unifi

QUESTION	ANSWER
QUESTIONS ON HAJJ SEASON PROMOTION	
1. **What is the offering for Hajj season promotion?**	Hajj season promotion offer : I. Discount on UNI5G Roam Unlimited 1- Day Pass at RM15 (*RRP RM35*) II. UNI5G Roam Unlimited 45- Days Pass at RM125 that enables you to enjoy unlimited data (1GB High-speed Internet daily). This promotion is valid from 11 May 2024 until 31 July 2024.
2. **What is the preferred network operators in Saudi Arabia?**	Our preferred network operators in Saudi Arabia are Mobily and Zain.
3. **How reliable is the roaming service in terms of network coverage and speed?**	It will be best effort speed offered by our roaming partners in Saudi Arabia (Roaming Partners: Mobily and Zain). if you have connection issue, feel free to provide location details to our live chat agent at Roam Assist (via unifi Apps)
4. **If I reach the 1GB daily limit, can I still enjoy Internet while roaming without additional charges?**	Yes. You may continue browsing without additional charges. However, your Internet speed will reduce to 512Kbps. Your 1GB High-speed Internet will be refreshed every 24 hours from the initial activation time.
5. **If I need more than 1GB, what options are available?**	For 7-day pass, 15-day pass and 45-day pass, the 1GB fair usage quota is refreshed every 24 hours from the initial activation time. However, you can also purchase 1-Day Data Booster if you need more than 1GB within 24 hours.
6. **What are data roaming passes that available during this promotion period?**	Here are the UNI5G Roam passes available : i. UNI5G Roam Middle East Unlimited Data – 1 Day Pass ii. UNI5G Roam Middle East Unlimited Data – 7 Day Pass iii. UNI5G Roam Middle East Unlimited Data – 15 Day Pass iv. UNI5G Roam Middle East Unlimited Data – 45 Day Pass Please note that the data roaming passes do not include call and SMS usage. Additionally, a Fair Usage Policy (FUP) applies during roaming. This means that once you've used up the fair usage quota included in your pass, you can still access mobile internet at a reduced speed until the pass expires. For 7-day passes, 15-day passes and 45-day passes, the fair usage quota is refreshed every 24 hours from the initial activation time.

7.	**How much I will be charge for Call and SMS?**	You will be charged at pay-per-use rate as below :	
		Outgoing Calls	RM5.80/min within Saudi Arabia RM9.00/min to Malaysia RM25.00/min to other countries
		Incoming Calls	RM5.80/min
		SMS	RM1.50/SMS

8.	**How to purchase the roaming passes?**	Please ensure that you follow below steps to enjoy the best experience when using our UNI5G Roam.
		
		1. Download Unifi Mobile App. You can buy pass, monitor your usage and get Roam support via the app.
		2. To use your roaming services;
		   I. Enable International Roaming service from Unifi Mobile app .
		   II. If you use phone with dual SIM card, change the default setting to Unifi Mobile.
		   III. Log in Unifi Mobile app, choose "My Service" and enable International Roaming.
		3. How to buy uni5G roam pass:
		   I. Log in Unifi Mobile app, choose "My Service" and click "Buy Pass"
		   II. Choose Roaming. Then, key in country "Saudi Arabia" and choose your preferred pass. We have 4 passes; 1 day Unlimited Pass, 7 Days Unlimited Pass, 15 Days Unlimited Pass and 45 days Unlimited Pass.
		   III. Confirm your purchase and the roaming pass will be activated immediately.	

9.	**Are there any special requirements or settings I need to know about when using roaming?**	Make sure you enable international roaming on the phone and activate roaming service in the unifi mobile app.	
10.	**What should I do if I encounter any issues or have questions while roaming abroad?**	You can follow the steps below : 1. Log in Unifi Mobile App and click at 'My Support' icon. 2. Click to 'Roam Support' icon. 3. Fill in complaint form. 4. Select Category and start to chat with our live chat agent.	