

FREQUENTLY ASKED QUESTIONS (FAQ) FOR unifi MOBILE 99

NO	QUESTION	ANSWER
QUESTIONS ON unifi MOBILE 99		
GETTING TO KNOW		
1.	Is there any latest offering from unifi for mobile segment?	<ul style="list-style-type: none"> ▪ Yes! Starting 13 December 2018, we are opening up the subscription of our unifi Mobile 99 to ALL. You can get your hands on our unifi Mobile 99 for never-ending data, calls and SMS at RM99/month (excluding 6% ST)
2.	Who is eligible to subscribe to the unifi Mobile 99?	<ul style="list-style-type: none"> ▪ All of you! We welcome everyone; Malaysian or Non-Malaysian aged 18 years and above to subscribe to our unifi Mobile 99.
3.	I am interested. How do I subscribe to the plans?	<ul style="list-style-type: none"> ▪ You can subscribe to the plans starting 13 December 2018 via our touchpoints below: <ul style="list-style-type: none"> ▪ website at unifi.com.my ▪ TMpoint outlets ▪ TM resellers ▪ TM Authorised Dealers
4.	Will there be a limit to the maximum of lines I can subscribe to?	<ul style="list-style-type: none"> ▪ Yes, you are entitled to sign up to a maximum of five (5) lines per IC.
5.	I'm an existing unifi Mobile plan subscriber. Do I get to enjoy the unifi Mobile 99?	<ul style="list-style-type: none"> ▪ Of course! All NEW and existing unifi Mobile plan members are welcomed to subscribe to our unifi Mobile 99 at RM99/month (exclusive of 6% ST).
6.	Can I port in to unifi Mobile 99?	<ul style="list-style-type: none"> ▪ Yes. You can port in and subscribe to unifi Mobile 99 provided you do not have any outstanding balance, blacklisted, or under contract with your current mobile service provider. You may request to port in over-the-counter at any TMpoint nationwide.
7.	How long does it take to process my port in?	<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.

NO	QUESTION	ANSWER
unifi MOBILE 99		
8.	Can you tell me more about the plan?	<ul style="list-style-type: none"> ▪ unifi Mobile 99 promises -never ending experience of calls, data and connectivity messaging at only RM99 / month. ▪ The plan includes: <ol style="list-style-type: none"> 1. Never-ending domestic mobile Data 2. Never-ending domestic calls 3. Never-ending sending of domestic SMS
9.	What type of calls and SMS are included in the unifi Mobile 99?	<ul style="list-style-type: none"> ▪ All domestic calls & SMS to our mobile plan and other mobile operators ▪ All domestic calls to national fixed line numbers
10.	What type of calls and SMSes are excluded in the unifi Mobile 99?	<ul style="list-style-type: none"> ▪ Additional charges are applicable to these calls and SMSes: <ol style="list-style-type: none"> 1. Calls to 1300 / 1700 / 1600 / 1MOCC numbers 2. 080 - Prefix number for border calls to Brunei 3. Calls to Special Number 4. International Calls (IDD) and SMS from Malaysia 5. Voice calls & SMS roaming outside Malaysia
11.	Do I need to request for a specific SIM card size (e.g. micro SIM or nano SIM) prior to making payment?	<ul style="list-style-type: none"> ▪ Don't worry. All our SIM card comes in three (3) built-in sizes (mini/standard, micro, and nano) that would fit in any phone models.
12.	I can't use my SIM card. What do I need to do?	<ul style="list-style-type: none"> ▪ We are already working with various phone manufacturers to support automatic configuration setting when you insert your mobile SIM. You will receive a notification within a few minutes upon insertion of the mobile SIM into your phone. ▪ This notification is to set the Access Point Name (APN) to 'unifi' on your phone configuration: If you have not received the notification, you can manually set the APN to 'unifi' on your phone. Simply go to "Setting > More/Mobile > Access Point Name".
13.	What will happen if I don't change the APN to 'unifi'?	<ul style="list-style-type: none"> ▪ You may not be able to use the service. Hence, we would encourage you to change the setting immediately. ▪ Important: Starting 15 September 2017 onwards, customers travelling overseas are required to update their APN to 'unifi' to be able to connect to Data Service while roaming.

NO	QUESTION	ANSWER
DATA		
14.	What is inclusive of my domestic mobile data?	<ul style="list-style-type: none"> ▪ You will get to enjoy never-ending mobile data, provided it is used with a LTE phone.
15.	Can I use my phone as a hotspot?	<ul style="list-style-type: none"> ▪ Yes, you can. This plan comes with 10GB LTE hotspot and you may purchase an additional 2-hour hotspot at RM6 (exclusive of 6% ST), 500MB hotspot at RM8 (exclusive of 6% ST) or 1GB hotspot at RM15 (exclusive of 6% ST) when you are not in our LTE network coverage areas. ▪ This pass is activated immediately upon purchase.
16.	How many devices can I connect using the hotspot pass?	<ul style="list-style-type: none"> ▪ There is no limitation on the number of devices for you to use your hotspot. However, for best unifi Mobile experience, we strongly recommend you to use up to a maximum of five (5) devices.
VOICE		
17.	What voice features are included in my unifi Mobile 99?	<ul style="list-style-type: none"> ▪ The unifi Mobile 99 comes with the following voice features: <ol style="list-style-type: none"> 1. Call Hold 2. Call Waiting 3. Missed Call Notification
18.	What voice features are not supported on my unifi Mobile 99?	<ul style="list-style-type: none"> ▪ The unifi Mobile 99 does not include the following voice features: <ol style="list-style-type: none"> 1. Voicemail 2. Call Forwarding 3. Multi-party call 4. Enabling Private Number Display on your outgoing calls

NO	QUESTION	ANSWER																																										
19.	What are the call charges for special numbers?	<ul style="list-style-type: none"> There will be some charges applicable for special numbers. You may view the charges below: <table border="1"> <thead> <tr> <th>NUMBER</th> <th>SERVICE DESCRIPTION</th> <th>CHARGES (EXCLUDING 6% ST)</th> </tr> </thead> <tbody> <tr> <td>12273</td> <td>mobile Careline 1CARE</td> <td>FREE</td> </tr> <tr> <td>999 / 112</td> <td>Malaysian Emergency Response Services</td> <td>FREE</td> </tr> <tr> <td>15999</td> <td>Talian Nur & Childline</td> <td>FREE</td> </tr> <tr> <td>1-800</td> <td>Toll Free Hotline Numbers</td> <td>FREE</td> </tr> <tr> <td>13777</td> <td>Jabatan Air Negeri Sabah (JANS)</td> <td>FREE</td> </tr> <tr> <td>100</td> <td>TM Customer Careline</td> <td>FREE</td> </tr> <tr> <td>1051</td> <td>Time Announcement</td> <td>RM 0.15 /min</td> </tr> <tr> <td>15454</td> <td>TNB</td> <td>RM 0.15 /min</td> </tr> <tr> <td>15300</td> <td>Pengurusan Air Selangor</td> <td>RM 0.15 /min</td> </tr> <tr> <td>103</td> <td>TM Directory Assistance Service</td> <td>RM 0.15 /min</td> </tr> <tr> <td>15500</td> <td>PIAM Careline</td> <td>RM 0.15 /min</td> </tr> </tbody> </table> <ul style="list-style-type: none"> For premium numbers/hotlines, you'll enjoy: <table border="1"> <thead> <tr> <th>PREMIUM HOTLINE</th> <th>CHARGES (EXCLUDING 6% ST)</th> </tr> </thead> <tbody> <tr> <td>1-300</td> <td>RM 0.15 /min</td> </tr> <tr> <td>1-700</td> <td>RM 0.15 /min</td> </tr> </tbody> </table>	NUMBER	SERVICE DESCRIPTION	CHARGES (EXCLUDING 6% ST)	12273	mobile Careline 1CARE	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	PREMIUM HOTLINE	CHARGES (EXCLUDING 6% ST)	1-300	RM 0.15 /min	1-700	RM 0.15 /min
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SMS																																												
20.	What are the SMS features included in my unifi Mobile 99?	<ul style="list-style-type: none"> You can do all these: <ol style="list-style-type: none"> Send SMS to domestic mobile numbers / short code Receive bank TACs (Transactional Authorisation code) OTT SMS (e.g. WhatsApp) Emergency SMS services 																																										
21.	What are the SMS features not supported in unifi Mobile 99?	<ul style="list-style-type: none"> We do not support the Multimedia Messaging Service (MMS). 																																										
UPFRONT PAYMENT, DEPOSIT AND CREDIT LIMIT POLICY																																												
22.	What is an upfront payment?	<ul style="list-style-type: none"> You will need to pay an upfront fee of RM100 when you subscribe to unifi Mobile 99 at any TMpoint outlets nationwide. Don't worry, the fee will be offset in your first bill. 																																										

NO	QUESTION	ANSWER
23.	How do I activate the International Roaming (IR) service? Will I get my refund upon termination?	<ul style="list-style-type: none"> ▪ You may activate the IR service via mobilecare@unifi app or walk in to any TMpoint outlets nationwide. A deposit of RM300 is required for activation. The deposit will be refunded to you upon termination, provided there is no outstanding balance in your account.
24.	I am a non-Malaysian, how would I receive my deposit upon termination?	<ul style="list-style-type: none"> ▪ Non-Malaysians are required to pay a deposit of RM300 per line activation. Your refund will be transferred into your preferred bank account within three (3) months / 90 days upon termination. Kindly provide us with your banking details via our support channels or at any TMpoint outlet nationwide upon successful termination.
25.	When will I receive the refund?	<ul style="list-style-type: none"> ▪ Don't worry, you will receive the refund within three (3) months / 90 days upon terminating our services.
26.	What is the credit limit per line?	<ul style="list-style-type: none"> ▪ The default credit limit per line is RM500.
27.	Can I increase my credit limit?	<ul style="list-style-type: none"> ▪ Yes. You can increase your credit limit via our self-help portal at https://mobile.unifi.com.my/customer/starthere, mobilecare@unifi app or simply walk in to any TMpoint nationwide.
28.	Can I decrease my credit limit?	<ul style="list-style-type: none"> ▪ Yes. You can reduce your credit limit to the default Credit Limit via our self-help portal at https://mobile.unifi.com.my/customer/starthere, mobilecare@unifi app or walk in to any TMpoint nationwide.
29.	Will I be notified if my outstanding balance exceeded the credit limit?	<ul style="list-style-type: none"> ▪ Yes. You will be notified when your account reaches 80% and 100% of credit limit utilisation via SMS and your registered email.
30.	What if my outstanding balance exceeded the credit limit?	<ul style="list-style-type: none"> ▪ If your outstanding balance exceeded the credit limit, you will not be able to use our service.

NO	QUESTION	ANSWER
31.	How much do I need to pay to restore my services if it is barred due to exceeding the credit limit?	<ul style="list-style-type: none"> ▪ You will have to pay a minimum of 75% of your unbilled and / or billed amount to restore your mobile services.
32.	How do I cancel my subscription?	<ul style="list-style-type: none"> ▪ We're sorry to see you leaving. If you really have decided to cancel your subscription, termination can be done via Live Chat on https://unifi.com.my/chat/index.html, mobilecare@unifi app or TMpoint, prior to clearing all your outstanding balance.
33.	Will I be refunded if there is an extra payment in my account?	<ul style="list-style-type: none"> ▪ Yes. We will refund you of any extras if your account balance is more than RM10.
iMESSAGE & FACETIME		
34.	How do I activate iMessage and Facetime via unifi Mobile 99 plan?	<ul style="list-style-type: none"> ▪ Insert your unifi Mobile 99 SIM and configure your iPhone settings: <ol style="list-style-type: none"> 1. Go to "Settings". 2. Select "Message" or "Facetime". 3. Enable "iMessage" or "Facetime" toggle function 4. Click "OK" on the message prompt. ▪ It is highly recommended that you activate the iMessage and Facetime services by using your Apple ID.
35.	Will I be charged for my iMessage and FaceTime activation?	<ul style="list-style-type: none"> ▪ unifi Mobile 99 now supports the iMessage and FaceTime services for Apple's iOS users. ▪ You will be charged RM0.50 (exclusive of 6% ST) for each SMS activation attempt triggered by iMessage or FaceTime via your Apple device using your mobile number. Hence, it is highly recommended that you activate iMessage and Facetime services by using your Apple ID ▪ The charges will be applicable under these scenarios as well: <ul style="list-style-type: none"> • Each time you re-insert your unifi Mobile 99 SIM card • Each time you update your iOS software ▪ However, there will be no charges for successful activation of iMessage or FaceTime via your Apple device using your Apple ID.
36.	I have successfully activated my	<ul style="list-style-type: none"> ▪ Don't worry, you will not be charged for the use of iMessage or FaceTime service such as sending messages, or making voice/video call to anyone.

NO	QUESTION	ANSWER
	iMessage or FaceTime service. Will I be charged for every messages, voice/video call sent/made?	<ul style="list-style-type: none"> ▪ You will only be charged RM0.50 (excluding 6% ST) for each SMS activation attempt triggered by iMessage or FaceTime via your Apple device using your mobile number. ▪ Once you have activated the service, you can use it for FREE!
37.	Help me! I can't activate my iMessage and FaceTime. The function keeps disabling itself automatically.	<ul style="list-style-type: none"> ▪ If you face this kind of situation, you may visit Apple Inc.'s official site for guidelines on error activation of iMessage and FaceTime service. ▪ You may visit the support site HERE.
38.	My attempts to activate my iMessage and FaceTime services still failed after several attempts. Will I be charged for the multiple erroneous attempts?	<ul style="list-style-type: none"> ▪ Unfortunately, you will be charged for each SMS activation attempt triggered by iMessage or FaceTime. ▪ To avoid you from bill shock at the end of the bill cycle, our system will monitor the activation attempts triggered by your device and cap it at a maximum of 5 times per month.
39.	What happens if I still fail to activate my iMessage and FaceTime services but I am being charged anyways?	<ul style="list-style-type: none"> ▪ We apologise for the inconvenience. If you're experiencing this, please contact us via Live Chat at unifi self-help portal at unifi.com.my/chat, Facebook at facebook.com/unifimobile/ or Twitter at @helpmeunifi. ▪ We will assist to review your case and waive the charges from your bill.
40.	How will the charges appear in my unifi Mobile 99 bill?	<ul style="list-style-type: none"> ▪ You will see an itemised charges tagged as 'Apple Services' in your unifi Mobile 99 monthly bill statement.
ACCEPTABLE USER POLICY		
41.	Can I use my service to download peer-to-peer content (e.g. torrent files)?	<ul style="list-style-type: none"> ▪ Yes. You can use our mobile services for peer-to-peer downloads at 64kbps speed.

NO	QUESTION	ANSWER
42.	Am I allowed to use the never-ending voice minutes to make calls for any commercial purpose? (e.g. by contact centres)?	<ul style="list-style-type: none"> ▪ Unfortunately, no. You are ONLY allowed to make calls for personal purposes within the set acceptable user policy.
43.	Can I perform bulk SMS or SMS blasting using the mobile plan?	<ul style="list-style-type: none"> ▪ Unfortunately, no. You are ONLY allowed to send text messages for personal purposes within the set acceptable user policy.
44.	Am I allowed to use the plan on a non-LTE phone?	<ul style="list-style-type: none"> ▪ Yes, you are. However, we highly encourage you to use an LTE phone (Band 5 device) to fully experience our unifi LTE service. You may refer to https://unifi.com.my/mobile/postpaid/phone-compatibility.html to check if your device is supported by unifi LTE network. ▪ Subscribers who found making calls in excess of 2000 minutes and/or 5GB Data on a non-LTE device can be subjected to our acceptable user policy as stated in our service Terms and Conditions (T&C).
DISCOUNTS		
45.	Will there also be a discount with pre-existing services like tethering?	<ul style="list-style-type: none"> ▪ Unfortunately, there are no discount for pre-existing services (i.e: tethering). Other additional charges remain the same.
46.	I have terminated my TM / P1 WIMAX or mobile broadband service, am I still eligible for the discount?	<ul style="list-style-type: none"> ▪ Yes, you will be eligible to a discount of RM40 on top of the original price of the plan (RM139). Your plan price will remain at RM99/month (exclusive of 6% ST).
47.	Am I allowed to make a single payment under unifi for my mobile broadband and mobile services?	<ul style="list-style-type: none"> ▪ You will need to make a separate payments accordingly to your subscribed accounts.

NO	QUESTION	ANSWER
48.	How do I make my bill payment?	<ul style="list-style-type: none"> You can make a payment to 'webe digital sdn. bhd.' via the available touchpoints.
49.	Do I get sub-line discounts if I've purchased multiple lines in one single account?	<ul style="list-style-type: none"> Unfortunately, no. The sub-line discount does not apply for new and existing subscribers, who have subscribed to this plan.
50.	Will I get a rebate if I sign up for Autopay service?	<ul style="list-style-type: none"> We regret to inform that starting 1 October 2018, any Autopay registration will no longer be entitled for RM2 monthly bill rebate. However, you don't have to worry as you will still get to enjoy the convenience of our Autopay service.
INTERNATIONAL DIRECT DIAL (IDD) SERVICE		
51.	What is IDD?	<ul style="list-style-type: none"> International Direct Dial or IDD allows you to make calls or send SMSes to overseas numbers from your number in Malaysia.
52.	How do I activate the IDD service? Is there any deposit required?	<ul style="list-style-type: none"> The IDD service is enabled by default with no deposit required.
53.	How do I make an international call?	<ul style="list-style-type: none"> 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.
54.	What is the rate for IDD?	<ul style="list-style-type: none"> Please refer to our IDD rates HERE.
INTERNATIONAL ROAMING – MOBILE INTERNET (DATA ROAM PASS & TOP-UP DATA ROAM 100MB PASS)		
55.	What is International Roaming?	<ul style="list-style-type: none"> International roaming allows you to make / receive calls, send messages, access email and mobile Internet in over 180 countries across the world.

NO	QUESTION	ANSWER
56.	How do I prevent myself from unknown charges when I'm roaming?	<ul style="list-style-type: none"> ▪ You are recommended to switch off the "Data Roaming" feature in your smart phone setting before you reach your destination overseas.
57.	Can I use data roaming services when travelling overseas?	<ul style="list-style-type: none"> ▪ Yes, but you will need to activate the International Roaming services prior to travelling.
58.	How do I activate the International Roaming (IR) service? Will I get my refund upon termination?	<ul style="list-style-type: none"> ▪ You may activate the IR service via Add-On on your mobilecare@unifi app or walk-in to any TMpoint outlets nationwide. A deposit of RM300 will be charged and it will be refunded to you upon termination, subject to any outstanding balance in your account.
59.	What does the Data Roam Pass offer?	<ul style="list-style-type: none"> ▪ The pass gives you mobile Internet browsing when you are travelling overseas. It is enabled until 12 midnight of the city you are in for only RM38 (exclusive of 6% ST) a day.
60.	How do I subscribe to the Data Roam Pass?	<ul style="list-style-type: none"> ▪ You can automatically enjoy Data Roam Pass RM38 (exclusive of 6 % ST) upon data usage more than 1MB worldwide and be sure to roam on our preferred network to enjoy this feature.
61.	What is the validity of the Data Roam Pass?	<ul style="list-style-type: none"> ▪ The Date Roam pass is valid until midnight of the city you are in. For example, if you're visiting Thailand, your data roam pass expires at 12:00 am, Bangkok time.
62.	I've reached the limit for my data! How can I continue surfing while I'm still roaming?	<ul style="list-style-type: none"> ▪ Don't worry, you can purchase additional Data Roam Pass via https://mobile.unifi.com.my/ir
63.	Will I be informed when my subscription is successful?	<ul style="list-style-type: none"> ▪ Yes. You will receive an SMS notification when your Data Roam Pass has been successfully activated for both auto subscriptions and pass renewals.

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64.	In which countries are the Data Roam Pass available?	<ul style="list-style-type: none"> You can check the availability by selecting a country HERE 								
65.	Can I re-subscribe to any available Data Roam Pass to continue my Internet browsing?	<ul style="list-style-type: none"> Yes. You may subscribe to the below top-up passes to continue browsing the Internet. <table border="1"> <thead> <tr> <th>PRODUCT NAME</th> <th>QUOTA</th> <th>PRICE</th> <th>VALIDITY</th> </tr> </thead> <tbody> <tr> <td>Top-up Data Roam 100MB</td> <td>100MB</td> <td>RM10</td> <td>1 day till midnight</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <i>*Price shown is excluding 6% ST</i> 	PRODUCT NAME	QUOTA	PRICE	VALIDITY	Top-up Data Roam 100MB	100MB	RM10	1 day till midnight
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Top-up Data Roam 100MB	100MB	RM10	1 day till midnight							
66.	Can I subscribe to Top-up Data Roam Pass 100MB at RM10 upon arriving at the visiting country?	<ul style="list-style-type: none"> No. You are not allowed to subscribe Data Roam Pass 100MB at RM10 without the subscription of Data Roam Pass RM38. <i>*Price shown is excluding 6% ST</i> 								
67.	How do I unsubscribe from a Data Roam Pass?	<ul style="list-style-type: none"> You don't need to unsubscribe the Data Roam Pass as it will expire at the midnight of the city you are in. 								
68.	Is the Data Roam Pass compatible with any phone model? (i.e. iPhone/Blackberry/Android/ Windows)	<ul style="list-style-type: none"> Yes. It works with any phone models. 								
69.	How do I keep track of my Data Roam Pass usage and expiry date?	<ul style="list-style-type: none"> You will receive an SMS notification once you've exceeded the quota, and when it expires. You can also keep track of your usage via https://mobile.unifi.com.my/ir anywhere anytime. 								
70.	I have purchased Data Roam Pass in Singapore. Can I use the same pass in Thailand on the same day?	<ul style="list-style-type: none"> No. 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. 								

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71.	How much will I be charged if I use my mobile Internet overseas without a Data Roam Pass?	<ul style="list-style-type: none"> ▪ You will be charged at pay-per-use rate of RM 49/MB.
72.	Why is my Data Roam Pass not working in certain countries?	<ul style="list-style-type: none"> ▪ You have to check the Access Point Name (APN) setting of your phone first. The APN setting should be “unifi”. To check and change the APN, please follow the steps below. ▪ Android models <ol style="list-style-type: none"> 1. Settings > More > Mobile networks/Cellular networks > Access point names OR Settings > Mobile networks > Access Point Names 2. Click "Edit the Access Point Names" and change the Access Point Name to “unifi”. 3. Leave other fields as-is and Save the new setting. 4. Reboot your phone if necessary. ▪ iOS models <ol style="list-style-type: none"> 1. Settings > Mobile Data > Mobile Data Network OR Settings > Cellular > Cellular Data Network. 2. Tap the Access Point Name field and change to “unifi”. 3. Leave other fields as-is and Save the new setting. 4. Reboot your phone if necessary. ▪ Alternatively, please send “Data” to “22288” short code to allow the Internet settings to be pushed to your phone before travelling overseas. This SMS is zero-charged.
INTERNATIONAL ROAMING – VOICE & SMS		
73.	How much will I be charged when I make calls or SMS while roaming?	<ul style="list-style-type: none"> ▪ 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
74.	How much will I be charged for making calls and sending SMS to Satellite numbers (e.g: Inmarsat) or countries not included in our mobile plan's list?	<ul style="list-style-type: none"> ▪ You will be charged at pay-per-use rate of RM75 per min and RM0.50 per SMS sent.
BILLING & PAYMENT		
75.	How will I receive my monthly bill?	<ul style="list-style-type: none"> ▪ You will receive the monthly bill through your registered e-mail via https://mobile.unifi.com.my/selfcare/profile
76.	When is my bill date and bill cycle?	<ul style="list-style-type: none"> ▪ Your bill date is always on the 1st of every month and the cycle is for the full period of the month (e.g. 1st April – bill generated for 1/4/18 – 30/4/18.)
77.	Can I request for a hardcopy bill?	<ul style="list-style-type: none"> ▪ We support the environmental friendly way and you will only be receiving an e-bill. You may print the hardcopy bill via https://mobile.unifi.com.my/selfcare/profile.
78.	Where can I pay my bills?	<ul style="list-style-type: none"> ▪ All payments are to be made to 'webe digital sdn. bhd.' via the available touchpoints as follows: <ul style="list-style-type: none"> <u>Internet Banking</u> <ul style="list-style-type: none"> • JomPAY is available at participating banks via Internet Banking and Mobile Banking. • Biller Code: 3608 • Ref Code: Your 9-digit account number <u>Autopay</u> <ul style="list-style-type: none"> • Sign-up for Autopay using Visa, MasterCard or AMEX Credit Card at https://mobile.unifi.com.my/selfcare/profile <u>Selfcare</u> <ul style="list-style-type: none"> • MasterCard, Visa (Credit & Debit Card), AMEX https://mobile.unifi.com.my/customer/starthere <u>Walk-in & Over the Counter Payment</u> <ul style="list-style-type: none"> • CIMB Bank: http://www.cimbclicks.com.my (Bank in to 98953 - 9 digit mobile plan account number) • POS Malaysia ▪ TMpoint outlets nationwide

NO	QUESTION	ANSWER
79.	Which payee should I choose when I make payment via online, ATM and cash deposit machine?	<ul style="list-style-type: none"> ▪ Please select 'webe digital sdn. bhd.' when you make payment via online, ATM and cash deposit machine.
80.	Can I opt for Autopay?	<ul style="list-style-type: none"> ▪ Your convenience is our utmost goal, so worry less about your bill due date by signing up for Autopay. ▪ Sign-up for Autopay using Visa, MasterCard or AMEX Credit Card at https://mobile.unifi.com.my/selfcare/profile
NETWORK & DEVICE		
81.	How do I connect to your LTE network?	<ul style="list-style-type: none"> ▪ We encourage you to use an LTE phone and to always enable the LTE setting on your phone in order for you to experience the best quality of service.
82.	How do I check if my phone is a LTE phone?	<ul style="list-style-type: none"> ▪ Please visit https://unifi.com.my/mobile/postpaid/phone-compatibility and select to view if your device is under LTE phone category.
83.	What if my current phone is non LTE phone?	<ul style="list-style-type: none"> ▪ Our mobile plan can be used on all phone models; however, we encourage you to use a LTE phone to experience the best quality of service.
84.	Where can I use my mobile services?	<ul style="list-style-type: none"> ▪ Our mobile services are available nationwide within coverage areas.
85.	How do I check if my area is under LTE coverage?	<ul style="list-style-type: none"> ▪ You can check the LTE coverage HERE.
86.	How do I get further enquiries on unifi Mobile 99?	<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.