

SPECIFIC TERMS: UNI5G WOW PREPAID TOURIST SIM MOBILE SERVICE FOR CONSUMER

2024 11 07

1. GENERAL

This Specific Terms is incorporated and forms part of the Unifi Mobile Consumer Terms and Conditions for Mobile Service ("the T&C"). All the capitalized words in the Specific Terms will have the same meaning ascribed in the T&C

2. STARTER PACK

- (a) You can register and purchase UNI5G WOW Prepaid Tourist SIM through our official Tourist website at [here](#)
- (b) Alternatively, you can visit selected Unifi Stores available nationwide. For more details, you can refer to [here](#).

3. ACTIVATION OF SIM CARD

Activation Date means: automatically upon inserting the SIM Card into a mobile device and successfully latching to a network. Otherwise, your sim will be auto-activated 30 days from the pickup date.

Once the SIM Card has been activated, we will give you initial allowance for free:

UNI5G WOW TOURIST LITE:

- (a) Unlimited data for 7 days (with FUP at 15GB),
- (b) Hotspot enable (no separate quota),
- (c) Local calls are pay-per-use

UNI5G WOW TOURSIT MAX:

- (a) Unlimited data for 15 days (with FUP at 20GB),
- (b) 10GB allocated hotspot quota,
- (c) Unlimited Local Calls

UNI5G WOW TOURIST FLEX:

- (a) Unlimited data for 15 days (with FUP at 40GB), accessible for Malaysia, Singapore, Indonesia and Thailand.
- (b) 10GB allocated hotspot quota,
- (c) Unlimited Local Calls

4. PRICING GUIDE, CHARGES AND RATES

- (a) On High-Speed Internet. The quota will be deducted based on the following priority of usage:
 - (i) Freebies quota (if any)
 - (ii) High Speed 5G quota only
 - (iii) High Speed LTE/4G quota
 - (iv) Basic Internet quota

- (b) Tethering/Hotspot is allowed provided there is Allowance for internet data.
- (c) The call block for call is 1 seconds. For example: If you make a 30 second call, it will deduct 30 seconds from the minute's quota. (This call applies exclusively to the Pay per Use approach, and the call rate charge will be deducted from your credit balance accordingly)

5. VALIDITY PERIOD

- a) The SIM Card will remain valid within the following validity periods, depending on the plan purchased:
 - i) UNI5G WOW TOURIST LITE: valid for 7 days,
 - ii) UNI5G WOW TOURIST MAX: valid for 15 days
 - iii) UNI5G WOW TOURIST FLEX: valid for 15 days

This validity applies only if the SIM Card has been successfully activated and has not been involved in any fraudulent activity.

- b) If the SIM Card is not activated within 30 days from the date of pickup, it will be automatically activated on the 30th day. The validity period (as stated above) will commence from the auto-activation date.

Upon expiry of validity period:

- i) The services will be terminated automatically.
- ii) Any remaining credit, data, or allowance will be forfeited.
- iii) The mobile number will be released back into the general number pool and cannot be retrieved or reassigned to the same user thereafter.

6. RELOAD

- (a) Reloads of non-Malaysian prepaid accounts are subject to 6% SST, the credit balance received upon reloading would be the amount of reload less 6% SST.

These are the Reload (exclusive of 6% SST) value: -

- (i) RM10
- (ii) RM30
- (iii) RM50
- (iv) RM100

The amount Credited to your Account does not have any expiry date for as long as the SIM Card is valid in accordance with Section 5 above.

7. ROAMING

- a) Our voice and mobile internet data service plans are intended for use within Malaysia only. These plans do not apply when you are Roaming, unless otherwise specified in your plan details.
 - i) TOURIST LITE and TOURIST MAX plans do not include roaming services and are for domestic use only.
 - ii) TOURIST FLEX plans include roaming services that are available only in

Malaysia, Singapore, Indonesia, and Thailand.

- (a) Roaming services is available for all plans under Unifi Mobile Prepaid. Kindly check out the rates at <https://unifi.com.my/mobile>.

8. INTERNATIONAL DIRECT CALLING (IDD)

- (a) Our voice and mobile internet data services plan does not include any IDD calls made by you.
- (b) If you wish to make any IDD calls, please check out the rates at <https://unifi.com.my/mobile/roaming>

9. SIM PURCHASE AND ORDER CANCELLATION

- (a) Please further note that you must provide your Passport or any other identification document that was referred to during your application for verification. Should you fail to provide the relevant identification, we reserve the right to refuse to give you the SIM CARD/eSIM, cancel your application and/or refuse the provision of Service to you.
- (b) Upon each successful subscription, the Customer shall receive an SMS notification from Unifi to notify on the successful subscription upon which the Customer can start to enjoy the tourist pack immediately afterwards.
- (c) Customers can check the validity period and/or available quota balance of the Monthly Pass via the Unifi Universe App or by dialling *123#.
- (d) As the Mobile Number belongs to us, we will reclaim the Mobile Number upon cancellation, and it will be released to the general pool of numbers. You will not be able to get back the same Mobile Number.
- (e) Upon cancellation pursuant to this clause, you cannot claim a refund of any sum paid for the SIM CARD and/or delivery services and/or any other applicable charges (if any).
- (f) We may, but need not, send you any SMS reminders to inform you to contact us before the cancellation.
- (g) Our decision is conclusive and binding on you and you have no right to question our decision

10. OUR RIGHTS TO MAKE CHANGES

We reserve the right to withdraw, cancel, suspend, extend or terminate the offerings earlier either in whole or in part and further reserves the right to vary, supplement, delete, amend or modify any of the terms and conditions from time to time without prior notice to Customer. Further, we are not responsible for refunding any of the account balance in the event of any of the above. Our decision is conclusive and binding on you and you have no right to question our decision.

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