

## FREQUENTLY ASKED QUESTIONS (FAQ) ON UNIFI BASIC ADD-ON PASSES

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#### GETTING TO KNOW

1	<b>What happens if I have exhausted my unifi Basic quota?</b>	<ul style="list-style-type: none"> <li>Once you have exhausted your unifi Basic 60GB quota, your Internet speed will be throttled to 512kbps.</li> <li>In order to enjoy fast and smooth Internet experience, you may purchase add-on passes to enjoy seamless surfing.</li> </ul>								
2	<b>What is the unifi Basic add-on passes? Why do I need it?</b>	<ul style="list-style-type: none"> <li>The unifi Basic add-on passes allow you to purchase additional Internet quota. This will come in handy if you wish to continue surfing seamlessly even after you have exhausted your monthly Internet quota before the end of your billing cycle.</li> </ul>								
3	<b>Can you tell me more about the unifi Basic add-on passes?</b>	<ul style="list-style-type: none"> <li>We understand the different Internet consumption pattern of our customers, hence we are providing you with four (4) available add-on options for you to choose from.</li> <li>Kindly refer below table for reference:</li> </ul> <table border="1" data-bbox="564 1084 1536 1294"> <thead> <tr> <th data-bbox="564 1084 807 1182">1GB</th> <th data-bbox="807 1084 1050 1182">5GB</th> <th data-bbox="1050 1084 1292 1182">20GB</th> <th data-bbox="1292 1084 1536 1182">WEEKEND Unlimited</th> </tr> </thead> <tbody> <tr> <td data-bbox="564 1182 807 1294">Valid till end of billing period <b>RM10</b></td> <td data-bbox="807 1182 1050 1294">Valid till end of billing period <b>RM20</b></td> <td data-bbox="1050 1182 1292 1294">Valid till end of billing period <b>RM40</b></td> <td data-bbox="1292 1182 1536 1294">Valid till end of billing period <b>RM50</b></td> </tr> </tbody> </table> <p data-bbox="564 1303 1011 1330">*Price shown is inclusive of 6% Service Tax</p>	1GB	5GB	20GB	WEEKEND Unlimited	Valid till end of billing period <b>RM10</b>	Valid till end of billing period <b>RM20</b>	Valid till end of billing period <b>RM40</b>	Valid till end of billing period <b>RM50</b>
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4	<b>Where can I purchase these add-on passes?</b>	<ul style="list-style-type: none"> <li>We're making life easier for all. The add-on passes are available for purchase via our unifi portal at <a href="http://unifi.com.my">unifi.com.my</a>.</li> </ul>								
5	<b>What are the available payment method?</b>	<ul style="list-style-type: none"> <li>The unifi Basic add-on passes work just like your additional prepaid add-on.</li> <li>These passes can be purchased using your debit/credit card or online banking via our unifi portal at <a href="http://unifi.com.my">unifi.com.my</a>.</li> </ul>								
6	<b>Can I purchase the add-on passes before I have exhausted my monthly Internet quota?</b>	<ul style="list-style-type: none"> <li>Yes, you can purchase these add-on passes anytime; even before your monthly Internet quota is exhausted.</li> </ul>								
7	<b>I have unused Internet quota under my add-on passes. Can I carry it</b>	<ul style="list-style-type: none"> <li>Unfortunately no, all unused Internet quota under add-on passes cannot be carried forward nor be transferred.</li> <li>Your unused passes will be forfeited at the end of every bill cycle.</li> </ul>								

	<b>forward to the following month or transfer it to another account?</b>	
8	<b>Will there be a limit to the number of add-on passes I can purchase in a month?</b>	<ul style="list-style-type: none"> <li>▪ There will be no limit to the number of purchase you can make in a month.</li> </ul>
9	<b>Is there a time frame set for me to purchase these add-on passes?</b>	<ul style="list-style-type: none"> <li>▪ You have the freedom to purchase the add-on passes anytime at your convenience.</li> <li>▪ However, do note that you are only be able to purchase the Weekend Unlimited pass ONCE a week; between Monday to Thursday and to be utilised between Friday to Sunday of the the same week.</li> </ul>
10	<b>How do I check the balance of my Internet quota?</b>	<ul style="list-style-type: none"> <li>▪ To check the balance of your Internet quota, simply log on to your account via our unifi portal at <a href="http://unifi.com.my">unifi.com.my</a>.</li> </ul>
11	<b>How long will it take for my add-on passes to be activated?</b>	<ul style="list-style-type: none"> <li>▪ Upon successful purchase, it may take up to 10 minutes for your add-on passes to be activated and displayed in your account dashboard via <a href="http://unifi.com.my">unifi.com.my</a>.</li> </ul>
12	<b>I would like to purchase add-on passes, but I have reached my monthly credit limit. What should I do?</b>	<ul style="list-style-type: none"> <li>▪ If you have reached your monthly credit limit, you would need to settle your outstanding bills prior to purchasing any add-on passes.</li> </ul>
13	<b>I have not exhausted my allocated monthly Internet quota, but I have purchased additional passes. Which Internet quota will be consumed first?</b>	<ul style="list-style-type: none"> <li>▪ Your monthly Internet quota will be consumed first. Once you have exhausted this, the add-on passes will be consumed.</li> </ul>
14	<b>Will my add-on passes purchases reflected on my monthly bill statement?</b>	<ul style="list-style-type: none"> <li>▪ No, it will not. All add-on passes work as a prepaid add-on and it will not appear in your monthly bill statement.</li> <li>▪ However, you may view all of your purchase and usage activities by logging into your account via our unifi portal at <a href="http://unifi.com.my">unifi.com.my</a>.</li> </ul>
15	<b>Who should I contact if I need any assistance or service inquiry?</b>	<ul style="list-style-type: none"> <li>▪ Feel free to reach out of to us via our digital channels as follows: <ul style="list-style-type: none"> <li>▪ Live Chat via our care@unifi app</li> <li>▪ unifi self-help portal at <a href="http://unifi.com.my/chat">unifi.com.my/chat</a></li> <li>▪ Facebook at <a href="https://www.facebook.com/weareunifi">facebook.com/weareunifi</a></li> <li>▪ Twitter at @helpmeunifi</li> </ul> </li> <li>▪ You may also visit us at any of our TMpoint outlets nationwide.</li> </ul>



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