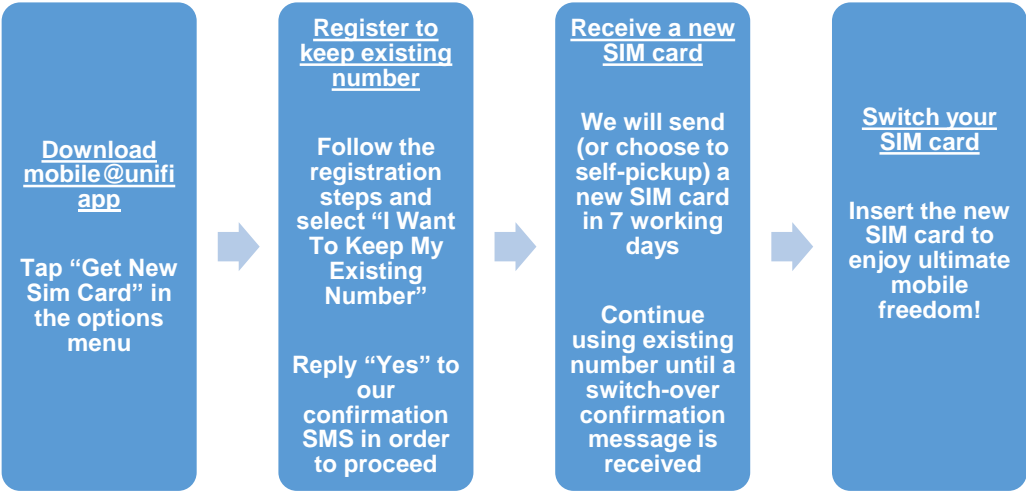


**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
NEW unifi MOBILE PREPAID #BEBAS**

NO	QUESTION	ANSWER
SWITCH TO UNIFI MOBILE #BEBAS		
1.	<p>Can I use my existing number to register for the new unifi Mobile prepaid #BEBAS?</p>	<ul style="list-style-type: none"> ▪ Yes! You can maintain your existing mobile number by switching to unifi Mobile prepaid #BEBAS. The port in process is as below: <div style="text-align: center; margin: 10px 0;">  <pre> graph LR A["<u>Download mobile@unifi app</u> Tap 'Get New Sim Card' in the options menu"] --> B["<u>Register to keep existing number</u> Follow the registration steps and select 'I Want To Keep My Existing Number' Reply 'Yes' to our confirmation SMS in order to proceed"] B --> C["<u>Receive a new SIM card</u> We will send (or choose to self-pickup) a new SIM card in 7 working days Continue using existing number until a switch-over confirmation message is received"] C --> D["<u>Switch your SIM card</u> Insert the new SIM card to enjoy ultimate mobile freedom!"] </pre> </div>
2.	<p>How long does it take to process my request to port in?</p>	<ul style="list-style-type: none"> ▪ We will request the port in on your behalf from your existing mobile service provider as soon as the payment of all outstanding balances have been made. It may take up to five (5) business days for the application to be approved by your existing mobile service provider. ▪ Please note that you will need to fulfill the below requirements: <ul style="list-style-type: none"> ➢ Terminated, blacklisted, barred and suspended numbers cannot be switched to unifi Mobile prepaid #BEBAS. ➢ All the supplementary lines in the Principal Account (principal and supplementary lines) need to be switched over to unifi Mobile plan, unless your supplementary line(s) become the Principal line at the existing mobile operator. ➢ Your number is not tied to any contract with existing mobile operator. ➢ If you are switching in for more than one (1) number, each line must be registered in separate order.

NO	QUESTION	ANSWER
		<p><i>(You would need to ensure that the usage of your existing service does not exceed the credit limit set by your existing mobile operator.)</i></p> <ul style="list-style-type: none"> ▪ For existing prepaid user, any remaining credit in your prepaid mobile number will be forfeited by your existing mobile operator upon successful activation of your new unifi Mobile prepaid #BEBAS.
3.	How do I keep my existing number?	<ul style="list-style-type: none"> ▪ You can simply select “I want to keep my existing number” during registration process via the mobile@unifi app and confirm the SMS notification sent by your existing mobile operator in order to switch to us.
4.	Can I track my switching status?	<ul style="list-style-type: none"> ▪ Yes. Just refer to your order tracking status via the mobile@unifi app.
5.	How do I complete my switching process to unifi Mobile prepaid #BEBAS?	<ul style="list-style-type: none"> ▪ Simply follow the steps below after you’ve received the SMS notification sent from your existing mobile operator. <ol style="list-style-type: none"> 1. Send us an SMS to confirm that your SIM card has arrived safely. SMS unifi on<space>DMP order number (refer to your delivery order) to 63001. E.g. unifi on 123456 2. You will then receive an SMS to confirm your request. 3. Reply YES to confirm. ▪ Once your current plan is inactive, insert your new SIM and be #BEBAS!
6.	I’m unhappy with the services provided by my current mobile operator. I’ve submitted the switching request a few times but was rejected by my existing mobile operator. What should I do in order for me to register for unifi Mobile prepaid #BEBAS?	<ul style="list-style-type: none"> ▪ You may contact your current mobile operator’s Customer Service, for them to further investigate your inquiry. ▪ Alternatively, you may choose a new number for your unifi Mobile prepaid #BEBAS.
7.	I’ve recently ported-out into another	<ul style="list-style-type: none"> ▪ You may contact the current mobile operator’s Customer Service for them to further investigate on your inquiry.



NO	QUESTION	ANSWER
	<p>mobile operator but my area does not have coverage. Do I have to wait 30 days before I can switch to the new unifi Mobile prepaid #BEBAS?</p>	
8.	<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 complimentary data (old package)?</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.