

FREQUENTLY ASKED QUESTIONS (FAQ)
EXCLUSIVE LAUNCH PROMO FOR UNI5G POSTPAID INDIVIDUAL & FAMILY PLANS

QUESTION		ANSWER																																												
GETTING TO KNOW																																														
1.	What is the Exclusive Launch Promo for UNI5G Postpaid Plans?	<ul style="list-style-type: none"> The Exclusive Launch Promo is a special, time-limited offer that happens when we introduce new UNI5G Postpaid Plans. It is all about unlimited data for UNI5G Postpaid mobile subscribers. And if you are a Unifi Home subscriber, there are some extra perks waiting for you too. We are all about giving you the best. 																																												
2.	How long is the promotion period?	<ul style="list-style-type: none"> The Exclusive Launch Promo for UNI5G Postpaid Plan starts on 1st November 2023 until further notice. 																																												
3.	What do you get during the promotion period?	<ul style="list-style-type: none"> If you sign up during the promotion, you can enjoy our Individual Plans, which include: <table border="1" style="margin: 10px auto; width: 80%;"> <thead> <tr> <th>Details</th> <th>UNI5G Postpaid 39</th> <th>UNI5G Postpaid 69</th> <th>UNI5G Postpaid 99</th> </tr> </thead> <tbody> <tr> <td>Monthly Commitment</td> <td>RM39</td> <td>RM69</td> <td>RM99</td> </tr> <tr> <td>Data Quota (5G & 4G)</td> <td>30GB</td> <td>60GB Unlimited 5G only for 24 months</td> <td>100GB Unlimited 5G & 4G perpetual</td> </tr> <tr> <td>Hotspot</td> <td colspan="3">Utilize from Data Quota</td> </tr> <tr> <td>Voice Call</td> <td colspan="3">Unlimited</td> </tr> <tr> <td>SMS (all network)</td> <td colspan="3">RM0.15/SMS</td> </tr> <tr> <td>Credit Limit</td> <td>RM140</td> <td>RM250</td> <td>RM350</td> </tr> <tr> <td>Upfront Payment</td> <td>RM39</td> <td>RM69</td> <td>RM99</td> </tr> <tr> <td>Supplementary Line</td> <td>NA</td> <td>NA</td> <td>NA</td> </tr> <tr> <td>Device Offer</td> <td>NA</td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td>Contract</td> <td>No contract</td> <td>24 months with device bundle</td> <td>24 months with device bundle</td> </tr> </tbody> </table> <p>Please Note :</p> <ol style="list-style-type: none"> Supplementary lines are not available for Individual Plans Existing Unifi Mobile customers with a good payment record can get an upfront payment waiver when subscribing to additional postpaid lines. Unlimited data comes with a Fair Usage Policy (FUP), and once you reach the data limit, the speed will be reduced. For details on Device Bundle offerings, please refer to the FAQ "UNI5G POSTPAID INDIVIDUAL & FAMILY PLAN WITH DEVICE BUNDLE." 	Details	UNI5G Postpaid 39	UNI5G Postpaid 69	UNI5G Postpaid 99	Monthly Commitment	RM39	RM69	RM99	Data Quota (5G & 4G)	30GB	60GB Unlimited 5G only for 24 months	100GB Unlimited 5G & 4G perpetual	Hotspot	Utilize from Data Quota			Voice Call	Unlimited			SMS (all network)	RM0.15/SMS			Credit Limit	RM140	RM250	RM350	Upfront Payment	RM39	RM69	RM99	Supplementary Line	NA	NA	NA	Device Offer	NA	Yes	Yes	Contract	No contract	24 months with device bundle	24 months with device bundle
Details	UNI5G Postpaid 39	UNI5G Postpaid 69	UNI5G Postpaid 99																																											
Monthly Commitment	RM39	RM69	RM99																																											
Data Quota (5G & 4G)	30GB	60GB Unlimited 5G only for 24 months	100GB Unlimited 5G & 4G perpetual																																											
Hotspot	Utilize from Data Quota																																													
Voice Call	Unlimited																																													
SMS (all network)	RM0.15/SMS																																													
Credit Limit	RM140	RM250	RM350																																											
Upfront Payment	RM39	RM69	RM99																																											
Supplementary Line	NA	NA	NA																																											
Device Offer	NA	Yes	Yes																																											
Contract	No contract	24 months with device bundle	24 months with device bundle																																											
4.	Is there any Exclusive Launch Promo for UNI5G Postpaid Family Plan?	<ul style="list-style-type: none"> Yes, there is! If you sign up during the promotion period, you can enjoy our Family Plans, which include: <table border="1" style="margin: 10px auto; width: 80%;"> <thead> <tr> <th>Details</th> <th>UNI5G Postpaid Family 129</th> <th>UNI5G Postpaid Family 159</th> <th>UNI5G Postpaid Family 189</th> </tr> </thead> <tbody> <tr> <td>Monthly Commitment</td> <td>RM129</td> <td>RM159</td> <td>RM189</td> </tr> <tr> <td>Data Quota (5G & 4G)</td> <td>150GB Unlimited 5G & 4G perpetually for Principal</td> <td>200GB Unlimited 5G & 4G perpetually for Principal</td> <td>250GB Unlimited 5G & 4G perpetually for Principal</td> </tr> <tr> <td>Monthly Hotspot</td> <td colspan="3">Utilize from Data Quota</td> </tr> <tr> <td>Voice Call</td> <td colspan="3">Unlimited</td> </tr> </tbody> </table> 	Details	UNI5G Postpaid Family 129	UNI5G Postpaid Family 159	UNI5G Postpaid Family 189	Monthly Commitment	RM129	RM159	RM189	Data Quota (5G & 4G)	150GB Unlimited 5G & 4G perpetually for Principal	200GB Unlimited 5G & 4G perpetually for Principal	250GB Unlimited 5G & 4G perpetually for Principal	Monthly Hotspot	Utilize from Data Quota			Voice Call	Unlimited																										
Details	UNI5G Postpaid Family 129	UNI5G Postpaid Family 159	UNI5G Postpaid Family 189																																											
Monthly Commitment	RM129	RM159	RM189																																											
Data Quota (5G & 4G)	150GB Unlimited 5G & 4G perpetually for Principal	200GB Unlimited 5G & 4G perpetually for Principal	250GB Unlimited 5G & 4G perpetually for Principal																																											
Monthly Hotspot	Utilize from Data Quota																																													
Voice Call	Unlimited																																													

SMS (all network)	RM0.15/SMS		
Credit Limit	RM460	RM560	RM670
Upfront Payment	RM129	RM159	RM189
Supplementary Line	FREE 1 line	FREE 2 lines	FREE 3 lines
Device Offer	Yes		
Contract	24 months with device bundle		

Please Note :

1. If you are already a Unifi Mobile customer with a good payment history, you can get an upfront payment waiver when you add more postpaid lines.
2. Unlimited data comes with a Fair Usage Policy (FUP). Once you use up your data limit, the speed will slow down.
3. Each FREE supplementary line gets a 30GB data quota.
4. For Family Plans, you can add an extra Supplementary line for RM39 per month, in addition to the FREE Supplementary line. Just remember, the total supplementary lines cannot exceed 5 (including the FREE ones).

You will find all the details for additional supplementary lines in the table below:

DETAILS	UNI5G Postpaid Supplementary 39
Monthly Commitment	RM39
Data Quota (5G & 4G)	30GB
Monthly Hotspot	Sharing from Supp Data Quota
Voice Call	Sharing from principal Unlimited Voice Call
SMS (all network)	RM 0.15/SMS
Credit Limit	RM140
Upfront Payment	RM39
Device Offer	NA
Contract	NA

For Device Bundle offerings, please refer FAQ "UNI5G POSTPAID INDIVIDUAL & FAMILY PLAN WITH DEVICE BUNDLE"

5. Who can subscribe to the UNI5G Postpaid plans?

- Everyone is welcome! Whether you are Malaysian or non-Malaysian, as long as you are 18 years or older, you can subscribe to our new UNI5G Postpaid plans.

6. I want to subscribe to the UNI5G Postpaid Plan with Unifi Home. Are there any special offers?

- Absolutely! When you subscribe to the UNI5G Postpaid plan along with Unifi Home (FMC), there is an exclusive offer waiting for you:

Details	UNI5G Postpaid 69	UNI5G Postpaid 99	UNI5G Postpaid Family 129	UNI5G Postpaid Family 159	UNI5G Postpaid Family 189
Monthly Commitment	RM69 RM59	RM99 RM89	RM129 RM119	RM159 RM149	RM189 RM179
Base Data Quota (5G & 4G)	60GB	100GB	150GB	200GB	250GB
*FMC Exclusive	1. Unlimited 5G & 4G data quota for Principal & Supplementary lines 2. RM10/monthly rebate on your mobile bill				
Hotspot	Utilize from Base Data Quota				
Voice Call	Unlimited				
SMS (all network)	RM0.15/SMS				
Credit Limit	RM250	RM350	RM460	RM560	RM670
Upfront Payment	RM69	RM99	RM129	RM159	RM189
Supplementary Line	NA	Yes			
Device Offer	Yes				
Contract	24 months with device bundle				

		<p>Please Note :</p> <p>* You get to enjoy unlimited data as long as your Unifi Home account is in an Active status.</p>
7.	I am already a Unifi Home subscriber. Will I get the FMC Exclusive promo for the UNI5G Postpaid Plan?	<ul style="list-style-type: none"> You are in luck! The Unlimited data will be automatically added to your mobile plan as long as your Unifi Home account is "Active." You will see this on your next bill cycle. We have got you covered.
8.	I am interested. How do I subscribe to the plans?	<ul style="list-style-type: none"> Getting our new plan is a breeze! You can subscribe through: <ul style="list-style-type: none"> ➤ Online at https://unifi.com.my/mobile/postpaid ➤ Log in Unifi UniVerse ➤ Or by visiting any Unifi Store, TM Authorized Dealer (TAD), or Reseller
9.	I have more questions to ask...	<ul style="list-style-type: none"> Fret not! If you have more queries related to our new UNI5G Postpaid plan, please refer our FAQ list titled "UNI5G POSTPAID INDIVIDUAL & FAMILY PLAN"
SUPPORT		
10.	Who do I contact for further enquiries on UNI5G Postpaid plans?	<ul style="list-style-type: none"> Feel free to reach out to us via our digital channels below: <ol style="list-style-type: none"> Live Chat via Unifi app: Reach out to our customer support team here. Facebook: Visit https://www.facebook.com/weareunifi and send us a Private Message (PM). X (formerly known as Twitter): Reach us at @Unifi and send us a Direct Message (DM) and our support team will guide you through the refund process. Walk-in to a Unifi Store: Visit the nearest Unifi Stores, and our friendly Care Crew will assist you.

-END-