

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
PAKEJ REMAJA KELUARGA MALAYSIA**

| NO           | QUESTION   | ANSWER   |             |       |          |            |              |                 |                |             |
|--------------|--|--|-------------|-------|----------|------------|--------------|-----------------|----------------|-------------|
| 1.           | <b>What is 'PAKEJ REMAJA KELUARGA MALAYSIA'?</b>                       | <ul style="list-style-type: none"> <li>▪ <b>PAKEJ REMAJA KELUARGA MALAYSIA</b> is a limited-time offering initiated by the Malaysian Communications and Multimedia Commission (MCMC), supported by unifi and other telcos in Malaysia. This initiative is intended to specifically assist youths and students with regards to their mobility data access.</li> <li>▪ The offering is a <b>20GB LTE data pass</b> for unifi Mobile #BEBAS prepaid users with a 90-day validity period at the price of <b>RM30</b>.</li> <li>▪ Once the quota has been used up, basic internet at the speed of 64kbps will be available to the users.</li> </ul> |             |       |          |            |              |                 |                |             |
| 2.           | <b>How long is the promotion period?</b>                               | <ul style="list-style-type: none"> <li>▪ The promotion period runs <b>from 15<sup>th</sup> October 2021 until 15<sup>th</sup> April 2022</b>. This is now <b>extended to 31<sup>st</sup> October 2022</b>.</li> </ul>  |             |       |          |            |              |                 |                |             |
| 3.           | <b>Who can buy this 'PAKEJ REMAJA KELUARGA MALAYSIA'?</b>              | <ul style="list-style-type: none"> <li>▪ This prepaid pass is specially customised for youths aged 21 years and below.</li> <li>▪ Students aged 21 and above can use their student identification card to claim this pass as well.</li> <li>▪ On top of that, all existing unifi Mobile #BEBAS prepaid subscribers can also buy the pass via mobile@unifi app.</li> </ul>  |             |       |          |            |              |                 |                |             |
| 4.           | <b>What is the objective of this 'PAKEJ REMAJA KELUARGA MALAYSIA'?</b> | <ul style="list-style-type: none"> <li>▪ The objective of this pass is to support students' productivity by providing high speed data for virtual classes as well as leisure activities.</li> </ul>  |             |       |          |            |              |                 |                |             |
| 5            | <b>What is the price of this 'PAKEJ REMAJA KELUARGA MALAYSIA'?</b>     | <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="background-color: #cccccc;">Promo Pass</th> <th style="background-color: #cccccc;">Quota</th> <th style="background-color: #cccccc;">Validity</th> <th style="background-color: #cccccc;">Price (RM)</th> </tr> </thead> <tbody> <tr> <td>Pakej Remaja</td> <td><b>20GB LTE</b></td> <td><b>90 days</b></td> <td><b>RM30</b></td> </tr> </tbody> </table>   | Promo Pass  | Quota | Validity | Price (RM) | Pakej Remaja | <b>20GB LTE</b> | <b>90 days</b> | <b>RM30</b> |
| Promo Pass   | Quota  | Validity   | Price (RM)  |       |          |            |              |                 |                |             |
| Pakej Remaja | <b>20GB LTE</b>  | <b>90 days</b>   | <b>RM30</b> |       |          |            |              |                 |                |             |

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|-----|---|---|
| 6.  | <b>How do I buy this PAKEJ REMAJA KELUARGA MALAYSIA?</b>  | <ul style="list-style-type: none"> <li>▪ You can purchase it via mobile@unifi app.</li> </ul> <p><i>Note: Please make sure that you have sufficient account balance before making a purchase.</i></p>   |
| 8.  | <b>Will this PAKEJ REMAJA KELUARGA MALAYSIA be renewed automatically?</b>   | <ul style="list-style-type: none"> <li>▪ Unfortunately, no. This pass is not renewable. If you wish to buy the pass after you have consumed the 20GB data quota, you will need to launch the mobile@unifi app to buy the pass again.</li> </ul>   |
| 9.  | <b>Do I need to reload my account in order to purchase the PAKEJ REMAJA KELUARGA MALAYSIA?</b>  | <ul style="list-style-type: none"> <li>▪ Yes, you have to ensure that you have a sufficient balance in your account to purchase the pass.</li> </ul>  |
| 10. | <b>Can I buy the pass multiple times?</b>   | <ul style="list-style-type: none"> <li>▪ Yes, there is no purchase limit so you can buy the pass as many times as you wish to, as long as you purchase within the campaign period.</li> <li>▪ Each purchase has its own validity period. The pass is valid for 90 days from the date of purchase and will be forfeited if unutilised.</li> </ul>  |
| 11. | <b>I'm not an existing unifi Mobile #BEBAS prepaid subscriber and I don't have any #BEBAS prepaid SIM card yet. How can I subscribe to this promo? Am I eligible?</b> | <ul style="list-style-type: none"> <li>▪ Yes, you can sign up for this promotion by following the steps below: <ul style="list-style-type: none"> <li>i. Download and sign up for unifi Mobile #BEBAS starter pack amounting RM10 via mobile@unifi app.</li> <li>ii. You may collect your starter pack (SIM card) from the nearest TMpoint. You may also opt for delivery which you will need to pay an additional RM10.60 as the delivery fees. You will receive the SIM card between 7-14 working days.</li> <li>iii. Activate your SIM card and enjoy the complimentary seven (7) days of unlimited data freebies.</li> <li>iv. After 7 days of activation, login to your mobile@unifi app and go to the data purchase page.</li> <li>v. Select '<b>PAKEJ REMAJA</b>' data pass and purchase the data pass.</li> </ul> </li> </ul> |

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|-----|---|--|
| 12. | <b>Can I still buy this PAKEJ REMAJA KELUARGA MALAYSIA data pass if I already have an existing data pass?</b> | <ul style="list-style-type: none"> <li>▪ Yes, you can buy this pass on top of your existing data pass. However, in terms of usage priority, the system will use up the allocation from this pass first, as it comes with a validity period.</li> <li>▪ In the event that you are already subscribing to any of our existing unlimited pass, the system will prioritise the unlimited subscription first before consuming data from this pass.</li> </ul>   |
| 13. | <b>Can I use this data pass for tethering/hotspot?</b>  | <ul style="list-style-type: none"> <li>▪ Yes, tethering/hotspot LTE with this data pass is allowed at no additional charge.</li> <li>▪ Once the pass is fully consumed, basic internet speed is available within the validity period of the pass.</li> </ul>   |
| 14. | <b>Who should I contact if I need any assistance or enquiries?</b>  | <ul style="list-style-type: none"> <li>▪ You can contact us via the channels below: <ul style="list-style-type: none"> <li>➤ Live Chat with us at <a href="http://www.unifi.com.my/chat">www.unifi.com.my/chat</a></li> <li>➤ mobile@unifi app</li> <li>➤ Facebook at <a href="https://www.facebook.com/weareunifi/">https://www.facebook.com/weareunifi/</a></li> <li>➤ Twitter at @helpmeunifi</li> </ul> </li> <li>▪ Should you require a face-to-face interaction, you may visit us at any of the TMpoint outlets nationwide.</li> </ul> |