

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
JARINGAN PRIHATIN PROGRAMME**

| NO | QUESTION | ANSWER | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|---|--|----------|---------|--------------------|-----------------|--------|-------------------|----------------------------|---------|-----------------------|-----------------------|-----|-----------------------------------|----------------------------------|------------------------------------|-------------------------------|--|------------------------------------|-----------------|----|----|--------------------|-------|-----|
| JARINGAN PRIHATIN PROGRAMME | | | | | | | | | | | | | | | | | | | | | | | | | | |
| UNIFI MOBILE'S OFFERING FOR JARINGAN PRIHATIN PROGRAMME | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1. | What is the offering from unifi under this programme? | <ul style="list-style-type: none"> ▪ There are two (2) unifi Mobile plans offered to give the most value to the eligible Bantuan Prihatin Rakyat (BPR) recipients: <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th></th> <th style="background-color: #cccccc;">Postpaid</th> <th style="background-color: #cccccc;">Prepaid</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cccccc;">Plan's name</td> <td>unifi Mobile 39</td> <td>#BEBAS</td> </tr> <tr> <td style="background-color: #cccccc;">Data Quota</td> <td>5GB (4GB LTE & 1GB 3G/LTE)</td> <td>3GB LTE</td> </tr> <tr> <td style="background-color: #cccccc;">Call/SMS Quota</td> <td>50 mins call & 25 SMS</td> <td>N/A</td> </tr> <tr> <td style="background-color: #cccccc;">Jaringan Prihatin Benefits</td> <td>RM15 subsidy/month for 12 months</td> <td>**2GB LTE data/month for 12 months</td> </tr> <tr> <td style="background-color: #cccccc;">Extra Value from unifi</td> <td>30GB LTE data/month for 12 months</td> <td>1GB LTE daily for 12 months</td> </tr> <tr> <td style="background-color: #cccccc;">Contract</td> <td>No</td> <td>No</td> </tr> <tr> <td style="background-color: #cccccc;">Monthly Fee</td> <td>*RM24</td> <td>N/A</td> </tr> </tbody> </table> <p style="margin-left: 20px;"><i>*excluding 6% SST</i> <i>**equivalent value to the RM15 subsidy from the Government</i></p> | | Postpaid | Prepaid | Plan's name | unifi Mobile 39 | #BEBAS | Data Quota | 5GB (4GB LTE & 1GB 3G/LTE) | 3GB LTE | Call/SMS Quota | 50 mins call & 25 SMS | N/A | Jaringan Prihatin Benefits | RM15 subsidy/month for 12 months | **2GB LTE data/month for 12 months | Extra Value from unifi | 30GB LTE data/month for 12 months | 1GB LTE daily for 12 months | Contract | No | No | Monthly Fee | *RM24 | N/A |
| | Postpaid | Prepaid | | | | | | | | | | | | | | | | | | | | | | | | |
| Plan's name | unifi Mobile 39 | #BEBAS | | | | | | | | | | | | | | | | | | | | | | | | |
| Data Quota | 5GB (4GB LTE & 1GB 3G/LTE) | 3GB LTE | | | | | | | | | | | | | | | | | | | | | | | | |
| Call/SMS Quota | 50 mins call & 25 SMS | N/A | | | | | | | | | | | | | | | | | | | | | | | | |
| Jaringan Prihatin Benefits | RM15 subsidy/month for 12 months | **2GB LTE data/month for 12 months | | | | | | | | | | | | | | | | | | | | | | | | |
| Extra Value from unifi | 30GB LTE data/month for 12 months | 1GB LTE daily for 12 months | | | | | | | | | | | | | | | | | | | | | | | | |
| Contract | No | No | | | | | | | | | | | | | | | | | | | | | | | | |
| Monthly Fee | *RM24 | N/A | | | | | | | | | | | | | | | | | | | | | | | | |
| 2. | How many lines can I sign up under this programme? | <ul style="list-style-type: none"> ▪ Eligible BPR recipients can only sign up for one (1) line per NRIC under this programme. | | | | | | | | | | | | | | | | | | | | | | | | |

| NO | QUESTION | ANSWER |
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| 3. | How do I apply for the offering under this Jaringan Prihatin Programme? | <p>For Postpaid:</p> <p><u>Step 1:</u></p> <ul style="list-style-type: none"> Potential customers need to check for their eligibility first at https://bpr.hasil.gov.my. <p><u>Step 2:</u> (for new customers only)</p> <ul style="list-style-type: none"> Eligible BPR recipients can proceed with registration via unifi.com.my or visit our nearest outlets nationwide: <ul style="list-style-type: none"> - <i>TMpoint outlets nationwide</i> - <i>TM Authorized Dealers (TAD) Outlets</i> - <i>TM Authorized Reseller Outlets</i> <p>Note: For list of outlets, please refer here</p> <p><u>Step 3:</u></p> <ul style="list-style-type: none"> Once the line is successfully activated, customers are required to download myunifi app to apply for the Jaringan Prihatin Programme. For existing unifi Mobile postpaid customers, please change your plan to unifi Mobile 39 plan before you can apply for this programme. <p><u>Step 4:</u></p> <ul style="list-style-type: none"> Customers will be notified once the application is approved. <p><u>Step 5:</u></p> <ul style="list-style-type: none"> The 30GB LTE free data will be granted to customers' account as well as the RM15 monthly subsidy starting from the next bill cycle. <p>For Prepaid:</p> <p><u>Step 1:</u></p> <ul style="list-style-type: none"> Potential customers need to check for their eligibility first via https://bpr.hasil.gov.my. <p><u>Step 2:</u> (for new customers only)</p> <ul style="list-style-type: none"> Eligible BPR recipients can proceed with registration via mobile@unifi app <p>Note: Customers can download the app from Google Play and Apple AppStore</p> <p><u>Step 3:</u></p> <ul style="list-style-type: none"> Once the line is successfully activated (or for existing customers), log in to mobile@unifi app to apply for the Jaringan Prihatin. |

| NO | QUESTION | ANSWER |
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| | | <p><u>Step 4:</u></p> <ul style="list-style-type: none"> • Customers will be notified once the application is approved. <p><u>Step 5:</u></p> <ul style="list-style-type: none"> • Once approved, customers will need to redeem the 2GB LTE monthly pass and 1GB LTE daily pass from mobile@unifi app. |
| 4. | <p>I registered for the Jaringan Prihatin program on 28th May 2021, am I still entitled for the benefits?</p> | <ul style="list-style-type: none"> ▪ If you're eligible and currently subscribing to postpaid unifi Mobile 39, you will only enjoy the subsidy from June 2021 onwards. ▪ If you're on #BEBAS prepaid, you'll get to enjoy the Government subsidy immediately after you make the redemption via mobile@unifi app and you would need to repeat this step once every month to get the subsidy. As for the daily 1GB, you have to manually redeem it on daily basis until this programme ends. |
| 5. | <p>I'm on unifi Mobile 59 plan and I'm a recipient of BPR. Will I get to enjoy the benefits under this Jaringan Prihatin?</p> | <ul style="list-style-type: none"> ▪ Please note that this offering is only for the eligible recipients with unifi Mobile 39 plan. ▪ You would need to change your plan to unifi Mobile 39 plan first via myunifi app before you can apply for the Jaringan Prihatin benefits. |
| 6. | <p>If I'm from other service provider, can I perform Mobile Number Portability (MNP) to unifi Mobile and enjoy the Jaringan Prihatin programme?</p> | <ul style="list-style-type: none"> ▪ Absolutely yes! <ul style="list-style-type: none"> i. Postpaid customers – Just visit our outlets or go to https://unifi.com.my/personal/mobile/postpaid ii. Prepaid customers – download mobile@unifi app to switch over |
| 7. | <p>My line has been suspended (1 way) pending bill settlement. Do I still qualify for the subsidies?</p> | <ul style="list-style-type: none"> ▪ Yes! You will still receive the data subsidy and RM15 bill rebate after settling your outstanding bill. |

| NO | QUESTION | ANSWER | | | | |
|---|--|--|----------|---------|---|--|
| 8. | My line has been suspended (2 ways). Would I still receive the subsidies? | <ul style="list-style-type: none"> ▪ We are sorry. You are not entitled for the data subsidy and bill rebate since your line is considered inactive. ▪ However, you may resume to enjoy the Jaringan Prihatin benefits upon settling your outstanding bill. | | | | |
| REDEMPTION ON SUBSIDY | | | | | | |
| 9. | How long is the subsidised redemption period? | <ul style="list-style-type: none"> ▪ Eligible recipients can make the redemption of the subsidies for 12 months, with only one (1) redemption per calendar month (up until 30 September 2022). | | | | |
| 10. | How do I redeem the monthly subsidy? | <ul style="list-style-type: none"> ▪ Depending on what plan are you on, below is how you can redeem the subsidy: <table border="1" data-bbox="571 978 1442 1453"> <thead> <tr> <th data-bbox="571 978 993 1016">Postpaid</th> <th data-bbox="993 978 1442 1016">Prepaid</th> </tr> </thead> <tbody> <tr> <td data-bbox="571 1016 993 1453"> <p>RM15 monthly subsidy and 30GB LTE free data will be credited automatically to your account on every 1st of the month</p> <p>E.g. if the application is made in the middle of the month, you'll only get to enjoy the benefits in next month bill cycle for the next 12 months, assuming you stay with unifi Mobile.</p> </td> <td data-bbox="993 1016 1442 1453"> <p>1. First, please redeem the 2GB LTE data subsidy from the Government at mobile@unifi app. You would need to do this once every month.</p> <p>2. Then only you can redeem the complimentary daily 1GB LTE data. You would need to repeat this process every day.</p> </td> </tr> </tbody> </table> <p>Note: For prepaid, in order for you to enjoy the daily 1GB LTE data, you have to redeem the 2GB LTE data first. Otherwise, you won't be able to redeem the 1GB LTE data.</p> | Postpaid | Prepaid | <p>RM15 monthly subsidy and 30GB LTE free data will be credited automatically to your account on every 1st of the month</p> <p>E.g. if the application is made in the middle of the month, you'll only get to enjoy the benefits in next month bill cycle for the next 12 months, assuming you stay with unifi Mobile.</p> | <p>1. First, please redeem the 2GB LTE data subsidy from the Government at mobile@unifi app. You would need to do this once every month.</p> <p>2. Then only you can redeem the complimentary daily 1GB LTE data. You would need to repeat this process every day.</p> |
| Postpaid | Prepaid | | | | | |
| <p>RM15 monthly subsidy and 30GB LTE free data will be credited automatically to your account on every 1st of the month</p> <p>E.g. if the application is made in the middle of the month, you'll only get to enjoy the benefits in next month bill cycle for the next 12 months, assuming you stay with unifi Mobile.</p> | <p>1. First, please redeem the 2GB LTE data subsidy from the Government at mobile@unifi app. You would need to do this once every month.</p> <p>2. Then only you can redeem the complimentary daily 1GB LTE data. You would need to repeat this process every day.</p> | | | | | |

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|---|---|--|-------------|-----------|--|---|--|-----------|-----------|-----------|-----------|---|---|---|---|---|
| 11. | <p>I am a prepaid customer and I have registered within the programme period. But I only perform the first redemption of the LTE data on December 2021, will I be dropped from this programme?</p> | <ul style="list-style-type: none"> Don't worry, you are still entitled for this programme but you will enjoy the data subsidy for the nine (9) months after your first redemption until 30 September 2022. Please refer to the sample illustration below:  | | | | | | | | | | | | | | |
| 12. | <p>I have redeemed and enjoyed the subsidy in August 2021. If I terminate my line and switch to another telco and reapply for the programme, am I entitled to the new subsidy with my new service provider?</p> | <ul style="list-style-type: none"> You are allowed to terminate the line anytime you wish. However, please note that you can only switch to another telco up to four (4) times throughout the programme period. Please also note that you can redeem the benefit only once in a month, either with us or other service providers. <table border="1" data-bbox="573 1010 1443 1367"> <thead> <tr> <th rowspan="2">Scenarios :</th> <th colspan="2">September</th> <th colspan="2">October</th> </tr> <tr> <th>(Telco A)</th> <th>(Telco B)</th> <th>(Telco A)</th> <th>(Telco B)</th> </tr> </thead> <tbody> <tr> <td>Terminate the account (or port out) after receiving subsidy for September & switch (or port in) to Telco B in September</td> <td>/</td> <td>X</td> <td>X</td> <td>/</td> </tr> </tbody> </table> | Scenarios : | September | | October | | (Telco A) | (Telco B) | (Telco A) | (Telco B) | Terminate the account (or port out) after receiving subsidy for September & switch (or port in) to Telco B in September | / | X | X | / |
| Scenarios : | September | | | October | | | | | | | | | | | | |
| | (Telco A) | (Telco B) | (Telco A) | (Telco B) | | | | | | | | | | | | |
| Terminate the account (or port out) after receiving subsidy for September & switch (or port in) to Telco B in September | / | X | X | / | | | | | | | | | | | | |
| 13. | <p>I just switched over to unifi Mobile and successfully applied for this programme. When will I be getting the benefits?</p> | <table border="1" data-bbox="589 1440 1427 1812"> <thead> <tr> <th>Postpaid</th> <th>Prepaid</th> </tr> </thead> <tbody> <tr> <td>You will start to enjoy the benefits in the next month of your bill cycle.</td> <td>If you have not redeemed the benefits in the month that you switched over to unifi Mobile when you were still with your previous service provider, you can redeem and enjoy the benefits with us immediately. Otherwise, you will have to wait for the next calendar month to redeem.</td> </tr> </tbody> </table> | Postpaid | Prepaid | You will start to enjoy the benefits in the next month of your bill cycle. | If you have not redeemed the benefits in the month that you switched over to unifi Mobile when you were still with your previous service provider, you can redeem and enjoy the benefits with us immediately. Otherwise, you will have to wait for the next calendar month to redeem. | | | | | | | | | | |
| Postpaid | Prepaid | | | | | | | | | | | | | | | |
| You will start to enjoy the benefits in the next month of your bill cycle. | If you have not redeemed the benefits in the month that you switched over to unifi Mobile when you were still with your previous service provider, you can redeem and enjoy the benefits with us immediately. Otherwise, you will have to wait for the next calendar month to redeem. | | | | | | | | | | | | | | | |

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| 14. | <p>How do I check if my redemption is successful?</p> | <ul style="list-style-type: none"> ▪ We will notify you via in app push notifications on the successful redemption as below:- <table border="1" data-bbox="578 401 1438 709"> <thead> <tr> <th data-bbox="578 401 1008 436">Postpaid</th> <th data-bbox="1008 401 1438 436">Prepaid</th> </tr> </thead> <tbody> <tr> <td data-bbox="578 436 1008 709"></td> <td data-bbox="1008 436 1438 709">  </td> </tr> </tbody> </table> | Postpaid | Prepaid | |  |
| Postpaid | Prepaid | | | | | |
| |  | | | | | |
| 15. | <p>For a prepaid customer who just activated #BEBAS prepaid and also eligible for the Jaringan Prihatin Programme, I have so many data freebies. Which one will be used first?</p> | <ul style="list-style-type: none"> ▪ Assuming you have redeemed your Jaringan Prihatin benefits and you are not using your starter pack freebies, your priority data usage will be based on the below: <ul style="list-style-type: none"> i. 1GB LTE daily – unifi subsidy ii. 2GB LTE monthly – Government subsidy iii. 3GB LTE – starter pack freebie (#kredittakmati) iv. 100MB/LTE – starter pack freebie (#kredittakmati) | | | | |
| 16. | <p>Can I use this FREE data pass for tethering/hotspot?</p> | <ul style="list-style-type: none"> ▪ Yes, tethering/hotspot LTE with this data pass is allowed at no charge. | | | | |
| 17. | <p>Why does my application is not successful or not getting through?</p> | <ul style="list-style-type: none"> ▪ Among the reasons for unsuccessful application for Jaringan Prihatin are: <ul style="list-style-type: none"> - You do not meet the eligibility requirements. - You have applied the Jaringan Prihatin with other telco - Your application is after the registration date is closed (after 30th September 2021) | | | | |
| 18. | <p>I want to unsubscribe to Jaringan Prihatin and have clicked the unsubscribed button, can I go to</p> | <ul style="list-style-type: none"> ▪ Yes, you can change your service provider and register again for Jaringan Prihatin subsidy. However, you can only register with the next service provider after 30days as per the business rules of Jaringan Prihatin. | | | | |

| NO | QUESTION | ANSWER |
|-------------------|--|---|
| | <p>other telco and register again to enjoy the subsidy?</p> | |
| <p>19.</p> | <p>Who should I contact if I need any assistance or enquiries on unifi service?</p> | <ul style="list-style-type: none"> ▪ Easy, you can contact us via TM's digital channels for 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. |