

**FREQUENTLY ASK QUESTION (FAQ)**  
**THANK YOU FOR CHOOSING UNIFI: FREE 6 MONTHS UNIFI MOBILE CAMPAIGN**

QUESTION		ANSWER																						
<b>GETTING TO KNOW</b>																								
1.	What is the FREE 6 MONTH UNIFI MOBILE campaign?	<ul style="list-style-type: none"> <li>The FREE 6 MONTH UNIFI MOBILE Campaign is an exclusive offer just for Unifi Home Broadband customers like you who want to switch to Unifi Mobile! With this campaign, you can enjoy our fast 5G/4G network without any monthly fees or upfront payment for six whole months!</li> <li>Plus, you are in control! You can upgrade to any UNI5G Postpaid plan anytime within these six months through the Unifi Selfcare Portal or the Unifi Mobile App.</li> </ul>																						
2.	How long is the campaign period?	<ul style="list-style-type: none"> <li>This campaign is open for a limited time, from 12 November 2024 to 31 January 2025.</li> </ul>																						
3.	Tell me more about the FREE 6 MONTH UNIFI MOBILE offer?	<ul style="list-style-type: none"> <li>Here's what you will get with this campaign:</li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #34495e; color: white;">Plan Details</th> <th style="background-color: #34495e; color: white;">UNI5G Postpaid 39</th> <th style="background-color: #34495e; color: white;">UNI5G Postpaid 69</th> </tr> </thead> <tbody> <tr> <td>Original monthly Commitment</td> <td style="text-align: center;">RM39</td> <td style="text-align: center;">RM69</td> </tr> <tr> <td>Promotional Monthly Commitment</td> <td style="text-align: center;">RM0</td> <td style="text-align: center;">RM0</td> </tr> <tr> <td>Data Quota (5G &amp; 4G)</td> <td style="text-align: center;">30GB</td> <td style="text-align: center;">60GB</td> </tr> <tr> <td>Calls (All Network)</td> <td style="text-align: center;">Unlimited</td> <td style="text-align: center;">Unlimited</td> </tr> <tr> <td>SMS (All Network)</td> <td style="text-align: center;">RM0.15 per SMS</td> <td style="text-align: center;">RM0.15 per SMS</td> </tr> <tr> <td>Contract Period</td> <td style="text-align: center;">No Contract</td> <td style="text-align: center;">No Contract</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>During your free six-month period, you have the option to upgrade to any UNI5G Postpaid plan. However, just a heads-up—the six-month discount applies only to the original FREE 6 MONTH UNIFI MOBILE plan, not to new plans.</li> </ul>		Plan Details	UNI5G Postpaid 39	UNI5G Postpaid 69	Original monthly Commitment	RM39	RM69	Promotional Monthly Commitment	RM0	RM0	Data Quota (5G & 4G)	30GB	60GB	Calls (All Network)	Unlimited	Unlimited	SMS (All Network)	RM0.15 per SMS	RM0.15 per SMS	Contract Period	No Contract	No Contract
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<b>BUSINESS RULES</b>																								
4.	Who is eligible to subscribe for the FREE 6 MONTH UNIFI MOBILE campaign?	<ul style="list-style-type: none"> <li>This campaign is for Unifi Home Broadband customers who have an active account and would like to switch their mobile service to Unifi Mobile.</li> <li>Here's what makes you eligible: <ul style="list-style-type: none"> <li>➤ You are 18 or older with a valid NRIC (MyKad, MyPR, MyTentera)</li> <li>➤ Non-Malaysians with Passport holders are not eligible.</li> <li>➤ You are not blacklisted by other mobile operators.</li> </ul> </li> </ul>																						
5.	Can I get a new mobile number with this campaign?	<ul style="list-style-type: none"> <li>This campaign is available only for those who bring their current number to Unifi Mobile through Mobile Number Portability (MNP).</li> </ul>																						
6.	Is there a limit to the number of lines I can subscribe to?	<ul style="list-style-type: none"> <li>Yes, you can subscribe to up to three main lines under one NRIC, and all three lines will enjoy the 6-month discount.</li> </ul>																						
7.	I'm interested! Where can I sign up for the FREE 6 MONTH UNIFI MOBILE campaign?	<ul style="list-style-type: none"> <li>You can easily sign up for the FREE 6 MONTH UNIFI MOBILE plan through any of these options: <ul style="list-style-type: none"> <li>➤ Unifi Mobile app</li> <li>➤ Unifi portal</li> <li>➤ TMpoint/Unifi Store</li> <li>➤ Telemarketing Contact Center</li> </ul> </li> </ul>																						

		➤ <i>Authorised TM Reseller and mobile dealer</i>
8.	Do I need to pay any upfront or advance payment to register?	<ul style="list-style-type: none"> <li>No worries- it is absolutely FREE. No upfront or advance payment is required when you register.</li> </ul>
9.	I'm running low on data. Can I purchase add-ons?	<ul style="list-style-type: none"> <li>Yes, you can! If you need more data, you can simply buy add-ons through your account or the app. Simply follow the instructions in your account or app to make your purchase.</li> </ul>
10.	I'm going abroad. Can I activate international roaming?	<ul style="list-style-type: none"> <li>Yes, you can! Just activate the International Roaming service in your account settings. A one-time deposit of RM300 is required, or you can contact our customer support team for help.</li> </ul>
11	How do I switch my number from my current mobile operator to Unifi Mobile?	<ul style="list-style-type: none"> <li>We have put together a helpful guide with answers to all your questions about switching your number (also known as mobile number portability, or MNP). You can find all the details on the number port-in process here: <a href="https://unifi.com.my/switch-to-unifi">https://unifi.com.my/switch-to-unifi</a></li> </ul>
<b>PLAN UPGRADE FROM FREE 6 MONTHS UNIFI MOBILE PLAN TO UNI5G POSTPAID PLAN</b>		
12.	I enjoyed the FREE 6 MONTHS UNIFI MOBILE plan and want to keep using Unifi Mobile. What do I need to do?	<ul style="list-style-type: none"> <li>To continue with Unifi Mobile after the free period, your account will automatically switch to the plan you chose during the port-in process (either UNI5G Postpaid 39 or UNI5G Postpaid 69), and charges will apply accordingly—no extra steps required.</li> <li>If you'd like to upgrade to a different plan during the six-month free period, just remember that the discount won't apply to the new plan.</li> <li>To upgrade within the 6-month period, you can do so via: <ul style="list-style-type: none"> <li>➤ <i>Unifi Selfcare portal</i> <a href="https://unifi.com.my/mobile/postpaid">https://unifi.com.my/mobile/postpaid</a></li> <li>➤ <i>Unifi Mobile App</i></li> <li>➤ <i>Walk in to any Unifi Store or TAD</i></li> </ul> </li> </ul>
13.	Why am I receiving multiple notifications via SMS, email, and WhatsApp about upgrading my plan?	<ul style="list-style-type: none"> <li>We want to ensure your free journey with Unifi Mobile goes smoothly. During your FREE 6 MONTHS UNIFI MOBILE plan, you'll get notifications to let you know about opportunities to upgrade to a UNI5G Postpaid Device Bundle, UNI5G Postpaid Family Bundle, or other UNI5G Postpaid plans.</li> <li>If you are interested to upgrade your FREE 6 MONTHS UNIFI MOBILE plan to other UNI5G Postpaid plans, you can refer to the question above (No. 11). Check out the UNI5G Postpaid Plan here: <a href="https://unifi.com.my/mobile/postpaid">https://unifi.com.my/mobile/postpaid</a></li> </ul>
14.	Can I extend the free period beyond 6 months?	<ul style="list-style-type: none"> <li>The FREE 6 MONTHS UNIFI MOBILE plan is only valid for the initial 6 months, so no extensions are available.</li> </ul>
15.	I want to continue using Unifi Mobile after the 6-month free period ends. What happens next?	<ul style="list-style-type: none"> <li>No worries! After the 6 month free period, your subscription will automatically transition to the plan you selected at sign-up (UNI5G Postpaid 39 or UNI5G Postpaid 69), and regular billing will begin from the 7th month.</li> </ul>
16.	Are there any situations that could impact my FREE 6	<ul style="list-style-type: none"> <li>The continuation or termination of your FREE 6 MONTH UNIFI MOBILE discount will depend on the occurrence of any of the scenarios outlined below; <ul style="list-style-type: none"> <li>➤ The discount of free Unifi Mobile will discontinue if;</li> </ul> </li> </ul>

	<p><b>MONTHS UNIFI MOBILE discount?</b></p>	<ul style="list-style-type: none"> <li>▪ You upgrade or downgrade your mobile plan.</li> <li>▪ You terminate your Unifi Mobile plan.</li> <li>▪ You terminate your Unifi Home Broadband service.</li> <li>▪ You add a device to your Mobile Postpaid plan within the 6-month free period.</li> </ul> <p>➤ The discount for free Unifi Mobile still remain in effect if:</p> <ul style="list-style-type: none"> <li>▪ You upgrade or downgrade your Unifi Home Broadband.</li> <li>▪ Your Unifi Home Broadband account is temporarily suspended.</li> </ul>
<b>TERMINATION OF FREE 6 MONTHS UNIFI MOBILE PLAN</b>		
17.	<p>I'm not happy with the service. How do I cancel my FREE 6 MONTHS UNIFI MOBILE subscription?</p>	<ul style="list-style-type: none"> <li>• To cancel your FREE 6 MONTHS UNIFI MOBILE subscription, simply visit your nearest Unifi Store or reach out via Unifi Live Chat. Our team will help you terminate the service without any hassle.</li> <li>• After cancelling, you will get an SMS notification with a negative balance, along with a note about a possible refund if applicable. However, please remember that the free 6-months service discount is not eligible for a refund.</li> <li>• In certain cases, if there was an excess bill or deposit paid during the free 6 months, you may be able to claim a refund.</li> </ul>
18.	<p>Will I receive a bill during my FREE 6 MONTHS UNIFI MOBILE period?</p>	<ul style="list-style-type: none"> <li>• Yes, you will receive a bill each month during the free period, showing a negative amount for the free service provided. Keep in mind, any unutilized amounts or discounts will not be refunded, transferred, or carried forward.</li> </ul>
<b>SUPPORT</b>		
19.	<p>How can I check my usage for the FREE 6 MONTHS OF UNIFI MOBILE?</p>	<ul style="list-style-type: none"> <li>• You can easily check and monitor your usage of data, voice calls and SMS through: <ul style="list-style-type: none"> <li>➤ <i>The Unifi Mobile App</i></li> <li>➤ <i>The Unifi Selfcare Portal</i></li> </ul> </li> </ul>
20.	<p>Who can I contact if I have more questions about the FREE 6 MONTHS UNIFI MOBILE campaign?</p>	<ul style="list-style-type: none"> <li>• If you have any further questions or need assistance with your FREE 6 MONTHS UNIFI MOBILE plan, you can reach out to our digital channels; <ul style="list-style-type: none"> <li>➤ Live Chat at <a href="https://maya.unifi.com.my">maya.unifi.com.my</a></li> <li>➤ Unifi Mobile App</li> <li>➤ Facebook at facebook.com/weareunifi</li> <li>➤ X (Twitter) at @unifi</li> </ul> </li> <li>• You may also visit us at any TMpoint/Unifi Store outlets nationwide.</li> </ul>

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