

**FREQUENTLY ASKED QUESTIONS (FAQ)  
UNIFI MOBILE DEVICE INSTALMENT PROGRAM**

QUESTION		ANSWER
<b>GETTING TO KNOW</b>		
1.	<b>What is Unifi Mobile Device Instalment Program?</b>	<ul style="list-style-type: none"> <li>The Unifi Mobile Device Instalment Program is a convenient way for you to own a device with RM0 upfront payment* and pay it off with 0% interest over 24 months. This program is available exclusively for Malaysians and applies to plans from UNI5G Postpaid 99 and above. This program will start on 21<sup>st</sup> August to 31<sup>st</sup> December 2024.</li> </ul> <p>*Kindly note that eligibility criteria apply and an advance payment may be required.</p>
2.	<b>Where can I sign up for Unifi Mobile Device Instalment Program?</b>	<ul style="list-style-type: none"> <li>You can sign up for this program by visiting any of our TM Point or Unifi Stores. To find the nearest TMPoint or Unifi Store, follow this link: <a href="https://unifi.com.my/support/find-tm-point">https://unifi.com.my/support/find-tm-point</a></li> </ul>
3.	<b>How do I know if I am eligible for the Unifi Mobile Device Instalment Program?</b>	<ul style="list-style-type: none"> <li>This offer is exclusively available for selected high-value customers. Your eligibility is determined based on specific criteria..</li> </ul>
4.	<b>What devices are offered through the Unifi Mobile Device Instalment Program?</b>	<ul style="list-style-type: none"> <li>You can find out more about the devices available by visiting your nearest Unifi Store. For more information, follow this link: <a href="https://unifi.com.my/support/find-tm-point">https://unifi.com.my/support/find-tm-point</a></li> </ul>
5.	<b>What will I see on my Device Instalment bill?</b>	<ul style="list-style-type: none"> <li>On your first device instalment bill, you might see a "Device Instalment (0/24)" line item with no charges along with your first month's device instalment amount. You can ignore this line item. Your device instalment amount will appear correctly on your next bill.</li> </ul>
6.	<b>What should I do if I wish to terminate my contract?</b>	<ul style="list-style-type: none"> <li>If you wish to terminate your contract, you may need to pay the Early Termination Payment (ETP). You can find the detailed calculation in the Terms &amp; Conditions here <a href="https://unifi.com.my/mobile/postpaid/tnc">https://unifi.com.my/mobile/postpaid/tnc</a></li> </ul>
7.	<b>Can I change my postpaid rate plan after I sign up for Unifi Mobile Device Instalment Program?</b>	<ul style="list-style-type: none"> <li>Yes, you can upgrade your rate plan to UNI5G Postpaid 99 and above with a higher commitment. However, please note that downgrading your rate plan or changing to a non-eligible plan will be considered early termination for this program.</li> </ul>
8.	<b>What is the difference between Unifi Mobile Device Instalment</b>	<ul style="list-style-type: none"> <li>With the Unifi Mobile Device Instalment Program, you can spread the cost of your device over monthly instalments, making it easier to manage your budget. On the other hand, a normal device bundle requires you to pay the full amount upfront when you make the purchase.</li> </ul>

	<b>Program and the normal payment plan for a device bundle?</b>	
9.	<b>Is there a limit to how many devices I can add to this Plan?</b>	<ul style="list-style-type: none"> <li>• Yes, there are limits to how many devices you can add to the plan. Here's the breakdown:                             <ul style="list-style-type: none"> <li>➢ You can add up to two (2) devices per NRIC.</li> <li>➢ Each mobile number/principal account is entitled for only one (1) device.</li> </ul> </li> </ul>
10.	<b>Why is my device being blocked by Unifi if I am subscribed to an Instalment Plan?</b>	<ul style="list-style-type: none"> <li>• Your device may be blocked if you fail to make full payment for any amount due to us.</li> </ul>
11.	<b>How can I unblock my device?</b>	<ul style="list-style-type: none"> <li>• You can unblock your device by settling the full outstanding amount, including any relevant early termination charges. Once the full outstanding balance has been settled, your device will be automatically unblocked.</li> </ul>
12.	<b>How long does it take to unblock my device?</b>	<ul style="list-style-type: none"> <li>• Your device will be unblocked within 10 minutes after making the payment. If your service is not reconnected, please restart your device.</li> </ul>
13.	<b>Who do I contact for further enquiries on Unifi Mobile Device Instalment Program</b>	<ul style="list-style-type: none"> <li>• If you have any further questions or need assistance with the Unifi Mobile Device Instalment Program, you can reach out to our Care Crew.</li> </ul>

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