

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
unifi MOBILE PREPAID #BEBAS**

NO	QUESTION	ANSWER										
<b>BEBAS2NJOY ADD ON</b>												
1.	<b>What is BEBAS2NJOY Add on?</b>	<ul style="list-style-type: none"> <li>▪ Now you can get MORE data with our new 4G LTE data add-ons!</li> <li>▪ BEBAS2NJOY add on allows you to share unlimited moments for how long you want it to be.</li> </ul>										
2.	<b>What is the price and offering for BEBAS2NJOY add on ?</b>	<ul style="list-style-type: none"> <li>▪ The BEBAS2NJOY unlimited 4G LTE data offerings are as below:                             <table border="1" style="margin: 10px auto; border-collapse: collapse; width: 80%;"> <thead> <tr> <th style="background-color: black; color: white;">Add on option</th> <th style="background-color: black; color: white;">RM</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">BEBAS 2 hours</td> <td style="text-align: center;">1</td> </tr> <tr> <td style="text-align: center;">BEBAS Daily</td> <td style="text-align: center;">3</td> </tr> <tr> <td style="text-align: center;">BEBAS Weekly</td> <td style="text-align: center;">20</td> </tr> <tr> <td style="text-align: center;">BEBAS Monthly</td> <td style="text-align: center;">35</td> </tr> </tbody> </table> </li> </ul>	Add on option	RM	BEBAS 2 hours	1	BEBAS Daily	3	BEBAS Weekly	20	BEBAS Monthly	35
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3.	<b>How long is the BEBAS2NJOY Add on promotion?</b>	<ul style="list-style-type: none"> <li>▪ The unlimited data add on is available for a limited time only. Grab one now while it still lasts!</li> </ul>										
4.	<b>What is the offering for BEBAS <u>2 hours</u> data add-on?</b>	<ul style="list-style-type: none"> <li>▪ Customers can enjoy two (2) hours of LTE data with unlimited quota.</li> </ul>										
5.	<b>What is the offering for BEBAS <u>Daily</u> data add-on?</b>	<ul style="list-style-type: none"> <li>▪ Customers can enjoy daily LTE data with unlimited quota.</li> </ul>										
6.	<b>What is the offering for BEBAS <u>Weekly</u> data add-on?</b>	<ul style="list-style-type: none"> <li>▪ Customers can enjoy seven (7) days of LTE data with unlimited quota.</li> </ul>										
7.	<b>Will my BEBAS unlimited data add on be renewed automatically?</b>	<ul style="list-style-type: none"> <li>▪ Unfortunately, no. Unlimited add-on is one-time add-on, hence it will not be auto-renewed.</li> </ul>										

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8.	<b>Who can buy this BEBAS2NJOYdata add-on?</b>	<ul style="list-style-type: none"> <li>All unifi Mobile prepaid #BEBAS customers are eligible to purchase this add-on.</li> </ul>						
9.	<b>How do I buy this BEBAS2NJOY data add-on?</b>	<ul style="list-style-type: none"> <li>You can purchase it via mobile@unifi app.</li> </ul>						
10.	<b>What is the validity period of BEBAS2NJOYdata add-ons?</b>	<ul style="list-style-type: none"> <li>For BEBAS 2 hours, the validity period is two (2) hours from purchase time.</li> <li>For BEBAS Daily add-on, the validity period is 24 hours from purchase time.</li> <li>For BEBAS Weekly add-on, the validity period is seven (7) days from purchase date.</li> </ul>						
11.	<b>What happens if I buy the BEBAS Daily add-on at 11 pm; will I be able to enjoy my data until 12 am only?</b>	<ul style="list-style-type: none"> <li>You can still enjoy it until 11.00 pm the next day. The usage time band for this add-on is based on 24-hour time frame.</li> </ul> <table border="1" data-bbox="610 1146 1520 1346"> <thead> <tr> <th data-bbox="610 1146 1130 1209">Scenarios of different purchase time</th> <th data-bbox="1130 1146 1520 1209">When can customers use the add-on?</th> </tr> </thead> <tbody> <tr> <td data-bbox="610 1209 1130 1272">Customer buy BEBAS Daily add-on at 12.30 pm on 1/3/2018</td> <td data-bbox="1130 1209 1520 1272">Customer can use it until 12.30 pm on 2/3/2018</td> </tr> <tr> <td data-bbox="610 1272 1130 1346">Customer buy BEBAS Daily add-on at 11.00 pm on 1/3/2018</td> <td data-bbox="1130 1272 1520 1346">Customer can use it until 11.00 pm on 2/3/2018</td> </tr> </tbody> </table>	Scenarios of different purchase time	When can customers use the add-on?	Customer buy BEBAS Daily add-on at 12.30 pm on 1/3/2018	Customer can use it until 12.30 pm on 2/3/2018	Customer buy BEBAS Daily add-on at 11.00 pm on 1/3/2018	Customer can use it until 11.00 pm on 2/3/2018
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12.	<b>Can I still buy this add-on if I already have existing data?</b>	<ul style="list-style-type: none"> <li>Yes, you can buy BEBAS2NJOY data add-on on top of your existing data add-on balance. However, you cannot buy multiple type of BEBAS unlimited add-on at one point of time.</li> <li>Kindly note that the BEBAS2NJOY add on are not stackable.</li> <li>For example, customer cannot buy two (2) BEBAS2NJOY add on at one point of time.</li> </ul>						
13.	<b>Can I use the unlimited add-on-while roaming?</b>	<ul style="list-style-type: none"> <li>You may need to buy roaming add-on.</li> </ul>						

NO	QUESTION	ANSWER
14	<p>I am currently subscribed to BEBAS 2 hours data add-on. Can I subscribe to BEBAS daily data add on?</p>	<ul style="list-style-type: none"> <li>▪ Unfortunately, only ONE (1) type of <b>active</b> BEBAS2NJOY unlimited add on is allowed at any time.</li> <li>▪ However, you may subscribe to another add on when your current unlimited add-on quota utilisation has reached 100%.</li> </ul>
15	<p>Can I use the quota for all type of browsing?</p>	<ul style="list-style-type: none"> <li>▪ Yes. Add-on quota are applicable for all internet usages as long as within 4G/LTE coverage.</li> </ul>
16	<p>What happens if I finish using these BEBAS2NJOY unlimited data add on? Will I be charged with pay-per-use charges?</p>	<ul style="list-style-type: none"> <li>▪ Pay-per-use charges will not be implied in the event you have depleted your unlimited add-on.</li> <li>▪ You may continue browsing provided there is quota balance in your data add-on quota or else, you will need to purchase another data or unlimited add-on.</li> </ul>
17	<p>If I have existing data add on together with BEBAS2NJOY unlimited data, which quota will the data draw from?</p>	<ul style="list-style-type: none"> <li>▪ Data will be based on the priority usage as below:             <ul style="list-style-type: none"> <li>▪ BEBAS Unlimited LTE</li> <li>▪ Freebies</li> <li>▪ High Speed</li> <li>▪ Basic/High Speed</li> <li>▪ Basic data</li> </ul> </li> </ul>
18	<p>Can I hotspot my unlimited data with my friends?</p>	<ul style="list-style-type: none"> <li>▪ Yes, tethering LTE is allowed at no charge, the data will be deducted from the master device that subscribes to the unlimited add on.</li> </ul>