FREQUENTLY ASKED QUESTIONS (FAQ)
POSTPAID USSD

QUESTION	ANSWER
GETTING TO KNOW	
1. **What is the USSD menu about?**	• The Unstructured Supplementary Service Data (USSD) Menu offers an interactive experience, allowing you to easily access features like checking your postpaid monthly bill, adding balance, making bill payments, and more.
2. **Who can access the Unifi Mobile Postpaid USSD menu?**	• All Unifi Mobile Postpaid subscribers, including you, can access the USSD menu.
3. **How do I access the USSD menu?**	• Simply dial *123# on your smartphone, and you will be directed to the USSD menu. • Then, reply with "99" to access the Postpaid USSD Menu.
4. **Do I need to be connected to internet to use the USSD menu?**	• Worry not, you can access the USSD menu even without any internet connection.

5. **What features are available in the USSD menu?**	• You can enjoy a variety of services via the USSD menu:
	
	1. My Account
	  A. My Account information
	    I. My Account Information
	    II. My Bill Payment History
	    III. My Account Outstanding Balance
	  B. My Bill Payment History
	  C. My Account Outstanding Balance
	
	2. My Balance
	  A. Check My Data Balance
	  B. Check My Voice Balance
	  C. Check My SMS Balance
	
	3. Purchase Add-On
	
	4. International Roaming
	  A. My Roaming Activation
	  B. Check out 20 Popular Destinations
	  C. Check My Balance

6. **Can I pay my bill using the USSD menu?**	• Yes, you can. Simply access the USSD menu, and a payment link will be sent to your Unifi Mobile number for easy bill payment.
7. **Can I purchase any add-on using the USSD menu?**	• Yes, you can. Simply access the USSD menu to purchase add-ons, and the charges will be applied to your upcoming bill for convenience.
SUPPORT	

8.	Who do I contact for further enquiries on postpaid USSD matters?	• If you have any further questions about the postpaid USSD, feel free to reach out to our Care Crew.

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