

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
NEW unifi MOBILE PREPAID #BEBAS**

NO	QUESTION	ANSWER
REGISTRATION AND ELIGIBILITY		
1.	I am interested. How do I subscribe to unifi Mobile #BEBAS?	<ul style="list-style-type: none"> ▪ You can subscribe to the plans starting 18 July 2019 at all our touchpoints below: <ul style="list-style-type: none"> ▪ mobile@unifi app (downloadable via Google Play Store / Apple App Store) ▪ TMpoint outlets (for SIM collections only)
2.	What documents do I need to bring during registration?	<ul style="list-style-type: none"> ▪ We believe in making life easy, so we've simplified the purchasing process for registration. ▪ You just need to have a valid NRIC if you are a Malaysian or a passport if you are a non-Malaysian. ▪ Just be sure to enter your details correctly as per your NRIC or passport/iKad so that it matches during verification upon delivery or collection. <p><i>*Note: Kindly ensure you have the original documents in hand as copies will not be sufficient for verification.</i></p>
3.	Do you offer a corporate mobile prepaid plan?	<ul style="list-style-type: none"> ▪ Currently, we only offer a mobile prepaid plan for the consumer segment. Please stay tuned to us as we will announce more exciting features in the future.
4.	Are there any special plans for OKU / students / senior citizen?	<ul style="list-style-type: none"> ▪ We're still working on options to suit the needs and requirements of different and special segments of the community and will announce once it is made available later. Stay tuned!
5.	I am an existing unifi Mobile prepaid #BEBAS subscriber. I have registered one (1) SIM earlier. Your new promo says a maximum of five (5) SIM per customer. Does it mean I can	<ul style="list-style-type: none"> ▪ Yes, you will be able to subscribe to new lines under the new unifi Mobile prepaid #BEBAS plan. Please note that you will ONLY be able to have a total of five (5) SIMs per ID regardless of the new or old #BEBAS.

NO	QUESTION	ANSWER
	subscribe more?	
6.	<p>I have registered five (5) SIMs earlier for unifi Mobile prepaid #BEBAS. Can I register an additional of five (5) SIMs for unifi Mobile #BEBAS?</p>	<ul style="list-style-type: none"> ▪ We're sorry, you will not be eligible to subscribe the new unifi Mobile #BEBAS as you have reached the maximum number of lines allowed i.e. five (5) lines subscribed registered under your name.
7.	<p>I purchased one (1) SIM before and didn't collect my SIM. Can I subscribe to another five (5) SIMs for the new unifi Mobile prepaid #BEBAS?</p>	<ul style="list-style-type: none"> ▪ This will depend on the current status for your subscription of the unifi Mobile prepaid #BEBAS. If the order is automatically cancelled, you will be eligible to subscribe to five (5) SIMs for unifi Mobile #BEBAS. ▪ If your order is still in progress, you will only be eligible to subscribe to four (4) SIMs for unifi Mobile prepaid #BEBAS.
8.	<p>I purchased a unifi Mobile prepaid #BEBAS SIM earlier, but have not received my SIM. Will I receive a new unifi Mobile #BEBAS data when I activate my SIM later?</p>	<ul style="list-style-type: none"> ▪ You will receive the old unifi Mobile prepaid #BEBAS offering upon activating your SIM as you have purchased and activate the SIM before 18 July 2019.
9.	<p>I registered for unifi Mobile prepaid #BEBAS by porting out from my current service provider on 31 May 2019. My request is still pending. Does it mean I will only receive 2GB LTE</p>	<ul style="list-style-type: none"> ▪ Yes, you will still receive 2GB LTE upon successful port in as you have registered the SIM before 18 July 2019.



FAQ for unifi Mobile Prepaid #BEBAS

NO	QUESTION	ANSWER
	complimentary data (old package)?	