator but my area does not have coverage. Do I have to wait 30 days before I can switch to UNI5G Prepaid?</p>	<ul style="list-style-type: none"> ▪ You may contact the current mobile operator's Customer Service for them to further investigate on your inquiry.