FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
COMPLIMENTARY 999GB LTE HOTSPOT PASS & FREE SURFING TO SELECTED
WEBSITES DURING MOVEMENT CONTROL ORDER (MCO)
(unifi MOBILE POSTPAID)

NO	QUESTION	ANSWER
		QUESTIONS ON COMPLIMENTARY 999GB LTE HOTSPOT PASS & FREE SURFING
1.	**Can you tell us more about the Complimentary 999GB LTE Hotspot Pass and Free Surfing?**	▪ Following the Movement Control Order (MCO) by the Malaysian Government, unifi is encouraging its customers to stay at home in an effort to stem the spread of COVID-19 while helping them to stay connected to their family, friends and colleagues. ▪ Realising this, unifi is giving out complimentary 999GB of LTE hotspot pass and free surfing to selected websites to all unifi Mobile Postpaid subscribers. 　▪ The selected websites that subscribers can surf for free are as below: 　　1.　www.moh.gov.my 　　2.　www.pmo.gov.my 　　3.　https://stayalert.my
2.	**What are the eligible plans for the Complimentary 999GB LTE Hotspot Pass and the Free Surfing to the selected websites?**	▪ The eligible plans to receive the complimentary LTE hotspot pass and Free Surfing are as follows: See table below.

Product	Eligible Plan	Freebies
unifi Mobile Postpaid (unlimited plan)	unifi Mobile 99 at RM59 (with 12 months contract)	Complimentary 999GB LTE Hotspot Pass
	unifi Mobile 99	
	Webe RM79	
	unifi Mobile Pek Jasa	
	Senior Citizen Plan/ OKU Plan	
unifi Mobile Postpaid (value plan)	unifi Mobile 59	Free Surfing to the selected websites as below: 1. www.moh.gov.my 2. www.pmo.gov.my 3. https://stayalert.my
	unifi Mobile 39	
	unifi Mobile 29	
	unifi Mobile 19	

NO	QUESTION	ANSWER

	unifi Mobile Biz Postpaid (unlimited plan)	unifi Mobile Biz 99		Complimentary 999GB LTE Hotspot Pass
		unifi Mobile Biz 79		
	unifi Mobile Biz Postpaid (value plan)	unifi Mobile Biz 59		Free Surfing to the selected websites as below: 1. www.moh.gov.my 2. www.pmo.gov.my 3. https://stayalert.my
		unifi Mobile Biz 39		

NO	QUESTION	ANSWER
3.	**How long is the campaign period?**	▪ The complimentary hotspot pass for unlimited plans and the free surfing for value plans will last throughout the MCO period. *Note: Please note that TM reserves the rights to remove, replace or change the tethering pass plan during this period.*
4.	**How do I claim my complimentary LTE hotspot pass?**	▪ We will automatically enable this complimentary pass for you. ➢ **For new subscription:** The complimentary pass will be reflected in your account within one (1) day upon line activation ➢ **For existing subscription:** In March 2020 The complimentary pass will be reflected in your account latest by 20 March 2020. In April 2020: The complimentary pass will be reflected in your account latest by 3 April 2020.
5.	**Can I enjoy the complimentary LTE hotspot pass on a smart phone that does not support Band 5 services?**	▪ Kindly note that the complimentary LTE pass only works on an LTE network and when used by a smartphone that supports LTE Band 5 services.

NO	QUESTION	ANSWER
6.	Can I use my service to download peer-to-peer content (e.g. torrent files)?	▪ Yes. You can use our mobile services for peer-to-peer downloads at 64kbps speed.
7.	Will I still get to enjoy the complimentary pass after the MCO period?	▪ Yes, the pass is valid only during the MCO period. ▪ New subscription beyond after the MCO period is not applicable. ▪ Please stay tuned to our digital channels for further updates. *Note: Please note that TM reserves the rights to remove, replace or change the tethering pass plan during this period.*
8.	When can I start my Free Surfing to the websites under this offering?	▪ You can enjoy your free surfing to the selected websites starting from 30 March 2020 and throughout the MCO period. *Note: Please note that TM reserves the rights to remove, replace or change the tethering pass plan during this period.*
9.	Why can't I view some of the content in the 3 selected websites?	▪ In the event where your data quota has fully exhausted, some of the content in the website might not appear due to the website's limitation where some of the content are from external websites.
10.	Will my data be deducted from my quota?	▪ Please note that your quota will not be deducted when you're browsing these selected websites only: ▪ www.moh.gov.my ▪ www.pmo.gov.my ▪ https://stayalert.my
11.	Who should I contact if I need any assistance or service inquiry?	▪ Easy, you can contact us via digital channels such as: ▪ myunifi app (available for Android and iOS) ▪ unifi portal - unifi.com.my ▪ unifi online community forum at community.unifi.com.my ▪ Live Chat - http://bit.ly/unifilivechat ▪ Email – help@tm.com.my ▪ Facebook - https://www.facebook.com/weareunifi/ ▪ Twitter - https://twitter.com/helpmeunifi or ▪ Contact our helpline at 100