

QUESTION		ANSWER
QUESTIONS ON PRODUCT OFFERING FOR UMRAH 2026		
1.	What are the product offerings for Umrah 2026?	For Umrah, we are introducing our new International Roaming pass, designed to keep you connected throughout your journey: I. UNI5G Roam Middle East 15-Day Pass at RM85 II. UNI5G Roam Middle East 30-Day Pass at RM115 Both passes come with unlimited data and unlimited incoming calls, including 2GB of high-speed data daily. The offering will be available starting 25 June 2026.
2.	What are the preferred network operators in Saudi Arabia?	To get the best experience, we recommend connecting to our preferred network partner: STC
3.	How reliable is the roaming service in terms of network coverage and speed?	The speed and coverage are provided on a best-effort basis by our roaming partner, STC. If you experience any connectivity issues, you may reach out via Ask for Support or Chat with Us on the MyUnifi App and share your location so we can assist you promptly.
4.	If I reach the 2GB daily limit, can I still enjoy Internet while roaming without additional charges?	Yes, you can continue browsing without additional charges. However, your Internet speed will be reduced to 512Kbps. Your 2GB High-speed Internet will be refreshed every 24 hours from the initial activation time.
5.	What if I need more than 2GB of high-speed data in a day?	No worries – your 2GB high-speed data quota resets every 24 hours from the time you activate your pass (applies to 7-, 15- and 30-day pass). If you need extra high-speed data within the same 24 hours, you can purchase a 1-Day Data Booster at any time.
6.	Besides the 15-Day and 30-Day Pass, are there any other passes available for Umrah?	Our key offerings for Umrah are the 15-Day and 30-Day Passes. However, the following passes are also available: i. UNI5G Roam Middle East 1-Day Pass at RM35 ii. UNI5G Roam Middle East 7-Day Pass at RM45 Please note that these data roaming passes do not include call and SMS usage, except for the 15-Day and 30-Day Passes, which include unlimited data and incoming calls. 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.

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		For the 7-day, 15-day and 30-day passes, the fair usage quota will be 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 rates as below : <table><tr><td>Outgoing Calls</td><td>RM5.80/min (within Saudi Arabia) RM9.00/min to Malaysia RM25.00/min (to other countries)</td></tr><tr><td>Incoming Calls</td><td>RM5.80/min (Not applicable to the 45-Day pass)</td></tr><tr><td>SMS</td><td>RM1.50/SMS</td></tr></table> Alternatively, you may subscribe to UNI5G Roam Voice & SMS Pass; <table><tr><td></td><td>Uni5G Roam Saudi Voice & SMS Pass (3 days)</td><td>Uni5G Roam Saudi Voice & SMS Pass (7 days)</td></tr><tr><td>Price</td><td>RM15</td><td>RM25</td></tr><tr><td>Call</td><td> 10 mins (60sec/block) - Call within Saudi Arabia and call to Malaysia. </td><td> 20 mins (60sec/block) - Call within Saudi Arabia and call to Malaysia </td></tr><tr><td>SMS</td><td> 10 SMS - SMS within Saudi Arabia and SMS to Malaysia </td><td> 25 SMS - SMS within Saudi Arabia and SMS to Malaysia </td></tr><tr><td>Validity</td><td>3 days</td><td>7 days</td></tr><tr><td>Country</td><td>Saudi Arabia</td><td>Saudi Arabia</td></tr></table>	Outgoing Calls	RM5.80/min (within Saudi Arabia) RM9.00/min to Malaysia RM25.00/min (to other countries)	Incoming Calls	RM5.80/min (Not applicable to the 45-Day pass)	SMS	RM1.50/SMS		Uni5G Roam Saudi Voice & SMS Pass (3 days)	Uni5G Roam Saudi Voice & SMS Pass (7 days)	Price	RM15	RM25	Call	10 mins (60sec/block) - Call within Saudi Arabia and call to Malaysia.	20 mins (60sec/block) - Call within Saudi Arabia and call to Malaysia	SMS	10 SMS - SMS within Saudi Arabia and SMS to Malaysia	25 SMS - SMS within Saudi Arabia and SMS to Malaysia	Validity	3 days	7 days	Country	Saudi Arabia	Saudi Arabia
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8.	How can I purchase the roaming passes?	Please follow the steps below to enjoy the best experience when using UNI5G Roam: Download MyUnifi App Download the MyUnifi App to purchase passes, monitor your usage and access roaming support. Activate Your Roaming Service Before using roaming services, please ensure the following:																								

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		I. Enable International Roaming via MyUnifi App II. If you are using a dual SIM device, set Unifi Mobile as your default SIM III. Log in to the MyUnifi App, go to the “Account” tab, select Postpaid or Prepaid, and switch the roaming toggle ON • Toggle ON: International Roaming is activated • Toggle OFF: International Roaming is deactivated 3. How to Purchase a UNI5G Roam Pass I. Log in to the MyUnifi App and go to “Add-Ons”, then select “Roaming” II. Select Saudi Arabia and choose your preferred pass III. Choose your preferred start date either Immediate activation or Schedule for later IV. Confirm your purchase, and your roaming pass will be activated based on your selected option
9.	Are there any special requirements or settings I need to know when using roaming?	Please ensure that International Roaming is enabled on your device and activated through the MyUnifi 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 to the MyUnifi App and tap on the “Support” tab 2. Select “Ask for Support” to submit an enquiry or tap “Chat with Us” to connect with Maya 3. Describe your issue, and our support team will assist you accordingly