

SPECIFIC TERMS: UNI5G WOW PREPAID SERVICE FOR CONSUMER

2024 10 10

1. GENERAL

This Specific Terms is incorporated and forms part of the Unifi Mobile Consumer Terms and Conditions for Mobile Service ("the T&C"). All the capitalized words in the Specific Terms will have the same meaning ascribed in the T&C

2. STARTER PACK

- (a) You may purchase the UNI5G WOW prepaid SIM pack ("Starter Pack") by making an online application via the Unifi Mobile app, Unifi eStore, Unifi Self Care Portal or you may visit any Unifi Store, TMpoint, or Unifi Mobile Dealer to purchase the Starter Pack at RM10 per starter pack.
- (b) You may maintain the service number of your current mobile line by applying for Mobile Number Portability (MNP) to port in from your existing mobile operator to Unifi Mobile UNI5G WOW prepaid.
- (c) Application of Mobile Number Portability (MNP) can be made via online channels at Unifi Mobile app, Unifi eStore, and Unifi Self Care Portal free of charge.
- (d) However, for Mobile Number Portability (MNP) application via TMpoints, Unifi Stores, and Unifi Mobile Dealers will subject to a free of RM10.
- (e) For online orders and purchase of the Starter Pack via Unifi Mobile app, Unifi eStore, and Unifi Self Care Portal, you may choose to self-pick-up at our Unifi Store/TMpoints nationwide, or by delivery to your doorstep;
- (f) If you choose for delivery your Starter Pack,
 - (1) An additional charge of RM10.60 Delivery Cost Charge (inclusive of 6% ST) is applicable to you;
 - (2) You are responsible for any and all taxes payable as a result of the delivery; and
 - (3) We take no responsibility for the safe and effective delivery of the Starter Pack. In the event the Starter Pack is not successfully delivered to you, we will handle to matter in such manner as we deem fit in our absolute discretion.

3. ACTIVATION OF SIM CARD

- (a) Activation is automatic upon inserting the SIM Card to a mobile device and successfully latching to a network.
- (b) Once the SIM Card is activated, you are entitled to enjoy the Starter Pack freebies as follow:
 - (1) 10GB high speed data (2GB 5G/LTE, 8GB 5G only)
 - (2) 30 days of SIM validity

- (3) If your SIM Card is activated via online channels, you are eligible to redeem a 5G UL Larut Malam pass valid for 3 days.

4. CHARGES AND RATES

- (a) Pay-as-you-use local call rates is RM0.30 per minute with 30 seconds call block.
- (b) Pay-as-you-use local SMS rate is RM0.15 per SMS.
- (c) Charges will be deducted directly from your remaining prepaid credit balance.
- (d) For passes configured with unlimited calls feature, such as UNI5G WOW 35 and UNI5G WOW UL CALL, you can utilize the unlimited calls feature to make call to any domestic operator.
 - (1) Unlimited calls do not IDD or roaming usages.
 - (2) Unlimited calls are strictly for local calls only.

5. RELOAD AND VALIDITY PERIOD

- (a) For Malaysian accounts, you will receive the full amount of reload in credit balance upon reloading.
- (b) Reloads of non-Malaysian prepaid accounts are subject to 6% SST, the credit balance received upon reloading would be the amount of reload less 6% SST.
- (c) The active period of the SIM card will be extended based on the amount of prepaid reload. Active period validity will be extended by 1 day on top of the day of reload for every RM1 of reload.
- (d) The new active period validity after x amount of reload will be the x days after the day of reload, or the existing prepaid active period validity, whichever longest apply.
- (e) For reload more than RM100, you will receive a bonus extension of extra 10 days. For instance, you will receive 110 days of validity period extension upon reload of RM100.
- (f) The prepaid account will be in grace period after the end of the active period. In grace period, account may face restrictions in terms of making outgoing calls and SMS and making purchases. You will be given 60 days of grace period after your active period ends.
- (g) You must reload to resume full service(s) of the plan before the end of grace period, failure of which will result in termination of the plan and forfeit of remaining prepaid credit balance.

6. CREDIT TRANSFER

- (a) UNI5G WOW prepaid subscribers who has fulfilled more than 1-month tenure are entitled to use the Credit Transfer service.
- (b) Both Credit Transfer sender and receiver must fulfill the 1-month tenure for the Credit Transfer transaction to be successful.

- (c) UNI5G WOW prepaid subscribers can transfer their prepaid account balance to other Unifi Mobile Prepaid numbers, including prepaid account with Mobile Unifi/Bebas10/UNI5G WOW subscription.
- (d) There will be a RM0.50 service charge to the Credit Transfer sender, and RM0.30 service charge to the Credit Transfer receiver upon successful Credit Transfer transaction.
- (e) Denomination of each Credit Transfer transaction must be within the range of RM3 to RM25.
- (f) Sender are required to be in active status to perform a Credit Transfer transaction, sender need to have at least RM1 in prepaid balance after successful Credit Transfer.
- (g) Daily limit of Credit Transfer per prepaid number is RM100.
- (h) Monthly limit of Credit Transfer per prepaid number is RM100.

7. CREDIT SOS

- (a) Credit SOS is a service to assist subscribers to borrow credit from Unifi Mobile during times of emergency or need.
- (b) The service is available to UNI5G WOW Prepaid subscribers only, with a minimum subscription tenure of 3-months including both active and inactive subscribers (those who are passive for less than 15 days).
- (c) Subscribers will receive RM3 credit with 3 days validity upon any successful Credit SOS request. A service fee of RM0.75 will be imposed upon each successful request.
- (d) The Credit SOS credit advance amount and service fee charged will be deducted from the subscriber's next prepaid top-up amount.
- (e) Subscribers are obligated to settle the full Credit SOS amount and service fee before any prepaid balance could be used for other services.
- (f) Subscribers will receive an SMS after successfully requesting the Credit SOS service.

8. BASE PLANS

- (i) These internet data base passes are available for all UNI5G WOW prepaid subscribers:

	UNI5G WOW 10	UNI5G WOW 25	UNI5G WOW 35	UNI5G WOW 50
PRICE	RM10	RM25	RM35	RM50
DATA	7GB 5G 3GB 5G/4G	30GB 5G/4G	Unlimited	70GB 5G/4G

5G SPEED	Uncapped	Uncapped	Uncapped	Uncapped
4G SPEED	3 Mbps	Uncapped	5 Mbps	7 Mbps
FUP	N/A	N/A	5G/4G FUP: 50GB 5G FUP: 50GB	N/A
UPON DEPLETION	Hardstop	Hardstop	Throttle to 512kbps	Hardstop
CALLS	N/A	N/A	Unlimited	N/A
HOTSPOT 4G+5G	N/A	Enabled	10GB 5G/4G (Promo) 50GB 5G	N/A
VALIDITY	7 Days	30 Days	30 Days	30 Days

- (j) You may only purchase (1) base pass at a time. Should you decide to unsubscribe the base pass you purchase to purchase another base pass, quota in the previous base pass will be forfeited
- (k) Any purchase of the data pass will be deducted from the prepaid account balance. Once the data has been provisioned to the account, no refund or request for credits will be entertained.
- (l) Tethering or hotspot is allowed provided there is allowance for data quota. Upon reaching the limit, an SMS notification will be triggered upon depletion, no speed throttle after depletion (hard stop).
- (m) Usage of 5G internet is only available at 5G coverage areas and on 5G supported mobile device. Customer may check 5G coverage areas as well as 5G supported device at <https://unifi.com.my/5G>

9. ADD-ONS

(a) These internet data add-on passes are available for all UNI5G WOW prepaid subscribers:

Data Pass	Price	Speed	Data	Hotspot	Validity
UNI5G WOW UL 24- HOURS	RM3	4G: 5Mbps 5G: Best effort	Unlimited 5G/4G FUP:10GB	1GB	1 day
UNI5G WOW UL 5G HOTSPOT	RM2	Best effort	N/A	Unlimited 5G only	2 hours

UNI5G WOW HI-SPEED 2GB	RM6	Best effort	2GB 5G/4G	Enabled	No Validity
UNI5G WOW HI-SPEED 8GB	RM18	Best effort	8GB 5G/4G	Enabled	No Validity
UNI5G WOW 55GB HOTSPOT	RM55	Best effort	N/A	35GB 5G/4G 20GB 4G	30 days
UNI5G WOW UL LARUT MALAM	RM3	4G:10Mbps 5G: Best effort	Unlimited 5G/4G FUP:5GB	N/A	1 day From 1AM – 7AM
UNI5G WOW WEEKEND	RM7	4G: 2.5Mbps 5G: Best effort	10GB 5G/4G 1GB 4G	Enable 4G/5G	3 days
UNI5G WOW YOUTUBE & TIKTOK	RM5	4G: 3Mbps 5G: Best effort	3GB (Tiktok & Youtube access)	N/A	5 days
UNI5G WOW SPEED BOOSTER	RM5	4G: 10Mbps (Enhance 4G speed)	N/A	N/A	Follow base plan



(b) The data quota will be deducted based on the following priority of usage:

- i. Freebies quota (if any)
- ii. Quota High Speed data
- iii. Unlimited Data
- iv. Basic Internet quota

(c) Tethering or hotspot is allowed provided there is allowance for data quota. Upon reaching the limit, an SMS notification will be triggered upon depletion, no speed throttle after depletion (hard stop). Tethering is only restricted to use on mobile device only.

(d) Usage of 5G internet is only available at 5G coverage areas and on 5G supported mobile device. Customer may check 5G coverage areas as well as 5G supported device at <https://unifi.com.my/5G>

(e) Other than data add-on passes, these are the add-on passes available for all UNI5G WOW prepaid subscribers:

Pass	Price	Detail	Validity
UNI5G WOW 30 MINS CALL	RM3	30 mins calls	No validity

UNI5G UL CALL	RM5	Unlimited local calls	30 days
UNI5G WOW TAMBAH LIFE	RM1	Extend active period by 3 day	3 day
UNI5G WOW ACTIVE 365	RM50	Extend active period by 365 days	365 days

10. ROAMING AND IDD

- (a) You may enjoy our roaming and IDD services based on the rates published at our website, <https://unifi.com.my/mobile>
- (b) You may purchase the roaming passes from Unifi Mobile app.

11. ONLINE PURCHASE AND ORDER CANCELLATION

- (a) Please note that when you make an online purchase of UNI5G WOW prepaid Starter Pack, you are either requesting for:

- (1) DELIVERY

We will attempt to send the Starter Pack to the address provided by you during the online purchase, please ensure you have provided the correct address. Should you be unreachable or uncontactable within twenty five (25) days from the date of online purchase, we have the absolute discretion to cancel your purchase and/or refuse the provision of Service to you;

OR

- (2) SELF PICK UP

You must pick up your Starter Pack from your chosen collection point within fourteen (14) days from the date of online purchase. If you fail to pick up within the stipulated timeline, we have the absolute discretion to cancel your purchase and/or refuse the provision of Service to you.

- (3) Please further note that for both Delivery and Self Pick up, you must provide your Identity Card/Passport or any other identification document that was referred to during your online purchase for verification. Should you fail to provide the relevant identification, we reserve the right to refuse to give you the Starter Pack, cancel your purchase and/or refuse the provision of Service to you.
- (4) As the Mobile Number belongs to us, we will reclaim the Mobile Number upon cancellation, and it will be released to the general pool of numbers. You will not be able to get back the same Mobile Number.
- (5) Upon cancellation pursuant to this clause, you cannot claim a refund of any sum paid for the SIM card and/or delivery services and/or any other applicable charges (if any).
- (6) We reserve the right to send SMS reminders as a courtesy to remind you to contact us

prior to cancellation. However, we are not obligated to do so.

(7) Our decision is final and binding, and you agree not to dispute or question our decision.

12. OUR RIGHTS TO MAKE CHANGES

We reserve the right to withdraw, cancel, suspend, extend or terminate the offerings earlier either in whole or in part and further reserves the right to vary, supplement, delete, amend or modify any of the terms and conditions from time to time without prior notice to Customer. Further, we are not responsible to refund any of the account balance in the event of any of the above. Our decision is conclusive and binding on you and you have no right to question our decision.

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