FREQUENTLY ASKED QUESTIONS (FAQ) FOR UNIFI MOBILE BIZ 99

NO	QUESTION	ANSWER
**QUESTIONS ON UNIFI MOBILE BIZ 99**	
**GETTING TO KNOW**	
1.	**Is there any new offering from unifi Mobile for business segment?**	▪ We are offering our unifi Mobile Biz to all business customers segment. All customers can subscribe to the unifi Mobile Biz package, at the promo price of RM99/month for a never-ending data, calls and SMS experience.
2.	**Who is eligible to subscribe to the unifi Mobile Biz plan?**	▪ All Malaysian businesses are eligible to subscribe to the package.
3.	**What documents do I need to bring during registration?**	▪ Eligible applicants are required to bring valid documentations and other company details as below:

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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 Authorisation Letter for non-director authorised signatory

d. Original or certified true copy of certified documents (whichever applicable):

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

NO	QUESTION	ANSWER
4.	**What are the requirements needed to subscribe to unifi Mobile Biz 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 Mobile Biz plan?**	▪ Only the company's authorised director can fill up the application form to subscribe to unifi Mobile Biz 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 Mobile Biz 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 Mobile Biz lines, then your request will be handled by an SME sales consultant. While customers who do not require more than 10 unifi Mobile Biz lines, you can simply walk into any TMpoint outlets nationwide.
7.	**Can I sign up to unifi Mobile Biz plan as individual?**	▪ The unifi Mobile Biz 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 Mobile Biz plan?**	▪ Great! You can port over your existing line to unifi Mobile Biz 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.

NO	QUESTION	ANSWER
12.	**Is there a contract for unifi Mobile Biz plan?**	▪ No, that's the best part! You will not be tied to any contract for this plan.
13.	**What are included in my unifi Mobile Biz plan?**	▪ Freedom. The freedom of never-ending calls, SMS, to your unifi Mobile Biz numbers and no contract, best of all – no surprises in your bill!
14.	**What type of calls & SMSes are included in the unifi Mobile Biz plan?**	▪ unifi Mobile Biz plan offers unlimited calls and SMS which covers the following: ▪ All domestic calls & SMS to our unifi Mobile Biz numbers and the other mobile operators ▪ All domestic calls to national fixed line numbers
15.	**What type of calls and SMSes are excluded from the unifi Mobile Biz unlimited calls and SMS 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
16.	**Is my usage of unifi Mobile Biz 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 Mobile Biz plan, it is still subject to our Acceptable Use Policy. Your service may be restricted if we detect unusual usage in your account.
17.	**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.
18.	**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".

NO	QUESTION	ANSWER
19.	**Can I transfer my line to another business entity or individual?**	▪ Currently we do not allow transfer of ownership, any new business entity will have to register for a unifi Mobile Biz plan on its own.
20.	**I currently have a unifi Mobile Biz plan. I would like to change my plan to another mobile plan. Can I do that?**	▪ Unfortunately, you can't change your unifi Mobile Biz plan to another mobile plan.
21.	**I lost my mobile phone. How can I request to suspend my line and request for a new SIM?**	▪ Suspension of line/account can be done via walk-in to any TMpoint and must be done by the registered account holder. You may assign a representative to terminate but he/she must be accompanied with the company's authorisation letter.
22.	**I would like to terminate one of my lines. How can I request for termination?**	▪ You can terminate your line by walk-in to any TMpoint nationwide. You may assign a representative to terminate but he/she must be accompanied with the company's authorisation letter.
23.	**What will happen if I don't change the APN to "unifi" when I'm travelling oversea?**	▪ 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.
	MOBILE DATA	
24.	**What is inclusive of my domestic mobile Internet?**	▪ Freedom. The freedom of never-ending data with no contract obligation.
25.	**Can I use my phone as a hotspot?**	▪ Yes, unifi Mobile Biz plan allows you to tether for 1GB free every month plus free 10GB of LTE hotspot!
26.	**How many devices can I connect using the Personal Wi-Fi Pass?**	▪ The Personal Wi-Fi pass allows sharing up to five (5) devices.

NO	QUESTION	ANSWER
27.	**Can I purchase extra data tethering pass if I have used up my free tethering data quota?**	▪ Absolutely! You can purchase additional Data Tethering Pass via the unifi [bizcare portal](#).

	VOICE	
28.	**What is included in my unlimited voice calls?**	▪ We offer unlimited voice calls to all domestic numbers.

29.	**What is NOT included in my unlimited voice calls plan?**	▪ The following call services will be charged separately:
		  ▪ 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

30.	**What are the other voice features included in my mobile plan?**	▪ These are the following voice features included in your plan:
		  ▪ Call hold
		  ▪ Call waiting
		  ▪ Missed call notification

31.	**What are the voice features NOT supported on my mobile plan?**	▪ Currently, the following voice features are not available in the plan:
		  ▪ Video call
		  ▪ Voicemail
		  ▪ Call forwarding
		  ▪ Multi-party call
		  ▪ Enabling private number display on your outgoing calls

32.	**What are the call charges for special numbers?**	▪ The call charges are as below:

Number	Service Description	Charges (includes 0% GST)
+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

NO	QUESTION	ANSWER
		▪ For premium numbers/hotlines, you'll be charged:

Premium Hotline	Charges (excluding 0% GST)
1-300	RM 0.15/min
1-700	RM 0.15/min

SMS		

NO	QUESTION	ANSWER
33.	**Is the SMS features unlimited?**	▪ Yes, we offer unlimited free SMS. Our service offering will always remain the same – never-ending data, calls and SMS cut across unifi Mobile Biz and our regular mobile plans as well.
34.	**Which services are not covered under FREE SMS offering?**	▪ This SMS features will be charged separately: ▪ 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
35.	**What are the SMS features included in my mobile plan?**	▪ The never ending SMS covers the following: ▪ Send SMS to domestic mobile numbers/short code ▪ Receive bank TACs (transaction code) ▪ OTT SMS (e.g. WhatsApp) ▪ Emergency SMS services
36.	**What are the SMS features not supported on my mobile plan?**	▪ Currently Multimedia Messaging Service (MMS) and unstructured Supplementary Service Data (USSD) is not available in our service offering. Don't worry, messaging application such as Whatsapp and Facebook Messenger are widely used today.

UPFRONT PAYMENT POLICY, DEPOSIT AND CREDIT LIMIT		

NO	QUESTION	ANSWER
37.	**What is an upfront payment?**	▪ The upfront payment is a fee of RM100 (inclusive of 0% GST) that will be used to offset your first bill.
38.	**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.

NO	QUESTION	ANSWER
39.	**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 portal or walk in to any TMpoint. A deposit of RM300 is required and will be refund back to you upon your account termination.
40.	**I am a non-Malaysian, how would I receive my deposit upon termination?**	▪ Your refund will be transferred into your bank account within three (3) months / 90 days upon termination. Kindly provide us with your banking details via our support channels upon successful termination.
41.	**When will I receive the refund?**	▪ Three (3) months / 90 days upon terminating our services.
42.	**What is the credit limit per line?**	▪ The default credit limit per line is RM300.
43.	**Can I increase my credit limit?**	▪ Yes. You can do so through Live Chat in unifi bizcare portal or walk-in to any TMpoint nationwide.
44.	**Can I decrease my credit limit?**	▪ Yes. You can decrease your credit limit to the default credit limit through Live Chat in unifi bizcare portal or walk-in to any TMpoint nationwide.
45.	**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.
46.	**What if my balance exceeded the credit limit?**	▪ You will not be able to use the service upon exceeding your credit limit.
47.	**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.
48.	**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 Mobile Biz plan. You will be exempted from credit check if you're an existing TM (unifi Business or Streamyx Business) subscriber.

NO	QUESTION	ANSWER
49.	**How do I cancel my subscription?**	▪ If you decide to cancel your subscription, just walk-in to any TMpoint nationwide. You may assign a representative to terminate but he/she must be accompanied with the company's authorisation letter.
50.	**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	
51.	**Can I use my service to download peer-to-peer content (e.g. torrent files)?**	▪ Yes. You can use unifi Mobile Biz services for peer-to-peer downloads at 64kbps speed.
52.	**Am I allowed to use the unlimited voice minutes to make calls for commercial purpose?**	▪ Yes. You can use unifi Mobile Biz calls services for commercial purposes but subject to the Acceptable Use Policy.
53.	**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.
54.	**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. Any identified 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	
55.	**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 Mobile Biz lines up to 5 or more in one account.

NO	QUESTION	ANSWER
56.	**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.
57.	**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.
58.	**Will there also be a discount with pre-existing services like tethering?**	▪ Unfortunately, the discount is only applicable to unifi Mobile Biz. Other additional charges remain the same.
	INTERNATIONAL DIRECT DIAL (IDD) – SERVICE	
59.	**What is IDD?**	▪ International Direct Dial or IDD allows you to make calls or send SMSes to your loved ones overseas from your unifi Mobile Biz number in Malaysia.
60.	**How do I activate IDD? Is there any deposit required?**	▪ IDD service is enabled by default with no deposit required.
61.	**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
62.	**What is the rate for IDD?**	▪ Please refer to our IDD rates HERE.
	INTERNATIONAL ROAMING – SERVICES	
63.	**What is International Roaming?**	▪ International Roaming allows you to get connected wherever you are, any country, any time zone!
64.	**Can I use International Roaming immediately**	▪ Unfortunately, you will need to request to enable International Roaming. You can do this via Live Chat in unifi bizcare portal or walk-in to any

NO	QUESTION	ANSWER
	upon signing up for unifi Mobile Biz?	TMpoint. However, please take note that a deposit of RM300 per line may be imposed.
65.	**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)**	

NO	QUESTION	ANSWER
66.	**Can I use data roaming services when travelling overseas?**	▪ Yes, but you will need to activate the International Roaming services.
67.	**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.
68.	**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.
69.	**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.
70.	**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.
71.	**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.
72.	**Is the Data Roam Pass compatible with any phone model? (i.e. iPhone/Blackberry/And roid/ Windows)**	▪ Yes. It works with any phone models.

NO	QUESTION	ANSWER
73.	**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.
74.	**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.
75.	**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/MB.

76.	**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**	
77.	**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.

NO	QUESTION	ANSWER
78.	**How much will I be charged for making calls and sending SMS to satellite numbers (e.g.: Inmarsat) or countries not included in Mobile Biz list?**	▪ You will be charged at pay-per-use rate of RM75 per min and RM0.50 per SMS sent.
BILLING & PAYMENT		
79.	**How will I receive my monthly bill?**	▪ You will receive the monthly bill through your registered e-mail in unifi bizcare portal.
80.	**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).
81.	**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.

82.	**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/
		  ➢ TMpoint: https://mobile.unifi.com.my/biz/support/store-locator

83.	**Which payee should I choose when I make payment via online,**	▪ Please select 'webe digital sdn. bhd.' when you're making your payment via online, ATM and cash deposit machine.

NO	QUESTION	ANSWER
	ATM & cash deposit machine?	
	NETWORK & DEVICE	
84.	**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.
85.	**How do I connect to LTE network?**	▪ Currently all phones can connect through our network (3G); but LTE only on our certified phones (Band 5).
86.	**What if my current phone is not a certified phone model?**	▪ unifi Mobile Biz services can be used on all phone models, however we encourage you to use our certified (Band 5) phone to experience the best quality of service.
87.	**Where can I use my Mobile Biz services?**	▪ Our mobile services are available nationwide within coverage areas.
88.	**How do I check if my area is under LTE coverage?**	▪ You can check the LTE coverage HERE.

FREQUENTLY ASKED QUESTIONS (FAQ) FOR unifi MOBILE BIZ 59 & 39 FOR SME

NO	QUESTION	ANSWER
QUESTIONS ON unifi MOBILE BIZ 59 & 39 FOR SME		
GETTING TO KNOW		

NO	QUESTION	ANSWER
1.	**Is there any new offering from unifi Mobile for business segment?**	▪ Yes! Starting 15 April 2019 onwards, we are offering additional unifi Mobile Biz plans to the business customers segment. ▪ These unifi Mobile Biz plans are different from our existing unifi Mobile Biz 99. ▪ There are two (2) new plans for you to choose from:
2.	**Who is eligible to subscribe to unifi Mobile Biz plan?**	▪ All Malaysian businesses with valid Business Registration Number (BRN) are eligible to subscribe to the package.
3	**Where can I subscribe the unifi Mobile Biz plans?**	▪ You can subscribe to the plan at the nearest TMpoint. Don't forget to bring along all your relevant business documents for registration purposes.
4.	**What documents do I need to bring during the registration?**	▪ Eligible applicants are required to bring valid documentations and other company details as below: e. Photocopy of company director/authorised signatory's NRIC (both sides)/ Passport (for Non-Malaysians) f. If you're an existing TM customer, please bring along your latest bill that is registered under your company name/Business Registration Number (BRN) g. Company Authorisation Letter for non-director authorised signatory h. Original or certified true copy of certified documents (whichever applicable):

Table within Question 1:

Plan	Price	Data (Total)		Voice (mins)	Text (SMS)
unifi Mobile Biz 59	RM59	10GB	(9GB LTE + 1GB 3G)	100	25
unifi Mobile Biz 39	RM39	5GB	(4GB LTE + 1GB 3G)	50	25

NO	QUESTION	ANSWER
		<table><tr><td>**Business Applicants**</td><td>**Documents**</td></tr><tr><td>Private Company</td><td>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</td></tr><tr><td>Sole Proprietor</td><td>Form D & A</td></tr><tr><td>Partnership</td><td>Form D & B</td></tr><tr><td>NGO/ Association/ Corporation/ Embassy/ Government</td><td>Documents issued by relevant authorities</td></tr></table>
5.	**What are the requirements needed to subscribe to unifi Mobile Biz plan?**	▪ We will first do a credit evaluation on your application. If your name is not blacklisted in CTOS or TM database, we will then proceed to process your application.
6.	**Who are the authorised individuals from the company that can subscribe to unifi Mobile Biz plan?**	▪ Only the company's authorised director can fill up the application form to subscribe to unifi Mobile Biz plan. ▪ However, you are also allowed to appoint a representative with an authorisation letter to represent the company to subscribe for this plan.
7.	**How many lines can I subscribe?**	▪ With our unifi Mobile Biz plan, there is no limit to the number of lines you can subscribe to. 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 Mobile Biz lines, then your request will be handled by an SME sales consultant. ▪ For customers who do not require more than 10 unifi Mobile Biz lines, you can simply walk into any TMpoint outlets nationwide.
8.	**Can I sign up to unifi Mobile Biz plan as individual?**	▪ The unifi Mobile Biz plan is actually meant for business owners that have 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 at https://mobile.unifi.com.my/home/whats-new.

NO	QUESTION	ANSWER
9.	I'm interested to subscribe to the plan, how can I port in to unifi Mobile Biz plan?	▪ Great! You can port over your existing line to unifi Mobile Biz simply by subscribing to the plan. We'll take care of the rest of the steps and handle the e tire port in process for you. We will request for the port in on your behalf from your existing service provider. ▪ The process may take up to 14 days to be approved.
10	Can I change my current unifi Mobile Biz 99 plan to any of the unifi Mobile Biz quota plans?	▪ At the moment, the change of plans are not possible. ▪ Stay tuned as we will be updating you once we have this feature available on board.
11.	My port in request was rejected. What should I do next?	▪ Don't worry, drop us a message on Live Chat in unifi bizcare portal or come and meet us at any of our TMpoint nationwide. We'll be happy to assist.
12.	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.
13.	Is there a contract for unifi Mobile Biz quota plan?	▪ Good news! You will not be tied to any contract for this plan.
14.	What are included in my unifi Mobile Biz quota plan?	▪ All of the plans will include a quota allocation that covers the following: 1. Domestic mobile data 2. Domestic calls 3. Domestic SMS
15.	What type of calls and SMSes are included in the unifi Mobile Biz quota plan?	▪ All domestic calls and SMS to our unifi Mobile Biz numbers and the other mobile operators. ▪ All domestic calls to national fixed line numbers.
16.	What type of calls and SMSes are excluded from the unifi Mobile Biz quota plan?	▪ Additional charges are applicable to these calls and SMSes: a. Calls to 1300 / 1700 / 1600 / 1MOCC numbers b. 080-Prefix number for border calls to Brunei c. Calls to Special Number d. International Calls (IDD) and SMS from Malaysia e. Voice calls & SMS roaming outside Malaysia
17.	Do I need to request for a specific SIM card size (e.g. micro SIM or nano SIM) prior to making payment?	▪ All our SIM cards come with three (3) built-in sizes (mini/ standard, micro, and nano) that would fit in any phone models.

NO	QUESTION	ANSWER
18.	**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 card. You will receive a notification within a few minutes after you insert the SIM card 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".
19.	**Can I transfer my line to another business entity or individual?**	▪ Currently we do not allow transfer of ownership; any new business entity will have to register for a unifi Mobile Biz plan on its own.
20.	**I lost my mobile phone. How can I request to suspend my line and request for a new SIM?**	▪ Suspension of line/account can be done at any TMpoint and must be done by the registered account holder. You may assign a representative to terminate but he/she must be accompanied with the company's authorisation letter.
21.	**I would like to terminate one of my lines. How can I request for termination?**	▪ You can terminate your line at any TMpoint nationwide. You may assign a representative to terminate but he/she must be accompanied with the company's authorisation letter.
22.	**What will happen if I don't change the APN to "unifi" when I'm travelling oversea?**	▪ 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.
MOBILE DATA		
23.	**What is inclusive of my domestic mobile Internet?**	▪ You will get to enjoy the allocated LTE and 3G mobile data as per plans purchased within Malaysia.
24.	**Can I use my phone as a hotspot?**	▪ Yes, you can as long as your subscribed / purchased data quota is still available.
25.	**How many devices can I connect using the hotspot?**	▪ There is no limitation on the number of devices for you to use your hotspot. However, for the best unifi Mobile experience, we strongly recommend you to use up to a maximum of five (5) devices.

NO	QUESTION	ANSWER
26.	**What happens if my usage exceeds the allocated data purchased?**	▪ Your data speed will be throttled down to 128kbps. ▪ To continue enjoying high-speed mobile internet, you may choose to purchase our Add-On Data via the unifi bizcare portal.

<table>
<tr><td colspan="3" align="center">VOICE</td></tr>
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NO	QUESTION	ANSWER
27.	**What voice features are included in the plans?**	▪ The unifi Mobile Biz plans come with the following voice features: 1. Call Hold 2. Call Waiting 3. Missed Call Notification
28.	**What voice features are not supported in my plans?**	▪ The unifi Mobile Biz plans do not include the following voice features: 1. Voicemail 2. Call Forwarding 3. Multi-party call 4. Enabling Private Number Display on your outgoing calls
29.	**What are the call charges for special numbers?**	▪ The call charges are as below:

Number	Service Description	Charges (includes 0% GST)
+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 0% SST)
1-300	RM 0.15/min
1-700	RM 0.15/min

NO	QUESTION	ANSWER
30.	**What do I do if the voice usage exceeds the allocated minutes?**	▪ You will be charged RM0.15 for every additional minute used. Don't worry, we will notify you on your usage. ▪ To continue enjoying high-speed mobile internet, you may choose to purchase additional minutes together and SMS from our Add-On Calls & SMS via the unifi bizcare portal.
	SMS	
31.	**What are the SMS features included in the plans?**	▪ You can do all these SMS features: 1. Send SMS to domestic mobile numbers / short code 2. Receive bank TACs (Transactional Authorisation code) 3. OTT SMS (e.g. WhatsApp) 4. Emergency SMS services
32.	**What are the SMS features not supported in the plans?**	▪ This SMS features will be charged separately: ▪ 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
33.	**What if I need to use more SMS than the allocated number of SMSes from my plans?**	▪ You will be charged RM0.15 for every subsequent SMS sent (regardless whether it is successfully delivered or not). ▪ To continue enjoying the service, you may choose to purchase additional SMS and minutes from our Add-On Calls & SMS unifi bizcare portal.
	ADD-ONS	
34.	**What are the validity of the Add-Ons?**	▪ The validity for each Add-on is up to 30 days. ▪ This means that the Add-Ons purchased can be used 30 days from the date of purchase.
35.	**Will there be a limit to the number of times I can purchase the Add-Ons in a month?**	▪ You have the freedom to purchase all Add-Ons as many times as you want, provided it does not exceed your account Credit Limit.

NO	QUESTION	ANSWER
36.	**Can I still use the balance of Data, SMS and Voice from the Add-Ons after the expiry?**	▪ Unfortunately, you will not be able to use your Add-On balance after the expiry date. ▪ However, if you have purchased additional Add-Ons BEFORE the expiry date, your unused balance will follow the new expiry date. This means that you will be able to use the balance from the previous Add-Ons together with the allocation from the new Add-Ons. For overlapping multiple Add-Ons purchase, the maximum extended validity of expiry date is up to 90 days from the first Add-Ons purchase.
37.	**Can I purchase multiple Add-Ons at any one time?**	▪ Yes! If you purchase additional Add-Ons BEFORE the expiry date, your unused balance will follow the new expiry date. This means that you will be able to use the balance from the previous Add-On together with the allocation from the new Add-Ons. ▪ For overlapping multiple Add-Ons purchase, the maximum extended validity of expiry date is up to 90 days from the first Add-Ons purchase.
	UPFRONT PAYMENT POLICY, DEPOSIT AND CREDIT LIMIT	
38.	**What is an upfront payment?**	▪ The upfront payment is a fee that will be used to offset your first bill. ▪ Please refer to the below table for the amount according to the plans: | RATE PLAN NAME	UPFRONT PAYMENT
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unifi Mobile Biz 59	RM100
unifi Mobile Biz 39	RM50	
39.	**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.
40.	**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 portal or walk in to any TMpoint. A deposit of RM300 is required and will be refund back to you upon your account termination.
41.	**I am a non-Malaysian, how would I receive my deposit upon termination?**	▪ Your refund will be transferred into your bank account within three (3) months / 90 days upon termination. Kindly provide us with your banking details via our support channels upon successful termination.
42.	**When will I receive the refund?**	▪ Three (3) months / 90 days upon terminating our services.

NO	QUESTION	ANSWER
43.	**What is the credit limit per line?**	▪ The default credit limit per line is RM300.
44.	**Can I increase my credit limit?**	▪ Yes. You can do so through Live Chat at in unifi bizcare portal or walk-in to any TMpoint nationwide.
45.	**Can I decrease my credit limit?**	▪ Yes. You can decrease your credit limit to the default credit limit through Live Chat in unifi bizcare portal or walk-in to any TMpoint nationwide.
46.	**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.
47.	**What if my balance exceeded the credit limit?**	▪ You will not be able to use the service upon exceeding your credit limit.
48.	**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.
49.	**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 Mobile Biz plan. You will be exempted from credit check if you're an existing TM (unifi Business or Streamyx Business) subscriber.
50.	**How do I cancel my subscription?**	▪ If you decide to cancel your subscription, just walk-in to any TMpoint nationwide. You may assign a representative to terminate but he/she must be accompanied with the company's authorisation letter.
51.	**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		
52.	**Can I use my service to download peer-to-peer content (e.g. torrent files)?**	▪ Yes. You can use unifi Mobile Biz services for peer-to-peer downloads at 64kbps speed.

NO	QUESTION	ANSWER
53.	**Am I allowed to use the allocated voice minutes to make calls for commercial purpose?**	▪ Yes. You can use unifi Mobile Biz calls services for commercial purposes but subject to the Acceptable Use Policy.
54.	**Can I perform bulk SMS or blast solicited / unsolicited SMS using the unifi Mobile Biz SMS service?**	▪ You are only allowed to send text messages set within the Acceptable Use policy.
55.	**Am I allowed to use the plan in a non – LTE phone?**	▪ We encourage you to use an LTE phone (Band 5 device) to fully experience the unifi 4G service. You may refer to unifi.com.my/mobile to see if your device is supported by unifi 4G network.
56.	**Am I allowed to do tethering or provide hotspot so that the internet service can be shared with others?**	▪ Yes, with the plans, you have the freedom to share your mobile internet experience with others as long as your usage does not exceed your quota allocation.
	DISCOUNTS	
57.	**Do I get broadband bundle discounts if I'm an existing TM broadband business subscriber?**	▪ Sorry, there are no discounts applicable at the time being for existing TM Broadband customers for the plans – unifi Mobile Biz 59 and unifi Mobile Biz 39.
58.	**Do I get multi-line discounts if I've purchased five (5) lines or more in one single account?**	▪ Unfortunately the multi-line discount does not apply for unifi Mobile Biz quota plan.
59.	**Will there also be a discount with pre-existing services like tethering?**	▪ Unfortunately, currently there is no discount for pre-existing services (i.e.: tethering). Other additional charges remain the same.
	INTERNATIONAL DIRECT DIAL (IDD) – SERVICE	
60.	**What is IDD?**	▪ International Direct Dial or IDD allows you to make calls or send SMSes to your loved ones overseas from your unifi Mobile Biz number in Malaysia.

NO	QUESTION	ANSWER
61.	**How do I activate IDD? Is there any deposit required?**	▪ IDD service is enabled by default with no deposit required.
62.	**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
63.	**What is the rate for IDD?**	▪ Please refer to our IDD rates HERE.
	INTERNATIONAL ROAMING – SERVICES	
64.	**What is International Roaming?**	▪ International Roaming allows you to get connected wherever you are, any country, any time zone!
65	**Can I use International Roaming immediately upon signing up for unifi Mobile Biz?**	▪ Unfortunately, you will need to request to enable International Roaming. You can do this via Live Chat in unifi bizcare portal or walk-in to any TMpoint. However, please take note that a deposit of RM300 per line may be imposed.
66.	**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)**	
67.	**Can I use data roaming services when travelling overseas?**	▪ Yes, but you will need to activate the International Roaming services.
68.	**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.
69.	**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 a.m., Bangkok time.

NO	QUESTION	ANSWER
70.	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.
71.	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.
72.	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.
73.	Is the Data Roam Pass compatible with any phone model? (i.e. iPhone/Blackberry/Android/ Windows)	▪ Yes. It works with any phone models.
74.	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.
75.	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.
76.	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/MB.
77.	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

NO	QUESTION	ANSWER
		- 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

NO	QUESTION	ANSWER
78.	**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.
79.	**How much will I be charged for making calls and sending SMS to satellite numbers (e.g.: Inmarsat) or countries not included in Mobile Biz list?**	You will be charged at pay-per-use rate of RM75 per min and RM0.50 per SMS sent.

BILLING & PAYMENT

NO	QUESTION	ANSWER
80.	**How will I receive my monthly bill?**	You will receive the monthly bill through your registered e-mail in unifi bizcare portal.
81.	**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).
82.	**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.

NO	QUESTION	ANSWER
83.	**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 ➢ ▪ 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/ ➢ TMpoint: https://mobile.unifi.com.my/biz/support/store-locator
84.	**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.
TRANSFER OF OWNERSHIP AND CHANGE OF PLANS		
85.	**I am currently subscribing to unifi Mobile Biz 99 / 59 / 39. Can I change my line to other unifi Mobile Biz plan?**	▪ We're sorry, you're not able to change your plans at the moment. We will communicate and update you once the service is available in the future.
NETWORK & DEVICE		
85.	**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.
86.	**How do I connect to LTE network?**	▪ Currently all phones can connect through our network (3G); but LTE only on our certified phones (Band 5).

NO	QUESTION	ANSWER
87.	**What if my current phone is not a certified phone model?**	▪ unifi Mobile Biz services can be used on all phone models, however we encourage you to use our certified (Band 5) phone to experience the best quality of service.
88.	**Where can I use my Mobile Biz services?**	▪ Our mobile services are available nationwide within coverage areas.
89.	**How do I check if my area is under LTE coverage?**	▪ You can check the LTE coverage HERE.
89.	**Who should I contact if I need any assistance or service inquiry?**	▪ Easy, feel free to reach us via TM's digital channels such as: ▪ Live Chat with us via unifi bizcare portal at https://biz.unifi.com.my/bizcare . ▪ You can also visit any of the TMpoint outlets nationwide for further assistance.