

Frequently Asked Questions (FAQ)

1. Where can I get this Promotion?

This Promotion is valid at all 7-Eleven stores nationwide.

2. What is the duration of this Promotion?

This Promotion will run from 22nd January 2019 (12AM) until 27th January 2021 (11.59PM).

3. Who is entitled for this Promotion?

This Promotion is open to anyone with a valid NRIC or passport.

4. I am a UNHCR holder, am I entitled for this Promotion?

No. Only valid NRIC & Passport holders are entitled for this Promotion.

5. Am I still entitled for this Promotion if I buy the RM10 top up later, and not on the same day?

No, this is a combo Promotion. You will not be entitled for this Promotion if you buy the top up later. It should be done on the same day, in the same transaction.

6. Is this a Prepaid or Postpaid plan?

This is a Prepaid plan.

7. How much credit is preloaded in the SIM card?

Every activated SIM card is preloaded with RM6 credit.

8. How do I register the SIM card?

A 7-Eleven staff member will assist you with your SIM registration. All you have to do is provide your complete details.

9. Can I purchase the SIM card but activate it later?

No, all SIM card purchases must be activated on the spot by a 7-Eleven personnel.

10. Who is eligible to subscribe to the new Unlimited FUNZ Plan?

All new U Mobile Prepaid subscribers, effective from 25th July 2019 onwards, will be automatically activated on this new plan. For subscribers who are on the existing plan (Power Prepaid, New U Prepaid or U Prepaid plan) and wish to upgrade to the new Unlimited FUNZ Plan, you can do so via UMB or SMS.

11. What is included in the Unlimited FUNZ Pack?

The Unlimited FUNZ Prepaid Pack is preloaded with the following:

- RM6 Credit
- FREE 200MB High Speed Internet
- FREE Basic Internet
- 5 days validity

- Free on-net calls for the rest of the day after RM1 has been deducted from your main credit balance.

12. What is the validity period of the Unlimited FUNZ Pack?

The Unlimited FUNZ Pack comes with a 5-day active period and a 60-day passive period.