FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
INTERNATIONAL ROAMING AND MOBILE INTERNET (DATA ROAMING PASS)

QUESTION		ANSWER
QUESTIONS ON INTERNATIONAL ROAMING AND MOBILE INTERNET (DATA ROAMING PASS)		
1.	**What is International Roaming?**	International roaming allows you to make and receive calls and texts, access emails and connect to mobile internet in over 180 countries around the world.
2.	**How do I know if I can use International Roaming?**	International Roaming is automatically enabled for the following plans: i. UNI5G Postpaid 99 ii. UNI5G Postpaid Family 129 iii. UNI5G Postpaid Family 159 iv. UNI5G Postpaid Family 189 If your plan is not among those listed, you have the option to request or manually activate International Roaming through our app, portal, contact center, or Unifi Stores nationwide. To activate it, a deposit of RM300 is required. This deposit will be credited to your Unifi Mobile account as an advance payment for your bill upon deactivation of International Roaming. However, the deposit may be waived if you have been a customer for at least one month and have no outstanding bills. Meanwhile for Prepaid plans, you can request or manually activate International Roaming through our app, portal, contact center, or Unifi Stores nationwide. No deposit required. However, you must ensure that the Prepaid reload is sufficient to buy the pass.
3.	**What is data roaming?**	Data Roaming refers to the use of mobile internet services while travelling abroad.
4.	**What are data roaming passes?**	Data roaming passes are roaming passes designed for mobile internet usage when traveling abroad. Here are the data roaming passes available for UNI5G Postpaid and Prepaid plans: i. UNI5G Roam SG/ Thai/ Indo Unlimited Data 1-Day Pass ii. UNI5G Roam ASEAN Unlimited Data 1-Day Pass iii. UNI5G Roam Global Unlimited Data 1-Day Pass iv. UNI5G Roam ASEAN Unlimited Data 7-Day Pass

		v. UNI5G Roam Global Unlimited Data 7-Day Pass
		vi. UNI5G Roam Data 1-Day Pass
		vii. UNI5G Roam Middle East Unlimited Data – 1 Day Pass
		viii. UNI5G Roam Middle East Unlimited Data – 7 Day Pass
		ix. UNI5G Roam Middle East Unlimited Data – 15 Day Pass
		x. UNI5G Roam Middle East Unlimited Data – 30 Day Pass
		Please note that the data roaming passes do not include call and SMS usage. Additionally, a Fair Usage Policy (FUP) applies during roaming. This means that once you've used up the fair usage quota included in your pass, you can still access mobile internet at a reduced speed until the pass expires. For 7-day passes, 15-day passes and 30-day passes, the fair usage quota is refreshed every 24 hours from the initial activation time.
5.	**Which rate plans do I need to be on to be able to purchase buy data roaming passes?**	Data roaming passes are available for both subscribers Postpaid and Prepaid plan. However, for Prepaid you must have sufficient reload to buy the pass.
6.	**What does the data roaming passes offer, & and how long are they valid?**	The passes provide you with uninterrupted mobile internet connectivity while traveling abroad. They are active for 1 day (24 hours) and 7 days (168 hours), 15 days (360 hours) and 30 days (720 hours) from the time of purchase for 1-day passes, 7-day passes, 15-day passes and 30-days passes respectively.
7.	**How do I subscribe to the data roaming passes?**	You can automatically access the 1-day data roaming passes when your data usage exceeds a preset limit of 1MB usage while abroad. To purchase the 7-day, 15-days and 30-days data roaming passes, you can manually acquire them through our app or portal.
8.	**How do I keep track on my data roaming pass usage & expiry?**	You will receive SMS notifications when you reach 80% and 100% of your quota. Additionally, you can check both your remaining quota and pass validity in our app.
9.	**I've reached the limit for my data! How can I continue surfing at the best effort speed while I'm still roaming?**	Don't worry, you can purchase additional data roaming passes via our app or portal.

10.	**Will I be informed when my subscription is successful?**	Yes, you will receive an SMS notification when your data roaming pass is successfully activated, whether it's for auto subscriptions or pass renewals.
11.	**In which countries are the data roaming passes available?**	The data roaming passes are available in over 100 countries. You can check the availability at https://unifi.com.my/mobile/roaming.
12.	**How do I unsubscribe from a data roaming pass?**	You don't need to unsubscribe from the data roaming pass because it will expire after the validity period.
13.	**I have purchased a UNI5G Roam SG/ Thai/ Indo Unlimited Data 1-Day Pass in Singapore. Can I use the same pass in Thailand on the same day?**	Yes, the UNI5G Roam SG/ Thai/ Indo Unlimited Data 1-Day Pass is a multi-country pass which covers Singapore, Thailand and Indonesia.
14.	**I have purchased a UNI5G Roam ASEAN Unlimited Data 7-Day Pass in Singapore. Can I use the same pass in Vietnam within the week?**	Yes, the UNI5G Roam ASEAN Unlimited Data 7-Day Pass is a multi-country pass. To find out which countries you can use the pass in, please refer to https://unifi.com.my/mobile/roaming.
15.	**I have purchased a UNI5G Roam Global Unlimited Data 7-Day Pass in Australia. Can I use the same pass in New Zealand within the week?**	Yes, the UNI5G Roam Global Unlimited Data 7-Day Pass is a multi-country pass. To find out which countries you can use the pass in, please refer to https://unifi.com.my/mobile/roaming.
16.	**I have purchased Saudi Arabia Pass. Can I roam to other Middle East Countries as well?**	At the moment, we only cover Saudi Arabia. We will add other Middle East countries soon. To find out more info, please refer to https://unifi.com.my/mobile/roaming.
17.	**What is the Fair Usage Policy (FUP) for the passes and how does it work?**	Some of our data roaming passes offer unlimited internet with Fair Usage Policy (FUP). When you reach the fair usage quota, your internet speed will be reduced. The fair usage quota is 500MB of high-speed data daily, and after reaching this limit, you will have unlimited data at a reduced speed of 128Kbps.

18.	**Will there be any additional charges if I have reached the daily fair usage quota?**	No, there are no additional charges. However, after reaching the daily fair usage quota, your internet speed will be reduced.
19.	**Can I restore my Internet speed upon reaching the daily fair usage quota?**	Yes, you can restore your Internet speed by buying a new 1-day data roaming pass via our app or portal.
20.	**Are the data roaming passes compatible with any phone model?**	Yes, the passes are compatible with all phone models.
21.	**Will I be able to use mobile Internet overseas without a data roaming pass?**	No, you will not be able to use mobile Internet overseas without subscribing to any of the data roaming passes.
22.	**How much will I be charged when I make calls or send SMS while roaming?**	Voice and SMS charges vary according to the country you are roaming in. Voice calls are charged in 60-second blocks. For detailed information on the charges in the countries you plan to visit, please refer to https://unifi.com.my/mobile/roaming.
23.	**How much will I be charged for making calls and sending SMS to Satellite numbers (e.g: Inmarsat) or countries not included in our mobile plan's list?**	You will be charged at pay-per-use rate of RM75 per minute and RM0.50 per SMS sent.