

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNI5G PREPAID NEW UNLIMITED DATA PASS**

NO.	QUESTION	ANSWER																											
NEW UNLIMITED DATA PASS																													
1.	What is the NEW UNLIMITED DATA pass?	<ul style="list-style-type: none"> ▪ The new unlimited data pass comes with new specifications. ▪ The new unlimited data pass allows you to enjoy unlimited data on your mobile device for as long as you want it to be, according to the pass duration of your choice. 																											
2.	What are the price and offerings for the NEW UNLIMITED DATA pass?	<ul style="list-style-type: none"> ▪ The new unlimited data offerings are as below: <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #1a3d54; color: white;"> <th>Pass option</th> <th>RM</th> <th>Speed</th> <th>Data</th> <th>Validity</th> <th>Hotspot Quota</th> </tr> </thead> <tbody> <tr> <td>*Monthly Unlimited</td> <td>35</td> <td rowspan="4">5 Mbps</td> <td>Unlimited (FUP** : 60GB)</td> <td>30 days</td> <td>5 GB</td> </tr> <tr> <td>Weekly Unlimited</td> <td>12</td> <td>Unlimited (FUP: 20GB)</td> <td>7 days</td> <td>3 GB</td> </tr> <tr> <td>Daily Unlimited</td> <td>3</td> <td>Unlimited (FUP: 10GB)</td> <td>1 day</td> <td>1 GB</td> </tr> <tr> <td>2 Hours Unlimited</td> <td>1</td> <td>Unlimited (FUP: N/A)</td> <td>2 hours</td> <td>N/A</td> </tr> </tbody> </table> <p>*Monthly Unlimited comes with additional unlimited calls</p> <p>**FUP: Fair Usage Policy</p>	Pass option	RM	Speed	Data	Validity	Hotspot Quota	*Monthly Unlimited	35	5 Mbps	Unlimited (FUP** : 60GB)	30 days	5 GB	Weekly Unlimited	12	Unlimited (FUP: 20GB)	7 days	3 GB	Daily Unlimited	3	Unlimited (FUP: 10GB)	1 day	1 GB	2 Hours Unlimited	1	Unlimited (FUP: N/A)	2 hours	N/A
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3.	When will these offerings start?	<ul style="list-style-type: none"> ▪ These new unlimited data passes will be replacing the old unlimited passes effective at 00:01am on 9th February 2023 onwards. 																											
4.	Who can buy this new unlimited data pass?	<ul style="list-style-type: none"> ▪ All Uni5G Prepaid customers are eligible to purchase these data passes. 																											
5.	How do I buy this new unlimited data pass?	<ul style="list-style-type: none"> ▪ You can purchase it via Unifi Mobile Prepaid app starting at 00:01am on 9th February 2023 onwards. ▪ Just make sure you have sufficient account balance before purchasing the data pass. 																											

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6.	What is the offering for <u>Monthly Unlimited</u> data pass?	<ul style="list-style-type: none"> ▪ Customers can enjoy thirty (30) days of Unlimited 4G + 5G data, Unlimited Calls and 5 GB hotspot quota. ▪ The Unlimited 4G + 5G data is subject to the FUP.
7.	What is the offering for <u>Weekly Unlimited</u> data pass?	<ul style="list-style-type: none"> ▪ Customers can enjoy seven (7) days of Unlimited 4G data and 3 GB hotspot quota. ▪ The Unlimited 4G data is subject to the FUP.
8.	What is the offering for <u>Daily Unlimited</u> data pass?	<ul style="list-style-type: none"> ▪ Customers can enjoy twenty-four (24) hours of Unlimited 4G data and 1 GB hotspot quota. ▪ The Unlimited 4G data is subject to the FUP.
9.	What is the offering for <u>2 Hours Unlimited</u> data pass?	<ul style="list-style-type: none"> ▪ Customers can enjoy two (2) hours of Unlimited 4G data. ▪ There is no FUP imposed for this data pass.
10.	I have purchased the Monthly Unlimited pass. How can I use my Unlimited 5G Data pass?	<ul style="list-style-type: none"> ▪ You can use the Unlimited 5G data pass if you have the SIM on a 5G supported mobile device and within 5G coverage areas. ▪ For more info on 5G supported mobile device and 5G coverage, refer here.
11.	Can I hotspot my unlimited data with my friends?	<ul style="list-style-type: none"> ▪ Yes, hotspot/tethering is allowed at no charge. The data will be deducted from the master device that subscribes to the unlimited data pass. ▪ However, it will be subjected to the hotspot quota for each unlimited data pass.
12.	What happens if I've used up all my hotspot quota? Can I continue to tether or hotspot?	<ul style="list-style-type: none"> ▪ You may use your hotspot quota only up to 5 GB, 3 GB and 1 GB for Monthly Unlimited, Weekly Unlimited and Daily Unlimited respectively. ▪ You will not be able to tether or hotspot once the hotspot quota has finished. ▪ Alternatively, we would recommend you to buy any quota data pass available in the Unifi Mobile Prepaid app for additional hotspot usage.
13.	What will happen to my unutilized or balance of hotspot	<ul style="list-style-type: none"> ▪ Your unutilized or balance of hotspot quota will be forfeited upon expiry of the unlimited data pass. ▪ It will not be rolled over to the next unlimited data or quota data pass subscription.

NO.	QUESTION	ANSWER
	<p>quota upon unlimited data pass expiry?</p>	
14.	<p>How can I know if my hotspot quota has been fully utilized?</p>	<ul style="list-style-type: none"> ▪ You can monitor your hotspot usage via Unifi Mobile Prepaid app. ▪ SMS notification will also be sent to your Uni5G Prepaid number upon 100% utilization of the hotspot quota.
15.	<p>What is the validity period of the new unlimited data pass?</p>	<ul style="list-style-type: none"> ▪ For <u>Monthly Unlimited</u> data pass, the validity period is thirty (30) days from the purchase date and time. ▪ For <u>Weekly Unlimited</u> data pass, the validity period is seven (7) days from the purchase date and time. ▪ For <u>Daily Unlimited</u> data pass, the validity period is twenty-four (24) hours from the purchase date and time. ▪ For <u>2 Hours Unlimited</u> data pass, the validity period is two (2) hours from the purchase date and time.
16.	<p>What does the Fair Usage Policy (FUP) means?</p>	<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.
17.	<p>What is the internet experience at the speed of 512 Kbps?</p>	<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.
18.	<p>Will my unlimited data pass renewed automatically?</p>	<ul style="list-style-type: none"> ▪ Unfortunately, no. If you wish to continue subscribing to the pass, you will need to perform renewal when it expires. ▪ We will announce when the automated data pass renewal function becomes available.
19.	<p>Can I use the unlimited data pass while roaming?</p>	<ul style="list-style-type: none"> ▪ No, as there is a different pass for roaming which you can purchase via the Unifi Mobile Prepaid app.
20.	<p>Can I use the unlimited data for all types of browsing?</p>	<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 + 5G coverage.

NO.	QUESTION	ANSWER						
21.	<p>What happens if I buy the old <u>Weekly Unlimited</u> or <u>Monthly Unlimited</u> data pass at 11.50pm on the last day of the data pass availability; will I still be able to enjoy the old offerings?</p>	<ul style="list-style-type: none"> ▪ You can still enjoy the old offerings until 11.50pm on the 7th day after purchasing for the Weekly Unlimited data pass or on the 30th day after purchasing for the Monthly Unlimited data pass. The usage time band for this pass is based on real time and will not be affected by the new unlimited data pass specification. <table border="1" data-bbox="634 501 1440 741"> <thead> <tr> <th data-bbox="634 501 1081 569">Examples of scenarios on different purchase time</th> <th data-bbox="1081 501 1440 569">When can customers use the data pass?</th> </tr> </thead> <tbody> <tr> <td data-bbox="634 569 1081 674">Purchase old Weekly Unlimited data pass at 12.30pm, 7 February 2023.</td> <td data-bbox="1081 569 1440 674">Use until 12.29pm, 14 February 2023.</td> </tr> <tr> <td data-bbox="634 674 1081 741">Purchase old Monthly data pass at 11.50pm, 7 February 2023.</td> <td data-bbox="1081 674 1440 741">Use until 11.49pm, 9 March 2023.</td> </tr> </tbody> </table>	Examples of scenarios on different purchase time	When can customers use the data pass?	Purchase old Weekly Unlimited data pass at 12.30pm, 7 February 2023.	Use until 12.29pm, 14 February 2023.	Purchase old Monthly data pass at 11.50pm, 7 February 2023.	Use until 11.49pm, 9 March 2023.
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Purchase old Monthly data pass at 11.50pm, 7 February 2023.	Use until 11.49pm, 9 March 2023.							
22.	<p>Can I still buy the new unlimited data pass if I already have existing data?</p>	<ul style="list-style-type: none"> ▪ Yes, you can buy the new unlimited data pass on top of your existing quota data pass balance. However, you cannot buy multiple type of unlimited data passes at one point of time. ▪ Please note that the new unlimited data passes are not stackable. For example, customer cannot buy two (2) unlimited data passes at one point of time. 						
23.	<p>I am currently subscribed to Weekly Unlimited data pass. Can I subscribe to Monthly Unlimited data pass?</p>	<ul style="list-style-type: none"> ▪ Only ONE (1) type of active unlimited data pass is allowed at any time. You may subscribe to another data pass when your current unlimited data pass has expired. 						
24.	<p>If I have existing data pass together with the new unlimited data, which quota will the data draw from?</p>	<ul style="list-style-type: none"> ▪ Data utilization will be based on the priority usage as below: <ul style="list-style-type: none"> • 5G Data • Unlimited 4G • Free passes • 4G Only • Basic data 						
25.	<p>Who should I contact if I need any assistance or have service enquiry?</p>	<ul style="list-style-type: none"> ▪ You can easily contact us via: <ul style="list-style-type: none"> • Live Chat at Unifi Mobile Prepaid app • Facebook at https://www.facebook.com/weareunifi/ • Twitter at @helpmeunifi 						

SPECIFIC TERMS: UNI5G PREPAID UNLIMITED DATA PASS FOR CONSUMER

2022 12 20

1. GENERAL

This Specific Terms is incorporated and forms part of the Uni5G Prepaid Unlimited pass for Consumer (“the T&C”). All the capitalized words in the Specific Terms will have the same meaning ascribed in the T&C

2. UNLIMITED DATA PASS PACKAGE

- (a) The data pass is only available in Unifi Mobile Prepaid app and is only applicable to prepaid consumer mobile as per the followings;

	2 Hours Unlimited	Daily Unlimited	Weekly Unlimited	Monthly Unlimited
5G DATA	N/A	N/A	N/A	Unlimited
5G SPEED	N/A	N/A	N/A	Uncapped
4G DATA	Unlimited	Unlimited	Unlimited	Unlimited
4G SPEED	5 Mbps	5 Mbps	5 Mbps	5 Mbps
FUP	N/A	10GB	20GB	60GB
CALLS	N/A	N/A	N/A	Unlimited
HOTSPOT	No restriction	1GB	3GB	5GB

- (b) Any purchase of the data pass will be deducted from the prepaid account balance. Once unlimited data has been provisioned to the account, no refund or request for credits will be entertained.

- (c) Each data pass is offered as follows;
- i) Monthly Unlimited – RM35
 - i) Weekly Unlimited – RM12
 - ii) Daily Unlimited – RM3
 - iii) 2 Hours Unlimited – RM1

*Price offered is inclusive of 6% SST.

3. HIGH SPEED DATA

- (a) The data quota will be deducted based on the following priority of usage:

- i) Freebies quota (if any)
- ii) High Speed data
- iii) Basic/High speed quota
- iv) Basic Internet quota

- (b) Once the Customer has fully utilized the data quota purchased, the Customer's usages are subject to Fair Usage Policy (FUP). Upon reaching the FUP limit, the speed will be reduced to 512 Kbps.

- (c) Tethering or hotspot is allowed provided there is allowance for data quota. Upon reaching the limit, an SMS notification will be triggered upon depletion, no speed throttle after depletion (hard stop). Tethering is only restricted to use on mobile device only.

- (d) For Monthly Unlimited pass, usage of 5G is only available at 5G coverage areas and on 5G supported mobile device. Customer may check 5G coverage areas as well as 5G supported device at <https://unifi.com.my/5G>

4. UNLIMITED CALLS & PAY PER USE SMS

- (a) Unlimited call is only offered for the Monthly Unlimited pass and is available for calls to any domestic operators.

- (b) Calls are not available for any IDD or Roaming usages.

- (c) SMS is chargeable based on pay per use.

5. 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 to refund 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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