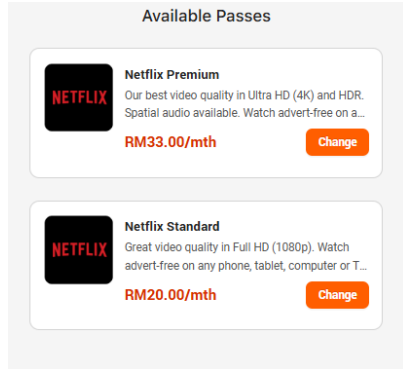


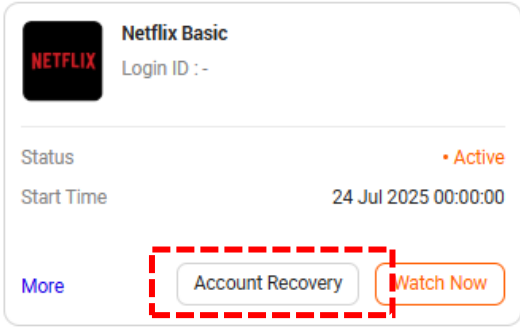
FREQUENTLY ASKED QUESTIONS (FAQ)
UNI5G POSTPAID NETFLIX BUNDLE

QUESTION		ANSWER																																	
GETTING TO KNOW																																			
1.	What postpaid plan is this?	<ul style="list-style-type: none"> The UNI5G Postpaid Netflix Bundle is our latest postpaid plan from Unifi Mobile — and Malaysia's first all-in-one postpaid bundle with unlimited data plus a Netflix Basic subscription. 																																	
2.	When will the UNI5G Postpaid Netflix Bundle Plan be available?	<ul style="list-style-type: none"> The UNI5G Postpaid Netflix Bundle will be available starting 14 August 2025. How to register; <ul style="list-style-type: none"> Walk in to your nearest Unifi Stores , Reseller or register online at https://unifi.com.my/mobile/postpaid. 																																	
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OFFERINGS DETAILS & BUSINESS RULES																																			
3.	What are the offerings?	<ul style="list-style-type: none"> Here's what you will get with our INDIVIDUAL PLANS: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Details</th> <th>UNI5G Postpaid Netflix 79</th> <th>UNI5G Postpaid Netflix 100</th> </tr> </thead> <tbody> <tr> <td>Monthly Commitment</td> <td style="text-align: center;">RM79</td> <td style="text-align: center;">RM100</td> </tr> <tr> <td>Data Quota (5G/4G)</td> <td style="text-align: center;">60GB-5G/4G Free Upgrade Unlimited 5G + 60GB 5G/4G</td> <td style="text-align: center;">100GB-5G/4G Free Upgrade Unlimited 5G/4G</td> </tr> <tr> <td>Hotspot</td> <td colspan="2" style="text-align: center;">Utilizes from Data Quota</td> </tr> <tr> <td>Voice Call</td> <td colspan="2" style="text-align: center;">Unlimited</td> </tr> <tr> <td>SMS (all network)</td> <td colspan="2" style="text-align: center;">RM0.15/SMS</td> </tr> <tr> <td>Credit Limit</td> <td style="text-align: center;">RM250</td> <td style="text-align: center;">RM350</td> </tr> <tr> <td>Upfront Payment</td> <td style="text-align: center;">RM79</td> <td style="text-align: center;">RM100</td> </tr> <tr> <td>Device Offer</td> <td colspan="2" style="text-align: center;">NA</td> </tr> <tr> <td>Contract</td> <td colspan="2" style="text-align: center;">No contract</td> </tr> <tr> <td>Netflix Bundle</td> <td colspan="2" style="text-align: center;">Includes Netflix Basic</td> </tr> </tbody> </table> <p>IMPORTANT NOTES :</p> <ol style="list-style-type: none"> Supplementary lines are not applicable for Individual Plans Existing Unifi Mobile customers with a good payment record are entitled to a waiver of the upfront payment when subscribing to additional postpaid lines. After reaching the data limit, the speed will be reduced to 512kbps. You can upgrade the Netflix Basic to Netflix Standard for RM20/month or to Netflix Premium for RM33/month. 	Details	UNI5G Postpaid Netflix 79	UNI5G Postpaid Netflix 100	Monthly Commitment	RM79	RM100	Data Quota (5G/4G)	60GB-5G/4G Free Upgrade Unlimited 5G + 60GB 5G/4G	100GB-5G/4G Free Upgrade Unlimited 5G/4G	Hotspot	Utilizes from Data Quota		Voice Call	Unlimited		SMS (all network)	RM0.15/SMS		Credit Limit	RM250	RM350	Upfront Payment	RM79	RM100	Device Offer	NA		Contract	No contract		Netflix Bundle	Includes Netflix Basic	
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4.	Do you have any plans suitable for families?	<ul style="list-style-type: none"> For FAMILY PLANS as per below : <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Details</th> <th>UNI5G Postpaid Family Netflix 130</th> <th>UNI5G Postpaid Family Netflix 160</th> <th>UNI5G Postpaid Family Netflix 190</th> </tr> </thead> <tbody> <tr> <td>Monthly Commitment</td> <td style="text-align: center;">RM130</td> <td style="text-align: center;">RM160</td> <td style="text-align: center;">RM190</td> </tr> </tbody> </table>	Details	UNI5G Postpaid Family Netflix 130	UNI5G Postpaid Family Netflix 160	UNI5G Postpaid Family Netflix 190	Monthly Commitment	RM130	RM160	RM190																									
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5.	Can you tell me more about the Netflix package bundled with the UNI5G plans?	<ul style="list-style-type: none"> All UNI5G Postpaid Netflix plans has no contract and bundled with Netflix Basic subscription and you can upgrade it to higher tier for more features and watch on more supported devices. <table border="1"> <thead> <tr> <th>NETFLIX PLAN</th> <th>FEATURE</th> <th>SUPPORTED DEVICES</th> </tr> </thead> <tbody> <tr> <td>Basic (Included) RM29.90/monthly</td> <td> <ul style="list-style-type: none"> Watch in 720p (HD) </td> <td>1 supported device at a time</td> </tr> <tr> <td>Standard *add on RM20/monthly</td> <td> <ul style="list-style-type: none"> Watch in 1080p (Full HD) </td> <td>2 supported devices at a time</td> </tr> <tr> <td>Premium *add on RM33/monthly</td> <td> <ul style="list-style-type: none"> Watch in 4K (Ultra HD) + HDR Netflix spatial audio </td> <td>4 supported devices at a time</td> </tr> </tbody> </table>	NETFLIX PLAN	FEATURE	SUPPORTED DEVICES	Basic (Included) RM29.90/monthly	<ul style="list-style-type: none"> Watch in 720p (HD) 	1 supported device at a time	Standard *add on RM20/monthly	<ul style="list-style-type: none"> Watch in 1080p (Full HD) 	2 supported devices at a time	Premium *add on RM33/monthly	<ul style="list-style-type: none"> Watch in 4K (Ultra HD) + HDR Netflix spatial audio 	4 supported devices at a time																																																					
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6.	Who is eligible to subscribe to UNI5G Postpaid Netflix Bundle?	<ul style="list-style-type: none"> Any Malaysian or non-Malaysian aged 18 years and above. Non Malaysians are required to pay a Foreigner Deposit of RM300 per line. 																																																																	

<p>7.</p>	<p>If I'm currently on an existing Unifi Mobile postpaid plan without Netflix, can I register for the new UNI5G Postpaid Bundle with Netflix?</p>	<ul style="list-style-type: none"> • Yes, you can, subject to your current Multiple Subscription Rules (MSR) which allow up to 3 postpaid lines per NRIC/Passport. <p>You can:</p> <ul style="list-style-type: none"> ➤ Request to upgrade from your current Unifi Mobile postpaid plan to a UNI5G Postpaid Netflix Bundle plan. ➤ Upgrade if you're an active Unifi Prepaid customer. ➤ Explore other available UNI5G Postpaid plans here.
<p>8.</p>	<p>Can I use my existing mobile number from a different telco?</p>	<ul style="list-style-type: none"> • Yes, you can opt to port-in your current mobile number and subscribe to the UNI5G Postpaid Bundle plan without giving up your existing number.
<p>9.</p>	<p>How do I activate my Netflix account?</p>	<ul style="list-style-type: none"> • Log in to your account via: <ul style="list-style-type: none"> ➤ <i>Unifi UniVerse App</i> or ➤ Selfcare Portal • Then, go to "My Service" > "Streaming Apps" > "Activate for Free" • Enter your contact number and email address to activate the account. <div data-bbox="788 1066 1222 1335" data-label="Image"> </div> <ul style="list-style-type: none"> • You can also activate your Netflix subscription via activation email (eDM) sent to you. • Your Netflix account will be active within 2 hours.
<p>10.</p>	<p>Can I upgrade my Netflix Basic to Standard or Premium?</p>	<ul style="list-style-type: none"> • Yes, you can upgrade your Netflix Basic to a higher tier for more features. • Simply log to Universe App or Selfcare Portal and click "Change Plan" then choose your desired Netflix tier. <div data-bbox="788 1682 1203 1957" data-label="Image"> </div>

		
11.	Can I subscribe to more than one UNI5G Postpaid Netflix Bundle Plan?	<ul style="list-style-type: none"> Yes, you can register up to three (3) UNI5G Postpaid Netflix Bundle Plans, subject to the Multiple Subscription Rules (MSR) for Unifi Mobile postpaid plans.
12.	I have an existing Netflix subscription. Can I still register for the UNI5G Postpaid Netflix Bundle Plan?	<ul style="list-style-type: none"> Yes you can. However, we recommend cancelling your current Netflix subscription first before subscribe for the UNI5G Postpaid Netflix Bundle. This helps you avoid being double charged for the same service.
13.	Are other add on services still available with UNI5G Postpaid Netflix Bundle Plan?	<ul style="list-style-type: none"> Yes. You can still enjoy other add-ons services such as Data, International Roaming and Video Streaming Apps. These can be activated anytime via the UniVerse App or Selfcare Portal.
14.	Can I sign up for the device bundle (Device Instalment or Unifi EzOwn) with Netflix plans?	<ul style="list-style-type: none"> Unfortunately, device bundle plans are not eligible with any Netflix postpaid plans. You can still sign up for a device bundle with other UNI5G Postpaid Plans. Check out our Device Bundle Plans here!
QUESTION		ANSWER
SUPPORT		
14.	What is “Account Recovery”?	<ul style="list-style-type: none"> Account Recovery allows you retrieve your Netflix account password/details. <p>To recover your account:</p> <ol style="list-style-type: none"> Log in to Universe App or Selfcare Portal Click “Account Recovery” button.

		 <p>3. You will be redirected to Netflix Account Recovery page to reset your access.</p>
15.	Who do I contact for further enquiries?	<ul style="list-style-type: none">• If you have any further questions, feel free to reach out to our Unifi Care Crew.

-END-