

**FAQ FOR UNLIMITED 5G DATA – CONSUMER & BUSINESS
NEW AND EXISTING POSTPAID CUSTOMERS**

NO	QUESTION	ANSWER
1.	Can you share more about this unifi Mobile 5G soft launch and what is the offering?	<p>TM through unifi Mobile is offering Free Unlimited 5G Data to eligible customers prior to the official launch of its 5G services.</p> <p>During this soft launch period, all eligible postpaid customers (from Residential and SME segments) can enjoy free Unlimited 5G Data starting from 31st October 2022 till 31st December 2022.</p> <p>Eligible customers can opt-in to participate in the User Trial via myunifi app, unifi Self Care portal, Live Chat or simply walk-in to any TMpoint outlets nationwide to be part of the trial.</p>
2.	Who can participate in this unifi Mobile 5G soft launch?	<p>This Free Unlimited 5G Data is open to both new and existing Residential and SME postpaid customers (on unlimited plans) who are using 5G supported devices.</p> <p>For existing unifi Mobile postpaid (Residential & SME) subscribers, the Unlimited 5G Data will be made available in your account starting from 31st October 2022.</p> <p>Meanwhile, for non-unifi Mobile postpaid subscribers, all you need to do is to first subscribe to any unifi Mobile postpaid (unlimited plans) at http://unifi.com.my/5G .</p> <p>You will then be able to redeem your Unlimited 5G Data via unifi.com.my (Self Care account) or myunifi app.</p> <p>New customers with 5G supported devices subscribing to unifi Mobile unlimited plans via TMpoint or TM Telemarketing will be receiving the Unlimited 5G Data upon registration.</p> <p>Note: To utilise 5G Unlimited Data, please ensure you are using a 5G supported device and are within 5G coverage areas.</p>
3.	Where can I redeem the unifi Mobile Unlimited 5G Data?	<p>If you have recently subscribed to unifi Mobile postpaid (unlimited plans) or have recently upgraded to a 5G supported device, you can redeem the Unlimited 5G Data via unifi.com.my (Self Care) or myunifi app as below:</p> <p>a. unifi.com.my:</p> <ol style="list-style-type: none"> 1. Login to your unifi account at the Self Care portal 2. Under My Accounts, select your unifi Mobile service and click on View Service

		<p>3. Look for Unlimited 5G Data and click Redeem 4. Click Confirm 5. Once confirmed, you will be notified via SMS upon successful activation.</p> <p>b. myunifi app:</p> <ol style="list-style-type: none"> 1. Download and login to myunifi app 2. Click on Account tab at the bottom menu, and choose your unifi Mobile account from the list 3. Click on your mobile number 4. Click on Top Up 5. Choose Unlimited 5G Data and click Redeem 6. Click Confirm 7. Once confirmed, you will be notified via SMS upon successful activation. <p>For an illustrative guide on how to redeem, please visit http://unifi.com.my/5G</p> <p>Alternatively, you may also request for Unlimited 5G Data via Live Chat or walk-in to any TMpoint outlets nationwide.</p>
4.	I have received an SMS notification informing that I can now enjoy the Unlimited 5G Data, what does this mean?	<p>If you are an existing unifi Mobile postpaid customer (from Residential & SME segments) with a 5G supported device, you will be able to enjoy the Free Unlimited 5G Data starting from 31st October 2022.</p> <p>The pass is valid until 31st December 2022.</p>
5	Can I redeem the Unlimited 5G Data multiple times?	<p>We're making it easy for you.</p> <p>Throughout the soft launch period, you just need to redeem it only once to enjoy the unlimited amount of 5G data until 31 December 2022.</p> <p>If you have already received the unlimited 5G Data pass, you do not need to make any more redemption. The Unlimited 5G Data is valid until 31 December 2022.</p>
6	How many unifi Mobile lines can I redeem with the Unlimited 5G Data?	<p>You can redeem the Unlimited 5G Data as long as you are on an Unlimited plan.</p>
7	Will I be charged for using the Unlimited 5G Data during this period?	<p>Don't worry, you will not be charged for using the Unlimited 5G Data pass during the soft launch period.</p>
8	How long is the validity of the Unlimited 5G Data?	<p>The Unlimited 5G Data is valid until 31 December 2022.</p>
9	How much is the 5G Data quota provided during this period?	<p>You are getting unlimited amount of 5G data!</p>

		So, grab this opportunity to be one of the firsts to experience 5G services.
10	Do I need to activate the Unlimited 5G Data pass to use it?	No, you do not have to. We have activated it for you so you can instantly start using the Unlimited 5G Data. Note: To utilise 5G Unlimited Data, please ensure you are using a 5G supported device and are within 5G coverage areas.
11	Do I need to change my SIM card in order to enjoy 5G?	There is no need to. You can straight away begin to experience the 5G services.
12	I have not received any SMS notification after redeeming the Unlimited 5G Data. Can you help?	Please ensure you have a 5G supported device and you are in a 5G coverage area. You may check for your device's eligibility and coverage area here http://unifi.com.my/5G
13	Where can I enjoy unifi Mobile 5G connection?	You can view the coverage map for unifi Mobile 5G network at http://unifi.com.my/5G However, if you are not within the stated 5G network coverage areas, you shall continue to enjoy 4G connectivity on our unifi Mobile network.
14	Which device can I use to enjoy unifi Mobile 5G connection?	You can enjoy 5G network connection on 5G-supported device. Currently, only selected devices are 5G-supported. Please visit http://unifi.com.my/5G to view the list of 5G-supported devices. If your device is not listed, please ensure that your device has the Malaysian 5G firmware installed. Please contact your device service centre to verify your device's 5G status.
15	Do I need to change any setting in my device?	If you have received an SMS notification on successful activation of the Unlimited 5G Data pass, you should be able to enjoy 5G services automatically. However, if you do not see the 5G icon, kindly perform the steps below on your device: <ul style="list-style-type: none"> • Setting > Connection > Mobile Networks > Network Mode > Select 5G/LTE/3G/2G (Auto Connect) • To enjoy 5G services, make sure that you are within a 5G coverage area.
16	Will I be notified if I am in a 5G area? How do I know when I am connected to the 5G network?	You will not receive any notification. Just look out for the 5G icon at the top right or top left corner of your device's screen. The icon signifies that you are connected to the 5G network.

17	<p>I am currently on 5G network but my internet is very slow. What can I do?</p>	<p>If you are experiencing slow internet connection while connected to the 5G network, please contact us at:</p> <ul style="list-style-type: none"> • Live Chat at maya.unifi.com.my • Tweet us @helpmeunifi • Message us at facebook.com/weareunifi
18	<p>I do not wish to use my 5G data and want to use my 4G data instead. How do I change the network?</p>	<p>All you have to do is deactivate 5G in your device network settings to use your 4G data.</p> <p>Go to Settings > Mobile Data in your device to configure it (<i>please ensure that 4G network mode is enabled</i>).</p>
19	<p>Can I use my smartphone as a hotspot with the Unlimited 5G Data?</p>	<p>Yes. You can use your phone as a hotspot with the Unlimited 5G Data.</p>
20	<p>How can I track my Unlimited 5G Data quota usage?</p>	<p>During this User Trial period, you will be enjoying Unlimited 5G Data. This means, you do not have to worry about quota usage.</p> <p>However, if you'd still like to track your quota, please follow the steps below:</p> <p>a. unifi.com.my</p> <ol style="list-style-type: none"> 1. Go to unifi.com.my and register/login with DigitalME 2. Select your unifi Mobile account 3. Select your unifi Mobile number 4. View quota usage at "My Usage" <p>b. myunifi app</p> <ol style="list-style-type: none"> 1. Download and login to myunifi app with DigitalME 2. Go to Account tab on dashboard 3. Select your unifi Mobile account 4. Select your unifi Mobile number 5. View quota usage at "Service Details"
21	<p>I have activated the Unlimited 5G Data and am using a 5G-supported device but I am unable to get the 5G connection. What should I do?</p>	<p>You will only be able to connect to the 5G network if you are within the 5G coverage areas. Visit http://unifi.com.my/5G to view the 5G coverage map.</p> <p>The following tips below may be useful:</p> <ul style="list-style-type: none"> • Network Issue: <ul style="list-style-type: none"> ○ Restart your device or you can try to turn on and off the Flight mode on your device to see if it is a network issue. ○ Set the correct Access Point Name (APN): <ul style="list-style-type: none"> ▪ Go to Settings ▪ Choose "Mobile Network"

		<ul style="list-style-type: none"> ▪ Choose “Access Point Name” ▪ Type “unifi” at Name & APN field ▪ Save the setting. <ul style="list-style-type: none"> • Device / SIM Issue: <ul style="list-style-type: none"> ○ Place another SIM into your device to check if it is a device issue. <p>If the problem persists, please contact us via our support channels.</p>
22	What happens to the Unlimited 5G Data once the validity ends?	The Unlimited 5G Data will expire on 31 December 2022. Stay tuned for our 5G offerings when they become available soon!
23	I don't have a 5G supported device, but I would like experience the 5G service.	<p>We welcome all customers to come and experience 5G. If you are currently not on a 5G supported device, please visit http://unifi.com.my/5G to subscribe to unifi Mobile's device bundle plans and save up to RM610.</p> <p>You will then be able to redeem your Unlimited 5G Data via unifi.com.my (Self Care account) or myunifi app.</p>
24	I no longer wish use the Unlimited 5G Data. Can I choose to opt-out?	If you wish to opt-out, please make your request via Live Chat on unifi.com.my or myunifi app.
25	Who can I contact for any enquiries related to unifi Mobile 5G soft launch?	<p>You can contact us via our support channels below:</p> <ul style="list-style-type: none"> • LiveChat at maya.unifi.com.my • Tweet us @helpmeunifi • Message us at facebook.com/weareunifi