

FREQUENTLY ASKED QUESTIONS (FAQ) FOR UNI5G PREPAID – UNLIMITED 2AM- 8AM PASS

NO	QUESTION	ANSWER
1.	Can you tell me more about the Unifi Mobile Unlimited 2am – 8am pass?	<ul style="list-style-type: none"> Unlimited 2am - 8am pass is a special pass made exclusively for UNI5G Prepaid subscribers which allow you to enjoy an unlimited experience with better speed from 2am – 8am.
2.	What is the price for this Unlimited 2am-8am data pass?	<ul style="list-style-type: none"> It is priced at RM5 per pass.
3.	What is the campaign period?	<ul style="list-style-type: none"> Customers can enjoy this Unlimited 2am – 8am pass from 29th March 2023, until further notice.
4.	Who is eligible for this campaign?	<ul style="list-style-type: none"> All the subscribers who successfully purchase 2 Hours Unlimited or Daily Unlimited or Weekly Unlimited or Monthly Quota are eligible to enjoy this Unlimited 2am – 8am pass.
5.	Is this for Prepaid only?	<ul style="list-style-type: none"> Yes, Unlimited 2am – 8am pass is available for new and existing UNI5G Prepaid subscribers only.
6.	How does the Unlimited 2am – 8am pass works?	<ul style="list-style-type: none"> Unlimited 2am – 8am pass will be on unlimited usage at 10Mbps speed from 2am till 8am of the day. You can enjoy normal mobile usage on 4G & 5G network such as internet browsing, video streaming, etc. You are not allowed to use the data for hotspot and tethering on this pass.
7.	Can I browse anything with the Unlimited 2am – 8am pass?	<ul style="list-style-type: none"> Yes! The unlimited data passes are applicable for all internet usage as long as you are within the 4G and 5G coverage.
8.	What is the speed and is there any restriction to the usage of the Unlimited 2am-8am pass?	<ul style="list-style-type: none"> You may enjoy to use the data at 4G and 5G network at speeds of 10Mbps. However, speed will be throttled down to 512kbps once you've reach 10GB FUP.

9.	I feel that this offer is attractive! How can I grab the Unlimited 2am – 8am pass?	<ul style="list-style-type: none"> If you are an existing UNI5G Prepaid customer, simply follow below steps: <ol style="list-style-type: none"> Launch Unifi Mobile Prepaid app on your device. Subscribe to the base plan of 2 Hours Unlimited or Daily Unlimited or Weekly Unlimited or Monthly Quota data pass. Make sure you have a sufficient account balance. Click 'BUY PASSES' and look for the Unlimited 2am – 8m passes. Once Unlimited 2am – 8am pass is selected, confirm your purchase by clicking 'BUY NOW' and enjoy your purchase You will receive a Pop Up message on confirmation of the purchase. If you don't have the UNI5G Prepaid starter pack yet, kindly follow below steps: <ol style="list-style-type: none"> Download Unifi Mobile Prepaid app onto your device Kindly register for a new UNI5G Prepaid starter pack for only RM10 by clicking the option 'I want to get a SIM' Upon completion of registration, activate your SIM by inserting the SIM into your Smartphone device Subscribe to the base plan of 2 Hours Unlimited or Daily Unlimited or Weekly Unlimited or Monthly Quota data pass. Make sure you have a sufficient account balance. Click 'BUY PASSES' and search for Unlimited 2am – 8am pass. Once Unlimited 2am – 8am pass is selected, confirm your purchase by clicking 'BUY NOW' and enjoy your purchase. You will receive a Pop Up message on confirmation of the purchase.
10.	I've successfully bought the 2GB High Speed data pass. Will I be eligible to purchase the Unlimited 2am – 8am pass?	<ul style="list-style-type: none"> No. The Unlimited 2am – 8am pass can only be visible in the app for you to buy once you've successfully bought either of these passes: <ol style="list-style-type: none"> 2 Hours Unlimited at RM1 Daily Unlimited at RM3 Weekly Unlimited at RM12 Monthly Quota at RM25
11.	Am I able to hotspot / tether?	<ul style="list-style-type: none"> No. Hotspot are not allowed for Unlimited 2am-8am pass.
12.	What does the Fair Usage Policy (FUP) means?	<ul style="list-style-type: none"> The new unlimited data pass comes with new measure of Fair Usage Policy (FUP) within the validity period. This means you will be informed that the data speed will be reduced to 512 Kbps upon reaching the FUP quota limits. The reduced speed will still allow you to perform usage at a fair user experience until the data pass expires.

13.	What is the internet experience at the speed of 512 Kbps?	<ul style="list-style-type: none">• With the speed of 512 Kbps, it allows you to perform usage at a fair user experience provided for video streaming on standard definition, social media apps, chat apps, internet browsing etc.
14.	Who should I contact if I need further assistance or for service enquiry?	<ul style="list-style-type: none">▪ You can easily contact us via:<ul style="list-style-type: none">i. Live Chat at Unifi Mobile Prepaid appii. Facebook at https://www.facebook.com/weareunifi/iii. Twitter at @helpmeunifi