

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

NO	QUESTION	ANSWER
INTERNATIONAL ROAMING		
1.	Can I use roaming services when travelling overseas?	<ul style="list-style-type: none"> ▪ Yes. You just need to activate the roaming service via the mobile@unifi app and purchase roaming add-ons that best suit your needs.
2.	What is the expiry of the roaming add-ons?	<ul style="list-style-type: none"> ▪ The roaming add-ons is valid until midnight of the city you are visiting at that moment, e.g. If you're visiting Thailand, your roaming expires at 12:00 am, Bangkok time.
3.	How about when you are in a country with several time zones, ie the USA, and within one day you travel across the coast which has a 4-hour time difference. Does it expire at midnight of the city you are currently in or midnight in the originating city?	<ul style="list-style-type: none"> ▪ The roaming expiry will be based on capital city of the country i.e. Washington DC for USA.
4.	Can I still use the data, calls and SMS quota while out of the country?	<ul style="list-style-type: none"> ▪ No, you will need to purchase the roaming add-ons or the charges will be based on your usage. This means, if you don't purchase roaming add-ons, the charges for data, calls and SMS will be deducted directly from your account balance using PAYU basis.
5.	How do I activate my roaming?	<ul style="list-style-type: none"> ▪ You may activate it via the mobile@unifi app using WiFi/data.

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6.	What if you can't find WiFi? Any other way to activate without using the app?	<ul style="list-style-type: none"> ▪ Roaming activation requires Internet connectivity.
7.	How do I keep track of my roaming usage?	<ul style="list-style-type: none"> ▪ You can keep track on your usage via the mobile@unifi app.
8.	I have purchased a roaming add-ons in Singapore. Can I use it in Thailand on the same day?	<ul style="list-style-type: none"> ▪ Kindly note that the roaming add-ons is country-specific. If you're travelling to multiple countries in a day, you'll need to activate roaming in each country and browse through their respective preferred operators.
9.	How much will I be charged if I use my data overseas without the roaming add-ons?	<ul style="list-style-type: none"> ▪ You will be charged a minimum Pay as You Use (PAYU) rate at RM49.00/MB. <p><i>*Note: Standard rate across all countries</i></p>
10.	What are the charges when I make calls or send SMS while roaming?	<ul style="list-style-type: none"> ▪ The calls and SMS charges vary according to the country you are in at that moment.
11.	How do I check if my area is under LTE coverage?	<ul style="list-style-type: none"> ▪ You can check the LTE coverage HERE.
12.	How do I get further enquiries on unifi Mobile #BEBAS?	<ul style="list-style-type: none"> ▪ You can visit our website at https://unifi.com.my or walk-in to the nearest TMpoint for more info.