

Eligibility

1. Is there any new offering from unifi for mobile segment?

Yes! Starting 26 July 2018 onwards, we are offering our unifi mobilebiz to the business customers segment. Existing TM business broadband customers can also subscribe to the unifi mobilebiz package, at the promo price of RM99/month for a never-ending data, calls and SMS experience.

2. Who is eligible to subscribe to unifi mobilebiz plan?

All Malaysian businesses are eligible to subscribe to the package. Existing TM business broadband customers can also subscribe to the package.

3. What documents do I need to bring during service registration?

Please refer below for the documents required for business applicants:

- a. Photocopy of company director/authorised signatory's NRIC (both sides)/ Passport (for Non-Malaysians)
- b. If you're an existing TM customer, please bring along your latest bill that is registered under your company name/Business Registration Number(BRN).
- c. Company Authorised Letter for non director authorized signatory.
- d. Original or Certified true copy of certified documents (whichever applies):

Business Applicants	Documents
Private Company	i) Return for allotment of shares / Form 24, ii) Notification of change in the Register of Members / Form 49, iii) Users' Registration / Form 9 iv) Super form for Single Director Ownership
Sole Proprietor	Form D & A
Partnership	Form D & B
NGO/ Association/ Corporation/ Embassy/ Government	Documents issued by relevant authorities

4. What are the requirements to subscribe to unifi mobilebiz plan?

We will first do a credit evaluation on your application. Once we have the go ahead and your name is not blacklisted in CTOS, or TM database we will then proceed to process your application.

5. Who are the authorised individuals from the company that can subscribe to unifi mobilebiz plan?

Only the company's authorised director can fill up the application form to subscribe to unifi mobilebiz plan. However, you are also allowed to appoint a representative with an authorisation letter to represent the company to subscribe for this plan.

6. How many lines can I subscribe?

With our unifi mobilebiz plan, there is no limit to the number of lines you can subscribe. The only difference is that depending on the number of lines requested, and the existing lines with unifi, the sign up process may be slightly different. If you would like to request or already have exceeded 10 unifi mobilebiz lines, then your request will be handled by an SME sales consultant. While customers who do not require more than 10 unifi mobilebiz lines, you can simply walk into any TMpoint outlets nationwide.

7. Can I sign up to unifi mobilebiz plan as individual?

The unifi mobilebiz plan is actually meant for business owners that has a Business Registration Number (BRN) only.

For individual application for personal account, you can subscribe to our unifi mobile plan for your personal use. For further info on the package, visit unifi website: <https://mobile.unifi.com.my/home/whats-new>

8. I'm interested to subscribe to the plan, how can I port in to unifi mobilebiz plan?

Great! You can port over your existing line to unifi mobilebiz simply by subscribing to the plan. We'll take care of the rest of the steps and handle the entire port in process for you. We will request the port in on your behalf from your existing service provider.

9. How long does it take to process my port in request application?

The process may take up to 14 days to be approved.

10. My port in request was rejected. What should I do next?

Don't worry, drop us a message on Live Chat or come and meet us at any of our TMpoint nationwide. We'll be happy to assist.

11. Where are the unifi mobile coverage areas?

We are literally everywhere, and are constantly expanding our LTE coverage areas. Find out if your area are available with unifi coverage by checking our coverage map [HERE](#).

mobilebiz plan

1. Is there a contract for unifi mobilebiz plan?

No, that's the best part! You will not be tied to any contract for this plan.

2. What are included in my unifi mobilebiz plan?

In a word? Freedom. The freedom of never-ending calls, SMS, to our unifi mobilebiz numbers and the best part, no contract, best of all – no surprises in your bill!

3. What type of calls and SMSes are included in the unifi mobilebiz plan?

- All domestic calls & SMS to our unifi mobilebiz numbers and the other mobile operators.
- All domestic calls to national fixed line numbers

4. What type of calls and SMSes are excluded from the unifi mobilebiz plan?

Additional charges are applicable to these calls and SMSes:

- a) Calls to 1300 / 1700 / 1600 / 1MOCC numbers
- b) Calls to 02-Prefix numbers for border calls to Singapore
- c) 080-Prefix number for border calls to Brunei
- d) Calls to Special Number
- e) International Calls (IDD) and SMS from Malaysia
- f) Voice calls & SMS roaming outside Malaysia

5. Is my usage of unifi mobilebiz plan subject to an Acceptable Use Policy / Fair Usage Policy?

Yes, although we are offering Unlimited domestic Mobile Data, domestic Calls and sending domestic SMS for your unifi mobilebiz plan, it is still subject to our Acceptable Use Policy. Your service may be restricted if we detect unusual usage in your account.

6. Do I need to request for a specific SIM card size (e.g. micro SIM or nano SIM) prior to making payment?

No. All our SIM cards come with three (3) built-in sizes (mini/ standard, micro, and nano) that would fit in any phone models.

7. I can't use my SIM card. What do I need to do?

We are already working with various phone manufacturers to support automatic configuration setting when you insert the SIM. You will receive a notification within a few minutes after you insert the SIM into your phone.

This notification is to set the Access Point Names (APN) to unifi on your phone configuration: If you have not received the notification, you can set the APN to unifi manually on your phone. Go to "Setting > More/Mobile > Access Point Name".

8. Can I transfer my line to another business entity or individual?

Nope, currently we do not allow transfer of ownership and the new business entity will have to register for a unifi mobilebiz plan on its own.

9. I currently have a unifi mobilebiz plan. I would like to change my plan to another mobile plan. Can I do that?

Oh no, that's not possible. You can't change your unifi mobilebiz plan to another mobile plan.

10. I lost my mobile phone. How can I request to suspend my line and request for a new SIM?

We're sorry this happened. However, suspension can be done via walk-in to any TMpoint and must be done by the account holder.

You may assign a PIC to terminate but he/she must be accompanied with the company's authorization letter.

11. I would like to terminate one of my lines. How can I request for termination?

If you decide to terminate your line, just walk-in to any TMpoint nationwide.

You may assign a PIC to terminate but he/she must be accompanied with the company's authorization letter.

12. Why has the network name changed from 'webe' to 'unifi'?

This is a move to further strengthen our aspiration to offer you a converged offering. No worries, your plan and service experience remain the same.

13. Will there be any changes on my bill?

No. The bill will remain unchanged.

14. What will happen if I don't change the APN to unifi?

You may not be able to use the service, hence we would encourage you to change the setting immediately.

Important:

From 15 September 2017 onwards, for customers who are travelling overseas, you must update your APN to unifi to be able to connect to Data Service while roaming.

Data

1. What is inclusive of my domestic mobile Internet?

In a word? Freedom. The freedom of never-ending data with no contract.

2. Can I use my phone as a hotspot?

With great power comes great responsibility. That's why unifi mobilebiz plan allows you to tether for 1GB free every month plus FREE 10GB of LTE hotspot!

3. How many devices can I connect using the Personal Wi-Fi Pass?

Of course you can! The Personal Wi-Fi pass allows sharing up to 5 devices

4. Can I purchase extra data tethering pass if I finish up my free tethering data quota?

Of course you can! You can purchase additional Data Tethering Pass via unifi [bizcare](#).

Voice

1. What is included in my UNLIMITED voice calls

We offer unlimited voice calls to all domestic number.

2. What is NOT included in my UNLIMITED voice calls?

The following services is not covered under FREE Minutes voice calls.

- Calls to 1300, 1700, 1600, 121, 1MOCC numbers
- 02 Prefix numbers for border calls to Singapore
- 080 Prefix numbers for border calls to Brunei`
- Making & receiving calls while roaming outside Malaysia
- Making International calls from Malaysia

3. What are the other voice features included in my mobile plan?

- Call Hold
- Call Waiting
- Missed Call Notification

4. What are the voice features NOT supported on my mobile plan?

- Video Call
- Voicemail
- Call Forwarding
- Multi-party call
- Enabling Private Number Display on your outgoing calls.

5. What are the call charges for special numbers?

Number	Service Description	Charges (excluding 6% ST)
+6011 1000 1000"	Careline	FREE
999/112	Malaysian Emergency Response Services	FREE
15999	Talian Nur & Childline	FREE

1-800	Toll Free Hotline Numbers	FREE
13777	Jabatan Air Negeri Sabah (JANS)	FREE
100	TM Customer Careline	FREE
1051	Time Announcement	RM 0.15 / min
15454	TNB	RM 0.15 / min
15300	Pengurusan Air Selangor	RM 0.15 / min
103	TM Directory Assistance Service	RM 0.15 / min
15500	PIAM Careline	RM 0.15 / min

For premium numbers / hotlines, you'll be charged:

Premium Hotline	Charges (excluding 6% ST)
1-300	RM 0.15 / min
1-700	RM 0.15 / min

SMS

1. Is SMS Unlimited?

Yes, we offer unlimited Free SMS. When we say unlimited, we mean it. Our core service offering will always remain the same – never-ending data, calls and SMS cut across mobile biz and our regular mobile plans as well.

2. Which services is not covered under FREE SMS offering

- SMS to 1300, 1700, 1600, 121, 1MOCC numbers
- Any non-domestic / International number, which includes 02 and 080 prefix number for border calls to Singapore or Brunei.
- Sending SMS while roaming outside of Malaysia
- Sending International SMS from Malaysia

3. What are the SMS features included in my mobile plan?

- Send SMS to domestic mobile numbers / shortcode.
- Receive bank TACs (Transaction code)
- OTT SMS (e.g. WhatsApp)

- Emergency SMS services

4. What are the SMS features not supported on my mobile plan?

We don't support Multimedia Messaging Service (MMS) and unstructured Supplementary Service Data (USSD) but that's why we have Whatsapp and Facebook Messenger right?

Upfront Payment Policy, Deposit, Credit Limit

1. What is an upfront payment?

There is an upfront fee of RM100 that will be used to offset your first bill.

2. I am a non-Malaysian. How much do I need to pay for line activation?

Non-Malaysians are required to pay a deposit of RM500 per line activation.

3. How do I activate the International Roaming (IR) service? Will I get my refund upon termination?

You may activate the IR service via live chat in unifi [bizcare](#) or walk in to any TMpoint. A deposit of RM300 is required and will be refund back to you upon termination.

4. I am a non-Malaysian, how would I receive my deposit upon termination?

Your refund will be transferred into your bank account provided within three (3) months / 90 days upon termination. Kindly provide us with your banking details via our support channels upon successful termination.

5. When will I receive the refund?

Three (3) months / 90 days upon terminating our services.

6. What is the credit limit per line?

The default credit limit per line is RM300.00.

7. Can I increase my credit limit?

Yes. You can do so through livechat in unifi [bizcare](#) or walk-in to any TMpoint.

8. Can I decrease my credit limit?

Yes. You can decrease your credit limit to the default credit limit through livechat in unifi [bizcare](#) or walk-in to any TMpoint nationwide.

9. Will I be notified if my balance exceeded the credit limit?

Yes. You will be notified when your account reaches 80% and 100% credit limit utilisation via SMS and your registered email.

10. What if my balance exceeded the credit limit?

Terms and Conditions for [Name of T&C] [25 September 2018 - Date of Document]

You will not be able to use the service upon exceeding your credit limit.

11. How much do I need to pay to restore my services, if it is barred due to credit limit?

You will have to pay a minimum of 75% of your unbilled and / or billed amount to restore your services.

12. Will I be subjected to a credit check when I subscribe to unifi?

Yes. You will be subjected to the standard telco credit check (CTOS) when you subscribe to unifi mobilebiz plan. You will be exempted from credit check if you're an existing TM (Unifi Business or Streamyx Business).

13. How do I cancel my subscription?

If you decide to cancel your subscription, just walk-in to any TMpoint nationwide.

You may assigned a PIC to terminate but he/she must be accompanied with the company's authorization letter.

14. Will I be refunded if there is an extra payment in my account?

Yes. We will refund you of any extras if your account has more than RM10.

Acceptable Use Policy

1. Can I use my service to download peer-to-peer content (e.g. torrent files)?

Yes. You can use unifi mobilebiz services for peer-to-peer downloads at 64kbps speed.

2. Am I allowed to use the unlimited voice minutes to make calls for commercial purpose?

Yes. You can use unifi mobilebiz calls services but subject to the Acceptable Use Policy.

3. Can I perform bulk SMS or blast solicited / unsolicited SMS using the unlimited SMS service?

No. You are only allowed to send text messages set within the Acceptable Use policy.

4. Am I allowed to use the plan in a non – LTE phone?

We encourage you to use LTE phone (Band 5 device) to fully experience unifi 4G service. You may refer to unifi.com.my/mobile to see if your device is supported by unifi 4G network. Subscribers who are found making calls in excess of 2000 minutes and/or 5GB of Data on a non-LTE device can be subjected to our fair usage policy as stated in our T&Cs.

Discounts

1. Do I get broadband bundle discounts if I'm an existing TM broadband business subscriber?

Yes. You are entitled to RM40 discount on your monthly bill as long as you are an active (as long your broadband account is not terminated) TM broadband business subscriber.

2. If my TM broadband service has been terminated, am I still eligible for the discount?

You've got to be an existing TM or broadband user to be eligible for the discount so why not become a TM subscriber and enjoy the privilege!

3. How can I enjoy Multiline discount?

You will be able to enjoy an additional RM20 discount for each of your lines when you sign up your unifi mobilebiz lines up to 5 or more in one account.

4. If I initially signed up for 5 lines and then terminate 1 line at a later date, will I still be entitled for the multiline discount?

Unfortunately, You will not be eligible for the discount if your total number of lines is not more than 5 lines.

5. If I initially signed up for 1 lines and then sign up for another 4 lines at a later date, will I be entitled for the multiline discount?

Yes. You will be eligible for the discount if your total number of lines is more than 5 lines.

6. Will there also be a discount with pre-existing services like tethering?

No, the discount is only applicable to the unifi mobilebiz. Other additional charges remain the same.

International Direct Dial (IDD) – Service

1. What is IDD?

International Direct Dial or IDD allows you to make Calls or send SMSes to your loved ones overseas from your unifi mobilebiz number in Malaysia.

2. How do I activate IDD? Is there any deposit required?

IDD service is enabled by default with no deposit required.

3. How do I make an international call?

- To make an international call, dial 00, followed by the country code you are calling, the area or city code, and the phone number.
- For example, if you're contacting someone in Brazil, (country code 55), in the city of Rio de Janeiro (city code 21), dial 00 - 55 - 21 - XXXX-XXXX
- For your convenience, you can also replace 00 with + e.g. +55 21 XXX-XXXX

4. What is the rate for IDD?

Please refer to our IDD rates [HERE](#).

International Roaming – Services

1. What is International Roaming?

International Roaming allows you to get connected wherever you are, any country, any time zone!

2. Can I use International Roaming immediately upon signing up for unifi mobilebiz?

No. You will need to request to enable International Roaming. You can do this via livechat in unifi [bizcare](#) or walk-in to TMpoint. However, please take note that a deposit of RM300/line may be imposed.

3. How do I prevent myself from unknown charges when I'm roaming?

You are recommended to switch off the "Data Roaming" feature in your smart phone setting before you reach your overseas destination.

International Roaming- Mobile Internet (Data Roam Pass & Data Roam 20MB Pass)

1. Can I use data roaming services when travelling overseas?

Yes, but you will need to activate the international roaming services.

2. What does the Data Roam Pass offer?

The Data Roam Pass allows you to access the Internet to send off that important business email or stay in touch with your business associates and of course your family.

3. What is the validity of the Data Roam Pass?

The pass is valid until midnight of the city you are in. e.g. If you're visiting Thailand, your data roam pass expires at 12:00 am, Bangkok time.

4. I've reached the limit for my data! How can I continue surfing while I'm still roaming?

Of course you can! You can purchase additional Data Roam Pass via unifi [bizcare](#).

5. Will I be informed when my subscription is successful?

Yes. You will receive an SMS notification when your Data Roam Pass has been successfully activated for both auto subscriptions and pass renewals.

6. How do I unsubscribe from a Data Roam Pass?

There is no need to unsubscribe the Data Roam Pass as it will expire at the midnight of the city you are in.

7. Is the Data Roam Pass compatible with any phone model? (i.e. iPhone/Blackberry/Android/Windows)

Yes. It works with any phone models.

8. How do I keep track of my Data Roam Pass usage and expiry date?

You will receive an SMS notification once you've exceeded the quota, and when it expires. You can also

keep track of them via unifi [bizcare](#).

9. I have purchased Data Roam Pass in Singapore. Can I use the same pass in Thailand on the same day?

- Unfortunately, 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.

10. How much will I be charged if I use my mobile internet overseas without a Data Roam Pass?

You will be charged at pay-per-use rate of RM 49.00/MB.

11. Why is my Data Roam Pass not working in certain countries?

- Please check the Access Point Name (APN) setting of your phone first. The APN setting should be "unifi". To check and change, please follow the steps below. • Android models:
Settings > More > Mobile networks/Cellular networks > Access point names OR Settings > Mobile networks > Access Point Names

Click "Edit the Access Point Names" and change the APN to unifi

Leave other fields as-is and Save the new setting. Reboot your phone if necessary.

- iOS models:

Settings > Mobile Data > Mobile Data Network OR Settings > Cellular > Cellular Data Network.

Tap the Access Point Name field and change to unifi.

Leave other fields as-is and Save the new setting. Reboot your phone if necessary.

- Alternatively, please send "Data" to "22288", the short code to allow the internet settings to be pushed to your phone. This SMS will be zero-charged.

International Roaming – Voice & SMS

1. What is the charges when I make calls or SMS while roaming?

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](#).

2. How much will I be charged for making calls and sending SMS to Satellite numbers (e.g:Inmarsat) or countries not included in mobilebiz list?

You will be charged at pay-per-use rate of RM75 per min and RM0.50 per SMS sent.

Billing & Payment

1. How will I receive my monthly bill?

You will receive the monthly bill through your registered e-mail in unifi [bizcare](#) portal.

2. When is my bill date and bill cycle?

Your bill date is always on the 1st of every month and the cycle is the full period of the month (e.g. 1st March – Bill generated for 1/3/17 – 31/3/17)

3. Can I request for a hardcopy bill?

We support the environmental friendly way and you will only be receiving an e-bill. You may print the hardcopy bill via unifi [bizcare](#) portal.

4. Where can I pay my bills?

You may pay your bills via the following methods:

Internet Banking

- JomPAY is available at participating banks via Internet Banking and Mobile Banking.
Biller Code: 3608
Ref Code: Your 9-digit account number. For details, please visit www.jompay.com.my

unifi bizcare

- MasterCard, Visa (Credit & Debit Card), AMEX [bizcare](#)

Walk In & Over the Counter Payment

- CIMB Bank <http://www.cimbclicks.com.my> (Bank in to 98953 - 9 digit account number)
- POS Malaysia <http://www.pos.com.my/>
- TM point <https://mobile.unifi.com.my/biz/support/store-locator>

5. Which payee should I choose when I make payment via online, ATM & cash deposit machine?

Please select 'webe digital sdn bhd' when you're making your payment via online, ATM and cash deposit machine.

Network & Device

1. What is LTE network and how is the coverage?

Our LTE network is leveraging on 850 MHz spectrum. We are actively expanding our LTE network and currently focusing on Klang Valley and Johor Bahru. Rest assured that you will still be able to enjoy 3G coverage out of Klang Valley and Johor Bahru. Our team members are working tirelessly to expand our LTE network day-by-day so you could enjoy the best LTE experience.

2. How do I connect to LTE network?

You may connect to our LTE network on all phone models; however, we encourage you to use our certified phone to experience the best quality of service.

3. What if my current phone is not a certified phone model?



unifi mobilebiz services can be used on all phone models, however we encourage you to use our certified phone (Band 5) to experience the best quality of service.

4. Where can I use my mobilebiz services?

Our mobile services are available nationwide within coverage areas.

5. How do I check if my area is under LTE coverage?

You can check the LTE coverage [HERE](#)