

FREQUENTLY ASKED QUESTIONS (FAQ)

BILL CONSOLIDATION FOR UNIFI HOME BROADBAND AND UNIFI MOBILE

No.	Question	Answer
1.	What is bill consolidation for my Unifi services?	Bill consolidation is a new feature that gives you a simpler and more convenient billing experience. With bill consolidation, charges for your Unifi Home Broadband and Unifi Mobile services will be combined into one (1) bill, making it easier for you to manage and track your monthly payments.
2.	Who will be affected by bill consolidation?	Bill consolidation will be introduced in stages. If you are eligible and you subscribe to both Unifi Home Broadband and Unifi Mobile, your bills will be automatically combined once your accounts are consolidated.
3.	What are the benefits of bill consolidation?	Bill consolidation gives you: • One bill for multiple Unifi services, so you do not need to manage separate bills. • Easier bill management and payment tracking, with all eligible charges consolidated in one (1) statement. • A smoother and more convenient billing experience, making it easier to view and manage your monthly payments.
4.	Will I be notified before my bills are consolidated?	Yes. If your account is selected for bill consolidation, we will notify you before the consolidation takes place.
5.	How will I be notified?	We will notify you through the following channels: • SMS to your Unifi Mobile number • MyUnifi app push notification, if you have installed and actively use the MyUnifi app.
6.	I have both Unifi Mobile and Unifi Home Broadband services. Which account will be the main billing account?	Your Unifi Home Broadband account will become the main billing account. Your Unifi Mobile account will be consolidated under your Unifi Home Broadband account. All items under your Unifi Mobile account, such as deposit, monthly charges, usage charges and outstanding balance, will be transferred to your Unifi Home Broadband billing account.
7.	Will I be charged more because of bill consolidation?	No. Bill consolidation will not change how your charges are calculated. It only combines the charges for your Unifi Home Broadband and Unifi Mobile services into one (1) bill.

8.	Will I still be able to view the details of each service?	Yes. Your Unifi Home Broadband and Unifi Mobile services will still be shown separately in your bill, so you can view the details for each service.
9.	Will bill consolidation affect how my usage charges are shown?	No. There will be no change to how your usage information and usage charges are shown in your bill.
10.	My Unifi Home Broadband and Unifi Mobile bills are issued on different dates. How will bill consolidation affect my Unifi Mobile charges?	Once your Unifi Mobile account is consolidated under your Unifi Home Broadband account, your consolidated bill will follow the billing date of your Unifi Home Broadband account. In your first bill after consolidation, you may see prorated charges for your Unifi Mobile service. This is to align the billing periods for both services and is a one-time adjustment only. Bill consolidation does not increase your charges. It only combines both services into one (1) bill for easier management.
11.	What will happen to my old Unifi Mobile billing account?	Once your Unifi Mobile account is consolidated, your old Unifi Mobile billing account will be deactivated and will no longer be linked to any of your Unifi services. All future charges and payments will be reflected under your Unifi Home Broadband billing account. Please make all future bill payments to this billing account.
12.	What happens to my outstanding Unifi Mobile balance when my accounts are consolidated?	Any outstanding balance from your Unifi Mobile account will be transferred to your Unifi Home Broadband billing account. This transfer will happen only once, when your bills are consolidated.
13.	Will my credit limit change after bill consolidation?	Yes. Your new credit limit will be the combined credit limit of your Unifi Home Broadband and Unifi Mobile accounts after bill consolidation.
14.	Does bill consolidation apply to existing customers?	Yes. Bill consolidation applies to existing customers who meet all the eligibility criteria below: - You have one (1) Unifi Home Broadband account and one (1) Unifi Mobile account under the same ID. - Your Unifi Home Broadband account is beyond its contract period. - You are not registered for Autopay. - Both accounts are active.