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FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
unifi MOBILE 59, 39, 29 & 19

NO	QUESTION	ANSWER
		QUESTIONS ON unifi MOBILE 59, 39, 29 & 19
		GETTING TO KNOW
1.	**Is there any latest offering from unifi for mobile segment?**	▪ Yes! Starting 13 December 2018, we are offering additional unifi Mobile plans. This unifi Mobile plans are different from our existing unifi Mobile 99. ▪ The new plans are designed to suit the spending pattern and mobile internet consumption of every member in your household, so that all your household members can be seamlessly connected as they go about with their daily activities. ▪ There are four (4) new plans for you to choose from: 　▪ unifi Mobile 59 　▪ unifi Mobile 39 　▪ unifi Mobile 29 　▪ unifi Mobile 19
2.	**How much do the plans cost?**	▪ You may choose from the following, for the plan that best suits your needs:

Plan	Monthly commitment	Data (Total)		Voice (mins)	Text (SMS)
unifi Mobile 59	RM59	10GB	(9GB LTE + 1GB 3G)	100	25
unifi Mobile 39	RM39	5GB	(4GB LTE + 1GB 3G)	50	25
unifi Mobile 29	RM29	3GB	(2GB LTE + 1GB 3G)	50	25
unifi Mobile 19	RM19	2GB	(1GB LTE + 1GB 3G)	5	25

▪ We understand the different needs of every member of your household, hence our plans are designed to suit your spending pattern and mobile internet consumption.

▪ We assure you that your mobility experience will be further enhanced and enriched as we offer more solutions for you to stay connected with unifi, even when you are on-the-go.

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NO	QUESTION	ANSWER
3.	**Who is eligible to subscribe to these plans?**	▪ Here's the best part! These plans are available for ALL to purchase. ▪ If you wish to maintain your current mobile number, you can still subscribe to unifi Mobile through Mobile Number Portability (MNP) procedure. ▪ You may request to port in via our portal at https://unifi.com.my/personal/mobile/postpaid, over-the-counter at any TMpoint outlets nationwide, TM Authorised Dealer (TAD) and TM Resellers nationwide. ▪ To ensure a successful 'port-in' to unifi Mobile, you need to ensure that you do not have any outstanding balance, blacklisted, or under contract with your current mobile service provider.

4.	**I am interested. How do I subscribe to the plans?**	▪ You can subscribe to the plans starting 13 December 2018.
		
		▪ You may subscribe to the plans at all of our touchpoints below:
		  o website at unifi.com.my
		  o TMpoint outlets
		  o TM resellers
		  o TM Authorised Dealers (TAD)

5.	**Will there be a limit to the maximum of lines I can subscribe to?**	▪ You are entitled to sign up to a maximum of five (5) lines per IC.
6.	**I'm an existing unifi Mobile 99 subscriber. Do I get to enjoy these unifi Mobile plans too?**	▪ Of course! All NEW and existing unifi Mobile 99 members are welcomed to subscribe to our new plans at RM59/month, RM39/month, RM29/month and RM19/month (excluding 6% ST). Simply choose the plan that best fits your need! ▪ You have the option to keep your existing number and port in to subscribe to unifi Mobile, 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 outlets nationwide.
7.	**How long does it take to process my port in?**	▪ 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 approve by your existing mobile service provider.

NO	QUESTION	ANSWER
8.	**Can I change my current unifi Mobile 99 plan to any of the unifi Mobile plans?**	▪ Oh no, at the moment, the change of plans are not possible. But don't worry, we're working on allowing this for all of you. ▪ Stay tuned as we will be updating you once we have this feature on board.

unifi MOBILE PLANS

NO	QUESTION	ANSWER
9.	**Can you tell me more about each plan?**	▪ unifi Mobile plans cater to the needs of every family members and offer freedom for everyone based on their individual needs. ▪ Kindly refer below to choose the plan that best suits you:

Rate Plan Name	Monthly commitment	Data (GB)	Calls (mins)	SMS	Credit Limit	Upfront Payment
unifi Mobile 59	RM59	10GB (9GB LTE + 1GB 3G)	100	25	RM500	RM100
unifi Mobile 39	RM39	5GB (4GB LTE + 1GB 3G)	50	25	RM250	RM50
unifi Mobile 29	RM29	3GB (2GB LTE + 1GB 3G)	50	25	RM250	RM50
unifi Mobile 19	RM19	2GB (1GB LTE + 1GB 3G)	5	25	RM250	RM50

▪ You also have the options to purchase Add-Ons as follows:

Add-Ons	Description		
Data	RM13 1G Basic Data	RM15 2G (1GB LTE + 1GB 3G)	RM30 4G (2GB LTE + 2GB 3G)
Calls & SMS	RM10 60 mins + 60 SMS	RM30 100 mins + 100 SMS	

▪ However, if you do not wish to purchase the Add-Ons when your quota is exhausted, you can still enjoy our SMS and calls at RM 0.15/SMS and RM 0.15/min respectively. You may also continue to surf at the speed of up to 128kbps.

NO	QUESTION	ANSWER
10.	**What is included in the plans?**	▪ All of the plans will include a quota allocation that covers the following: 1. Domestic mobile data 2. Domestic calls 3. Domestic SMS

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NO	QUESTION	ANSWER
11.	**What type of calls and SMSes are included in the plans?**	▪ All domestic calls & SMS to our mobile plan and other mobile operators ▪ All domestic calls to national fixed line numbers
12.	**What type of calls and SMSes are excluded in the plans?**	▪ Additional charges are applicable to these calls and SMSes: 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
13.	**Do I need to request for a specific SIM card size (e.g. micro SIM or nano SIM) prior to making payment?**	▪ Don't worry. All our SIM card comes in three (3) built-in sizes (mini/ standard, micro, and nano) that would fit into any phone models.
14.	**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 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".
15.	**What will happen if I don't change the APN to 'unifi'?**	▪ 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.
DATA		
16.	**What is inclusive of my domestic mobile data?**	▪ You will get to enjoy the allocated LTE and 3G mobile data as per plans purchased within Malaysia.
17.	**Can I use my phone as a hotspot?**	▪ Yes, you can as long as your subscribed / purchased data quota is still available.

NO	QUESTION	ANSWER
18.	**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 best unifi Mobile experience, we strongly recommend you to use up to a maximum of five (5) devices.
19.	**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 our mobilecare@unifi app or via https://unifi.com.my/personal/mobile/postpaid .

VOICE

NO	QUESTION	ANSWER
20.	**What voice features are included in the plans?**	▪ The unifi Mobile plans come with the following voice features: 1. Call Hold 2. Call Waiting 3. Missed Call Notification
21.	**What voice features are not supported in my plans?**	▪ The unifi Mobile 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
22.	**What are the call charges for special numbers?**	▪ There will be some charges applicable for special numbers. You may view the charges below:

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

NO	QUESTION	ANSWER
		For premium numbers/hotlines, you'll enjoy: <table><tr><td>**PREMIUM HOTLINE**</td><td>**CHARGES (EXCLUSIVE OF 6% ST)**</td></tr><tr><td>1-300</td><td>RM 0.15 /min</td></tr><tr><td>1-700</td><td>RM 0.15 /min</td></tr></table>
23.	**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 our mobilecare@unifi app or via https://unifi.com.my/personal/mobile/postpaid.
	SMS	
24.	**What are the SMS features included in the plans?**	You can do all these: 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
25.	**What are the SMS features not supported in the plans?**	Unfortunately, we do not support the Multimedia Messaging Service (MMS).
26.	**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 it's successfully delivered or not). - To continue enjoying high-speed mobile internet, you may choose to purchase additional SMS and minutes from our Add-On Calls & SMS via mobilecare@unifi app or via https://unifi.com.my/personal/mobile/postpaid
	ADD-ONS	
27.	**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.
28.	**Will there be a limit to the number of times I**	You have the freedom to purchase all Add-Ons as many times as you want provided it does not exceed your account Credit Limit.

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NO	QUESTION	ANSWER
	can purchase the Add-Ons in a month?	
29.	**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.
30.	**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, DEPOSIT AND CREDIT LIMIT POLICY	
31.	**May I know what is an upfront payment / amount?**	▪ You will need to pay an upfront fee when you subscribe to unifi Mobile at any TMpoint outlets nationwide. Don't worry, the fee will be offset in your first bill! ▪ Please refer to the below table for the amount according to the plans: <table><tr><th>RATE PLAN NAME</th><th>UPFRONT PAYMENT</th></tr><tr><td>unifi Mobile 59</td><td>RM100</td></tr><tr><td>unifi Mobile 39</td><td>RM50</td></tr><tr><td>unifi Mobile 29</td><td>RM50</td></tr><tr><td>unifi Mobile 19</td><td>RM50</td></tr></table>
32.	**How do I activate the International Roaming (IR) service? Will I get my refund upon termination?**	▪ 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.
33.	**I am a non-Malaysian, how would I receive my**	▪ For non-Malaysians, you 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

NO	QUESTION	ANSWER
	deposit upon termination?	provide us with your banking details via our support channels or at any TMpoint outlets nationwide upon successful termination.
34.	**When will I receive the refund?**	▪ You will receive the refund within three (3) months / 90 days upon terminating our services.
35.	**What is the credit limit per line?**	▪ The credit limit of these plans varies as illustrated below:

RATE PLAN NAME	CREDIT LIMIT
unifi Mobile 59	RM500
unifi Mobile 39	RM250
unifi Mobile 29	RM250
unifi Mobile 19	RM250

NO	QUESTION	ANSWER
36.	**Can I increase my credit limit?**	▪ 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.
37.	**Can I decrease my credit limit?**	▪ 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.
38.	**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.
39.	**What if my balance exceeded the credit limit?**	▪ Unfortunately, you will not be able to use our service upon exceeding your credit limit.
40.	**How much do I need to pay to restore my services if it is barred due to exceeding the credit limit?**	▪ You will have to pay a minimum of 75% of your unbilled and / or billed amount to restore your mobile services.
41.	**How do I cancel my subscription?**	▪ 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 outlets nationwide, prior to clearing all your outstanding balance.

NO	QUESTION	ANSWER
42.	**Will I be refunded if there is an extra payment in my account?**	▪ Yes. We will refund you of any extras if your account balance is more than RM10.
	iMESSAGE & FACETIME	
43.	**How do I activate iMessage and Facetime via unifi Mobile?**	▪ Insert your unifi Mobile SIM and configure your iPhone settings: 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.
44.	**Will I be charged for my iMessage and FaceTime activation?**	▪ unifi Mobile supports the iMessage and FaceTime services for Apple's iOS users. ▪ You will 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. The charges will be applicable under these scenarios as well: ▪ Each time you re-insert your unifi Mobile 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. Hence, it is highly recommended that you activate iMessage and Facetime services by using your Apple ID.
45.	**I have successfully activated my iMessage or FaceTime service. Will I be charged for every messages, voice/video call sent/made?**	▪ 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. 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!
46.	**Help me! I can't activate my iMessage and FaceTime. The function keeps disabling itself automatically.**	▪ You may visit Apple Inc.'s official site for guidelines on error activation of iMessage and FaceTime service.

NO	QUESTION	ANSWER
47.	**My attempts to activate my iMessage and FaceTime services still failed after several attempts. Will I be charged for the multiple erroneous attempts?**	▪ Unfortunately, you will be charged for each SMS activation attempt triggered by iMessage or FaceTime, if attempted using your mobile number. ▪ 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.
48.	**What happens if I still fail to activate my iMessage and FaceTime services but I am being charged anyways?**	▪ 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. ▪ But don't worry, we will assist to review your case and waive the charges from your bill.
49.	**How will the charges appear in my unifi Mobile bill?**	▪ You will see an itemised charges tagged as 'Apple Services' in your unifi Mobile monthly bill statement.
	ACCEPTABLE USE POLICY	
50.	**Can I use my service to download peer-to-peer content (e.g. torrent files)?**	▪ Yes. You can use our mobile services for peer-to-peer downloads at 64kbps speed.
51.	**Am I allowed to use allocated voice minutes to make calls for commercial purpose? (e.g. by contact centres)?**	▪ Unfortunately, no. You are ONLY allowed to make calls for personal purposes within the set acceptable user policy.
52.	**Can I perform bulk SMS or SMS blasting using the mobile plan?**	▪ Unfortunately, no. You are ONLY allowed to send text messages for personal purposes within the set acceptable user policy.

NO	QUESTION	ANSWER
53.	**Am I allowed to use the plan on a smartphone that doesn't support Band 5 services?**	▪ Yes, you are. However, we highly encourage you to use a smartphone that supports Band 5 services 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.
54.	**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		
55.	**Will there also be a discount with pre-existing services like tethering?**	▪ Unfortunately, there will be no discount for pre-existing services (i.e.: tethering). Other additional charges remain the same.
56.	**Do I get to enjoy broadband bundle discounts if I'm an existing TM Broadband customers; unifi, Streamyx, unifi wireless broadband, P1 WIMAX and mobile broadband customers?**	▪ Sorry, there are NO discounts applicable for existing TM Broadband customers for the plans – unifi Mobile 59, unifi Mobile 39, unifi Mobile 29 and unifi Mobile 19.
57.	**Do I get sub-line discounts if I've purchased multiple lines in one single account?**	▪ Unfortunately, no. The sub-line discount does not apply for new and existing subscribers, who have subscribed to this plan.
58.	**Will I get a rebate if I sign up for Autopay service?**	▪ We regret to inform that beginning 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.

NO	QUESTION	ANSWER
INTERNATIONAL DIRECT DIAL (IDD) SERVICE		
59.	**What is IDD?**	▪ International Direct Dial or IDD allows you to make calls or send SMSes to overseas numbers from your number in Malaysia.
60.	**How do I activate the IDD service? Is there any deposit required?**	▪ The 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?**	▪ You may refer to IDD rates HERE.
63.	**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 destination overseas.
INTERNATIONAL ROAMING – MOBILE INTERNET (DATA ROAM PASS & DATA ROAM 100/250/500MB PASS)		
64.	**Can I use data roaming services when travelling overseas?**	▪ Yes, but you will need to activate the International Roaming services prior to travelling.
65.	**How do I activate the International Roaming (IR) service? Will I get my refund upon termination?**	▪ 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.

NO	QUESTION	ANSWER
66.	**What does the Data Roam Pass offer?**	▪ 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.
67.	**How do I subscribe to the Data Roam Pass?**	▪ 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.
68.	**What is the validity of the Data Roam Pass?**	▪ The Date Roam pass is valid until midnight of the city you visit For example, 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?**	▪ Don't worry, you can purchase additional Data Roam Pass via https://mobile.unifi.com.my/ir anytime anywhere.
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.	**In which countries are the Data Roam Pass available?**	▪ You can check the availability by selecting a country HERE
72.	**Can I re-subscribe to any available Data Roam Pass to continue my Internet browsing?**	▪ Yes. You may subscribe the below top-up passes to continue your Internet browsing. <table><tr><td>**PRODUCT NAME**</td><td>**QUOTA**</td><td>**PRICE**</td><td>**VALIDITY**</td></tr><tr><td>Top-up Data Roam 100MB</td><td>100MB</td><td>RM10</td><td>1 day till midnight</td></tr></table> *Price shown is exclusive of 6% ST*
73.	**Can I subscribe to Top-up Data Roam Pass 100MB at RM10 upon arriving at the visiting country?**	▪ No. You are not allowed to subscribe Data Roam Pass 100MB at RM10 without the subscription of Data Roam Pass RM38. *Price shown is excluding 6% ST*
74.	**How do I unsubscribe from a Data Roam Pass?**	▪ You don't need to unsubscribe the Data Roam Pass as it will expire at the midnight of the city you are in.

NO	QUESTION	ANSWER
75.	**Is the Data Roam Pass compatible with any phone model? (i.e. iPhone/Blackberry/ Android/ Windows)**	▪ Yes. It works with any phone models.
76.	**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 your usage via https://mobile.unifi.com.my/ir.
77.	**I have purchased Data Roam Pass in Singapore. Can I use the same pass in Thailand on the same day?**	▪ 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.
78.	**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.
79.	**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 the APN, please follow the steps below. ▪ **Android models** 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** 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.

NO	QUESTION	ANSWER
		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		
80.	**How much will I be charged 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.
81.	**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?**	▪ You will be charged at pay-per-use rate of RM75 per min and RM0.50 per SMS sent.
BILLING & PAYMENT		
82.	**Am I allowed to make a single payment under unifi for my mobile broadband and mobile services?**	▪ At the moment you will need to make separate payments accordingly to your subscribed accounts.
83.	**How do I make my bill payment?**	▪ All payments are to be made to 'webe digital sdn. bhd.' via the available touchpoints as follows: Internet Banking ▪ JomPAY is available at participating banks via Internet Banking and Mobile Banking. ▪ Biller Code: 3608 ▪ Ref Code: Your 9-digit account number Autopay ▪ Sign-up for Autopay using Visa, MasterCard or AMEX Credit Card at https://mobile.unifi.com.my/selfcare/profile Selfcare ▪ MasterCard, Visa (Credit & Debit Card), AMEX https://mobile.unifi.com.my/customer/starthere

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NO	QUESTION	ANSWER
		<u>Walk-in & Over the Counter Payment</u> ▪ CIMB Bank: http://www.cimbclicks.com.my (Bank in to 98953 - 9 digit mobile plan account number) ▪ POS Malaysia: http://www.pos.com.my/ ▪ TMpoint outlets nationwide ▪ Please select 'webe digital sdn. bhd.' when you make payment via online, ATM and cash deposit machine. ▪ 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
84.	**Which payee should I choose when I make payment via online, ATM and cash deposit machine?**	▪ Please select 'webe digital sdn. bhd.' when you make payment via online, ATM and cash deposit machine.
85.	**When is my bill date and bill cycle?**	▪ 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.)
86.	**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 https://mobile.unifi.com.my/selfcare/profile.
87.	**Can I opt for Autopay?**	▪ 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
TRANSFER OF OWNERSHIP AND CHANGE OF PLANS		
88.	**Can I transfer my unifi Mobile 59, 39, 29 or 19 line to others?**	▪ We're sorry, you're not able to transfer your line at the moment. We will communicate and update you once the service is available in the future.
89.	**I have several lines under my account. Can I transfer one / more lines to others?**	▪ We're sorry, you're not able to transfer these lines at the moment. We will communicate and update you once the service is available in the future.

NO	QUESTION	ANSWER
90.	**I am currently subscribed to unifi Mobile 59 / 39 / 29 / 19. Can I change my line to other unifi Mobile plan; unifi 99?**	▪ 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	
91.	**How do I connect to your LTE network?**	▪ We encourage you to use a smartphone that supports Band 5 services and to always enable the LTE setting on your phone in order for you to experience the best quality of service.
92.	**How do I check if my phone supports Band 5 services?**	▪ Please visit https://unifi.com.my/mobile/postpaid/phone-compatibility and select to view if your device is under the suggested phone category.
93.	**What if my current phone doesn't support Band 5 services?**	▪ Our mobile plan can be used on all phone models; however, we encourage you to use a smartphone that supports Band 5 services to experience the best quality of service.
94.	**Where can I use my mobile services?**	▪ Our mobile services are available nationwide within coverage areas.
95.	**How do I check if my area is under LTE coverage?**	▪ You can check the LTE coverage HERE.
96.	**How do I get further enquiries on unifi Mobile 59, 39, 29 and 19?**	▪ You can visit our website at https://unifi.com.my or walk-in to the nearest TMpoint for more info.