

FREQUENTLY ASKED QUESTIONS (FAQ) FOR unifi MOBILE

NO	QUESTION	ANSWER
GETTING TO KNOW		
INTERNATIONAL ROAMING – MOBILE INTERNET (DATA ROAM PASS & TOP-UP DATA ROAM 100MB PASS)		
1.	What is International Roaming?	<ul style="list-style-type: none"> International roaming allows you to make / receive calls, send messages, access email and mobile Internet in over 180 countries across the world.
2.	How do I prevent myself from unknown charges when I'm roaming?	<ul style="list-style-type: none"> You are recommended to switch off the "Data Roaming" feature in your smart phone setting before you reach your destination overseas.
3.	Can I use data roaming services when travelling overseas?	<ul style="list-style-type: none"> Yes, but you will need to activate the International Roaming services prior to travelling.
4.	How do I activate the International Roaming (IR) service? Will I get my refund upon termination?	<ul style="list-style-type: none"> You may activate the IR service via Add-On on your mobilecare@unifi app or walk-in to any TMpoint outlets nationwide. A deposit of RM300 will be charged and it will be refunded to you upon termination, subject to any outstanding balance in your account.
5.	What does the Data Roam Pass offer?	<ul style="list-style-type: none"> The pass gives you mobile Internet browsing when you are travelling overseas. It is enabled until 12 midnight of the city you are in for only RM38 (exclusive of 6% ST) a day.
6.	How do I subscribe to the Data Roam Pass?	<ul style="list-style-type: none"> You can automatically enjoy Data Roam Pass RM38 (exclusive of 6 % ST) upon data usage more than 1MB worldwide and be sure to roam on our preferred network to enjoy this feature.
7.	What is the validity of the Data Roam Pass?	<ul style="list-style-type: none"> The Date Roam pass is valid until midnight of the city you are in. For example, if you're visiting Thailand, your data roam pass expires at 12:00 am, Bangkok time.

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8.	I've reached the limit for my data! How can I continue surfing while I'm still roaming?	<ul style="list-style-type: none"> Don't worry, you can purchase additional Data Roam Pass via https://mobile.unifi.com.my/ir 								
9.	Will I be informed when my subscription is successful?	<ul style="list-style-type: none"> Yes. You will receive an SMS notification when your Data Roam Pass has been successfully activated for both auto subscriptions and pass renewals. 								
10.	In which countries are the Data Roam Pass available?	<ul style="list-style-type: none"> You can check the availability by selecting a country HERE 								
11.	Can I re-subscribe to any available Data Roam Pass to continue my Internet browsing?	<ul style="list-style-type: none"> Yes. You may subscribe to the below top-up passes to continue browsing the Internet. <table border="1"> <thead> <tr> <th>PRODUCT NAME</th> <th>QUOTA</th> <th>PRICE</th> <th>VALIDITY</th> </tr> </thead> <tbody> <tr> <td>Top-up Data Roam 100MB</td> <td>100MB</td> <td>RM10</td> <td>1 day till midnight</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <i>*Price shown is excluding 6% ST</i> 	PRODUCT NAME	QUOTA	PRICE	VALIDITY	Top-up Data Roam 100MB	100MB	RM10	1 day till midnight
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Top-up Data Roam 100MB	100MB	RM10	1 day till midnight							
12.	Can I subscribe to Top-up Data Roam Pass 100MB at RM10 upon arriving at the visiting country?	<ul style="list-style-type: none"> No. You are not allowed to subscribe Data Roam Pass 100MB at RM10 without the subscription of Data Roam Pass RM38. <i>*Price shown is excluding 6% ST</i> 								
13.	How do I unsubscribe from a Data Roam Pass?	<ul style="list-style-type: none"> You don't need to unsubscribe the Data Roam Pass as it will expire at the midnight of the city you are in. 								
14.	Is the Data Roam Pass compatible with any phone model? (i.e. iPhone/Blackberry/Android/ Windows)	<ul style="list-style-type: none"> Yes. It works with any phone models. 								

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15.	How do I keep track of my Data Roam Pass usage and expiry date?	<ul style="list-style-type: none"> ▪ You will receive an SMS notification once you've exceeded the quota, and when it expires. You can also keep track of your usage via https://mobile.unifi.com.my/ir anywhere anytime.
16.	I have purchased Data Roam Pass in Singapore. Can I use the same pass in Thailand on the same day?	<ul style="list-style-type: none"> ▪ No. The Data Roam Pass is country-specific. If you're travelling to multiple countries in a day, you'll need to activate a data roam in each country and browse through their respective preferred operators.
17.	How much will I be charged if I use my mobile Internet overseas without a Data Roam Pass?	<ul style="list-style-type: none"> ▪ You will be charged at pay-per-use rate of RM 49/MB.
18.	Why is my Data Roam Pass not working in certain countries?	<ul style="list-style-type: none"> ▪ You have to check the Access Point Name (APN) setting of your phone first. The APN setting should be "unifi". To check and change the APN, please follow the steps below. ▪ Android models <ol style="list-style-type: none"> 1. Settings > More > Mobile networks/Cellular networks > Access point names OR Settings > Mobile networks > Access Point Names 2. Click "Edit the Access Point Names" and change the Access Point Name to "unifi". 3. Leave other fields as-is and Save the new setting. 4. Reboot your phone if necessary. ▪ iOS models <ol style="list-style-type: none"> 1. Settings > Mobile Data > Mobile Data Network OR Settings > Cellular > Cellular Data Network. 2. Tap the Access Point Name field and change to "unifi". 3. Leave other fields as-is and Save the new setting. 4. Reboot your phone if necessary. ▪ Alternatively, please send "Data" to "22288" short code to allow the Internet settings to be pushed to your phone before travelling overseas. This SMS is zero-charged.

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19.	How much will I be charged when I make calls or SMS while roaming?	<ul style="list-style-type: none">▪ The voice and SMS charges vary according to the country you are roaming in. The charging block for voice call is 60 seconds per block. Refer HERE.
20.	How much will I be charged for making calls and sending SMS to Satellite numbers (e.g: Inmarsat) or countries not included in our mobile plan's list?	<ul style="list-style-type: none">▪ You will be charged at pay-per-use rate of RM75 per min and RM0.50 per SMS sent.