

FREQUENTLY ASKED QUESTIONS (FAQ) 500GB 5G/4G DATA

QUESTION		ANSWER										
GETTING TO KNOW												
1.	What is the 500GB 5G/4G Data?	- The 500GB 5G/4G Data is a new add-on designed exclusively for UNI5G Business 39 & 69 like you. For just RM6 per month, enjoy an extra 500GB of 5G/4G data on top of your monthly quota. - There is more, you can enjoy it for FREE when you sign up for a 6-month contract.										
2.	How long is the offering period?	For your convenience, this campaign runs from 25th June 2026 for UNI5G Business 39 & 69 until further notice.										
3.	Tell me more about the 500GB 5G/4G Data?	- Here are the offering details:<table><tr><th colspan="2">DETAILS</th></tr><tr><td>Eligible Business Plan</td><td> - UNI5G Business 39 - UNI5G Business 69 </td></tr><tr><td>Monthly charge (recurring charge per bill cycle)</td><td>RM6 or FREE with 6-month contract</td></tr><tr><td>Data (refreshes every 30 days)</td><td>500GB of 5G/4G</td></tr><tr><td>Contract (optional)</td><td>6 months</td></tr></table>	DETAILS		Eligible Business Plan	- UNI5G Business 39 - UNI5G Business 69	Monthly charge (recurring charge per bill cycle)	RM6 or FREE with 6-month contract	Data (refreshes every 30 days)	500GB of 5G/4G	Contract (optional)	6 months
DETAILS												
Eligible Business Plan	- UNI5G Business 39 - UNI5G Business 69											
Monthly charge (recurring charge per bill cycle)	RM6 or FREE with 6-month contract											
Data (refreshes every 30 days)	500GB of 5G/4G											
Contract (optional)	6 months											
QUESTION		ANSWER										
GENERAL BUSINESS RULES												
4.	Who is eligible to subscribe to the 500GB 5G/4G Data?	- This add-on is available for both new and existing UNI5G Business 39 & 69 subscribers. - Customers who subscribe together with any Unifi Fixed Broadband Bundle Promotion (free or discounted) will not be eligible for this add-on subscription. Customers are advised to check their add on eligibility via Unifi Store, TM Reseller, TM Authorized Dealers, Unifi portal at www.unifi.com.my or the MyUnifi App.										
5.	How do I subscribe to the 500GB 5G/4G Data?	- To subscribe, you can choose any of these convenient channels: ➤ MyUnifi App ➤ Unifi portal Selfcare ➤ Visit any Unifi Store, TM Authorized Dealer (TAD) or TM Reseller - Once subscribed, the 500GB 5G/4G Data will automatically renew every 30 days and the charges will be reflected in your bill cycle.										
6.	How do I check if I have successfully subscribed to the 500GB 5G/4G Data?	To check your subscription status, follow these simple steps: - Log in to your account and click “My Service” via: ➤ MyUnifi App ➤ Unifi portal Selfcare - Once your subscription is successful, the 500GB 5G/4G Data will be reflected in your account. You can start using it immediately, and the RM6 charge will appear in your upcoming or nearest bill cycle.										

7.	Can I use the 500GB 5G/4G Data as a hotspot?	The allocated 500GB 5G/4G Data is not applicable for hotspot usage. Hotspot usage will follow your plan's monthly data quota.
8.	How do I unsubscribe from the 500GB 5G/4G Data campaign?	If you wish to unsubscribe from the 500GB 5G/4G Data, you can visit your nearest Unifi Store or contact our customer service via Live Chat or dial 100. You can find the store location here: https://unifi.com.my/support/find-tm-point
9.	I am currently subscribing to the 200GB data add-on at RM1. Can I subscribe to the 500GB 5G/4G data?	Yes you are able to subscribe to the new 500GB 5G/4G add-on. Do take note that your current 200GB data add-on will be unsubscribed as you are not allowed to subscribe to both data add-ons concurrently.

QUESTION	ANSWER
----------	--------

FREE 500GB 5G/4G DATA WITH CONTRACT

10.	What is the 500GB 5G/4G Data with contract?	- You can enjoy the 500GB 5G/4G Data for FREE with 6 month contract. ✓ To sign up for the contract, Visit any Unifi Store, TM Authorized Dealer (TAD) or TM Reseller
11.	What happens to my contract after the 6th month ends?	- You will no longer be in contract after 6-month contract and 500GB 5G/4G FREE data will also be removed. - To continue to enjoy the FREE 500GB 5G/4G data you will need to resubscribe to it via Visit any Unifi Store, TM Authorized Dealer (TAD) or TM Reseller
12.	I initially subscribed to the 500GB 5G/4G Data at RM6. Can I later sign up for the contract and enjoy it for FREE?	Yes! contact our Live Chat or walk in to any nearby Unifi Stores/TM Point for assistance.
13.	What happens to my 500GB 5G/4G data if I terminate my UNI5G Business 39/69 within the contract period?	You will be charged a one-off Early Termination Penalty (ETP) of RM30 if you terminate your subscription within the contract period.

QUESTION	ANSWER
----------	--------

CHANGE OF PLAN

14.	If I upgrade my UNI5G Business 39 to 69 what will happen to my 500GB 5G/4G Data?	Your 500GB 5G/4G Data (RM6 monthly or FREE with 6 months contract) subscription will be carried forward and you may continue using the add-on with your new plan.
-----	---	---

15.	If I downgrade my UNI5G Business 69 to 39 what will happen to my 500GB 5G/4G Data?	• If you are paying RM6/month for your 500GB 5G/4G Data subscription, it will be carried forward and you may continue using the add-on with your new plan. • If you are enjoying FREE 500GB 5G/4G Data add on within the 6 month contract, an Early Termination Penalty (ETP) of RM30 will be applied when you downgrade your plan. • You can re-subscribe via: ✓ MyUnifi App ✓ Unifi portal Selfcare ✓ Visit any Unifi Store, TM Authorized Dealer (TAD) or TM Reseller
16.	If I upgrade/downgrade my UNI5G Business 39/69 to another UNI5G Business plan, what will happen to my 500GB 5G/4G Data?	• Your 500GB 5G/4G Data add-on will be removed immediately. Early Termination Penalty (ETP) of RM30 will be charge if you are in contact period.
QUESTION		ANSWER
SUPPORT		
18.	Who do I contact for further enquiries on the 500GB 5G/4G Data campaign?	If you need help or have any questions about the 500GB 5G/4G Data campaign, you can always go to the MyUnifi App or visit the Unifi Selfcare Portal for assistance.

-END-