

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNI5G WOW PREPAID FAIR USAGE POLICY**

NO	QUESTION	ANSWER																
1.	What does the Fair Usage Policy (FUP) mean?	<ul style="list-style-type: none"> ▪ The Fair Usage Policy (FUP) is a set of guidelines implemented by UNI5G WOW Prepaid to prevent inappropriate usage and ensure a fair and smooth experience on the Unifi Mobile Prepaid network. 																
2.	What are the FUP limits on UNI5G Prepaid services?	<ul style="list-style-type: none"> ▪ The FUP limits vary for each unlimited pass, and add-on internet passes. ▪ For some of the Unlimited passes, the FUP are as follows: <table border="1" data-bbox="545 793 1507 1121"> <thead> <tr> <th data-bbox="545 793 789 873">UNI5G WOW Prepaid passes</th> <th data-bbox="789 793 1024 873">Price</th> <th data-bbox="1024 793 1268 873">Data</th> <th data-bbox="1268 793 1507 873">FUP</th> </tr> </thead> <tbody> <tr> <td data-bbox="545 873 789 968">UNI5G WOW 35</td> <td data-bbox="789 873 1024 968">RM35</td> <td data-bbox="1024 873 1268 968">Unlimited 5G/4G</td> <td data-bbox="1268 873 1507 968">5G/4G: 50GB 5G: 50GB</td> </tr> <tr> <td data-bbox="545 968 789 1045">UNI5G WOW UL 24-HOURS</td> <td data-bbox="789 968 1024 1045">RM3</td> <td data-bbox="1024 968 1268 1045">Unlimited 5G/4G</td> <td data-bbox="1268 968 1507 1045">5G/4G: 10GB</td> </tr> <tr> <td data-bbox="545 1045 789 1121">UNI5G WOW UL LARUT MALAM</td> <td data-bbox="789 1045 1024 1121">RM3</td> <td data-bbox="1024 1045 1268 1121">Unlimited 5G/4G</td> <td data-bbox="1268 1045 1507 1121">5G/4G: 5GB</td> </tr> </tbody> </table> ▪ Once you reach the FUP quota limits, you will receive a notification informing you that the data speed will be reduced to 512 Kbps. ▪ Despite the reduced speed, you can still continue using the service at a fair user experience level until the data pass expires. 	UNI5G WOW Prepaid passes	Price	Data	FUP	UNI5G WOW 35	RM35	Unlimited 5G/4G	5G/4G: 50GB 5G: 50GB	UNI5G WOW UL 24-HOURS	RM3	Unlimited 5G/4G	5G/4G: 10GB	UNI5G WOW UL LARUT MALAM	RM3	Unlimited 5G/4G	5G/4G: 5GB
UNI5G WOW Prepaid passes	Price	Data	FUP															
UNI5G WOW 35	RM35	Unlimited 5G/4G	5G/4G: 50GB 5G: 50GB															
UNI5G WOW UL 24-HOURS	RM3	Unlimited 5G/4G	5G/4G: 10GB															
UNI5G WOW UL LARUT MALAM	RM3	Unlimited 5G/4G	5G/4G: 5GB															
3.	What is the internet experience at the speed of 512 Kbps?	<ul style="list-style-type: none"> ▪ At a speed of 512 Kbps, you can still have a fair user experience. ▪ It allows you to use services like video streaming in standard definition, social media apps, chat apps, internet browsing, and more. 																
4.	Who should I contact for further assistance or service inquiries?	<ul style="list-style-type: none"> ▪ Reach out to us via: <ol style="list-style-type: none"> I. Live Chat at Unifi Mobile App II. Facebook at http://www.facebook.com/weareunifi/ III. X (Previously Twitter) at @unifi 																

[The remaining of this page is left blank intentionally]