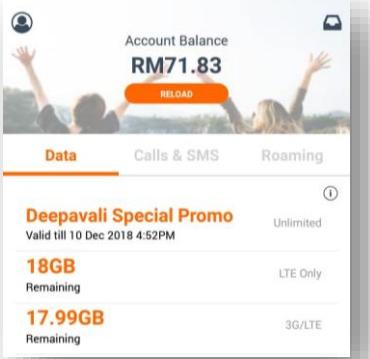
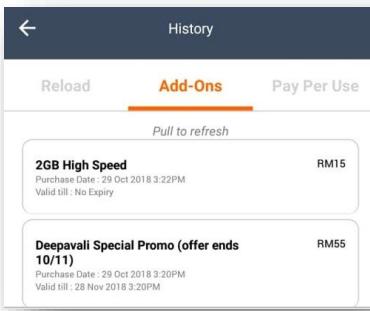


FREQUENTLY ASKED QUESTIONS (FAQ) FOR UNIFI MOBILE #BEBAS DEEPAVALI SPECIAL PROMO

NO	QUESTION	ANSWER
QUESTIONS ON UNIFI MOBILE #BEBAS DEEPAVALI SPECIAL PROMO		
1.	Can you tell us more about unifi Mobile #BEBAS Deepavali Special Promo?	<ul style="list-style-type: none"> ▪ We're happy to announce that in conjunction with Deepavali, we're offering a special #BEBAS2NJOY unlimited data pass add-on promotion for our #BEBAS customers. ▪ You'll be able to purchase our 30 days unlimited add-on LTE data pass at a promotional price of RM55 only!
2.	When is the promotion period?	<ul style="list-style-type: none"> ▪ The promotion is valid for a limited time only from 4th November to 10th November 2018. So hurry, purchase your unlimited data pass now!
3.	Who is eligible for this promotion?	<ul style="list-style-type: none"> ▪ All of you! ALL unifi Mobile #BEBAS customers are eligible to enjoy this Deepavali Special #BEBAS2NJOY unlimited data pass add-on promo.
4.	This is interesting! Tell me more about the promotion.	<ul style="list-style-type: none"> ▪ For every purchase of the Deepavali Special #BEBAS2NJOY unlimited data pass add-on promo, you'll enjoy 30 days of unlimited LTE data pass. ▪ For example, if you subscribe on 4th November 2018, you can enjoy unlimited LTE data pass till 4th December 2018. That's a whole month of unlimited usage on your LTE data pass!
5.	How can I purchase this add-on?	<ul style="list-style-type: none"> ▪ You can purchase this add-on #BEBAS2NJOY data pass promo via our mobile@unifi app. ▪ Simply click on the "BUY NOW" tab and select the Deepavali Special Promo add on promo. ▪ After you've confirmed your purchase you will be able to enjoy your unlimited LTE data pass!

NO	QUESTION	ANSWER										
6.	Is there a limit to the number of add-on purchases I can make under this promo?	<ul style="list-style-type: none"> Each customer is allowed to make a ONE time purchase only throughout the promotion period. So hurry, don't waste the opportunity! 										
7.	Can I purchase the Deepavali Special Promo add-on even though I still have existing add-ons in my account?	<ul style="list-style-type: none"> If you have an existing non-expiry #KreditTakMati add-on, you can buy this #BEBAS2NJOY add-on on top of your existing data add-on balance as long as it's not a #BEBAS2NJOY unlimited add on. However, if you are currently subscribing to any #BEBAS2NJOY unlimited add-on, you cannot subscribe to this promo as only one active unlimited add-on is allowed at one point of time. You can always subscribe to this promo once your current unlimited add-on has expired, provided it is still within promotion period. 										
8	What is the difference between #KREDITTAKMATI Non-expiry Data pass and #BEBAS2NJOY unlimited Data Pass?	<ul style="list-style-type: none"> #KREDITTAKMATI data pass is a non-expiry data pass whereby #BEBAS2NJOY data pass offers unlimited data pass for limited time. The passes are valued in a schedule below: <table border="1"> <thead> <tr> <th>Non-expiry data pass (kredittakmati)</th> <th>BEBAS2NJOY unlimited pass</th> </tr> </thead> <tbody> <tr> <td>1GB Basic Data</td> <td>2 hours unlimited LTE pass</td> </tr> <tr> <td>2GB High Speed Internet</td> <td>Daily Unlimited LTE pass</td> </tr> <tr> <td>4GB High Speed Internet</td> <td>Weekly Unlimited pass</td> </tr> <tr> <td>8GB High Speed Internet</td> <td>Deepavali Special Promo</td> </tr> </tbody> </table>	Non-expiry data pass (kredittakmati)	BEBAS2NJOY unlimited pass	1GB Basic Data	2 hours unlimited LTE pass	2GB High Speed Internet	Daily Unlimited LTE pass	4GB High Speed Internet	Weekly Unlimited pass	8GB High Speed Internet	Deepavali Special Promo
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9.	What happens if I purchase the Deepavali Special Promo on the last day of the promotion period (at 11.00 pm on 10 November 2018). Will I be able to enjoy my data for 30 days?	<ul style="list-style-type: none"> Of course you can! You'll still be able to enjoy your add-on purchase until 11.59 pm on 10th November 2018. The usage time band for this add-on is based on 30 days and follows a 24-hour time frame.
10.	How do I check the validity of my LTE data pass?	<ul style="list-style-type: none"> You're able to check your LTE data pass from the Dashboard or the History tab-Add-Ons. Here's how you can do it: <p>Dashboard:</p>  <p>History tab-Add-Ons:</p> 

NO	QUESTION	ANSWER
11.	If I have an existing data add-on together with the add-on for this promo, which will be utilised first?	<ul style="list-style-type: none"> ▪ Your data pass utilisation will be based on below priority usage: <ul style="list-style-type: none"> i. Unlimited LTE data pass ii. Freebie data pass iii. LTE only data pass iv. 3G/LTE data pass v. Basic data
12.	Can I use the LTE data pass for all types of browsing?	<ul style="list-style-type: none"> ▪ Yes. The purchased data pass is applicable for all internet usages. ▪ Just be sure that you're within our 4G/LTE coverage area.
13.	What will happen to my data when I'm in non LTE/4G areas?	<ul style="list-style-type: none"> ▪ As the special pass is only available for LTE/4G areas, customer is unable to continue browsing data unless he has a 3G data quota which is available when he subscribe to a non-expiry pass.
14.	Will I be able to share (hotspot/tether) my unlimited LTE data with my friends?	<ul style="list-style-type: none"> ▪ Absolutely! Feel free to share your LTE data pass at no charge.
15.	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none"> ▪ Easy, you can contact us via TM's digital channels such as: <ul style="list-style-type: none"> ▪ Live Chat with TM via mobile@unifi app ▪ Facebook at https://www.facebook.com/unifimobile/ ▪ Should you require a face-to-face interaction, you may visit us at any of the TMpoint outlets nationwide.