

FREQUENTLY ASKED QUESTIONS (FAQ)
TRY ME PLAN CAMPAIGN

QUESTION		ANSWER																				
GETTING TO KNOW																						
1.	What is the TRY ME PLAN campaign?	<ul style="list-style-type: none"> The TRY ME PLAN Campaign is a FREE trial plan exclusively designed for new Unifi Mobile customers like you to experience the 5G/4G network for 30 days without any charges or upfront payment. With TRY ME PLAN plan, you have the flexibility to upgrade your subscription to any UN5G Postpaid monthly commitment plan at any time within the 30 days via the Unifi Selfcare Portal or Unifi Mobile App. 																				
2.	How long is the campaign period?	<ul style="list-style-type: none"> For your convenience, this campaign runs for a limited time only, from 25 July 2024 to 31 January 2025. 																				
3.	Tell me more about the TRY ME PLAN offering?	<ul style="list-style-type: none"> Here are the campaign offerings: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">DETAILS</th> <th style="text-align: center;">TRY ME PLAN PLAN</th> </tr> </thead> <tbody> <tr> <td>30 days commitment</td> <td>RM0 / FREE</td> </tr> <tr> <td>Data Quota 5G/4G</td> <td>10GB</td> </tr> <tr> <td>Voice Calls (all network)</td> <td>60 minutes</td> </tr> <tr> <td>SMS (all network)</td> <td>10 SMS</td> </tr> <tr> <td>Credit Limit</td> <td>NA</td> </tr> <tr> <td>Monthly Hotspot</td> <td>NA</td> </tr> <tr> <td>Upfront Payment</td> <td>NA</td> </tr> <tr> <td>Device Bundle Offer</td> <td>NA</td> </tr> <tr> <td>Contract Period</td> <td>NA</td> </tr> </tbody> </table>	DETAILS	TRY ME PLAN PLAN	30 days commitment	RM0 / FREE	Data Quota 5G/4G	10GB	Voice Calls (all network)	60 minutes	SMS (all network)	10 SMS	Credit Limit	NA	Monthly Hotspot	NA	Upfront Payment	NA	Device Bundle Offer	NA	Contract Period	NA
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4.	Who is eligible to subscribe to the TRY ME PLAN campaign?	<ul style="list-style-type: none"> The TRY ME PLAN campaign is offered to new Unifi Mobile customers like you and/or existing Unifi Home Broadband customers who have no experience with Unifi Mobile postpaid subscription. To sign up for this campaign, you must fulfill the following criteria: <ul style="list-style-type: none"> ➢ 18 years old and above NRIC holder (MyKad, MyPR, MyTentera). ➢ Non-Malaysians with Passport holders are not eligible. ➢ Not blacklisted by other telcos. 																				
5.	Can I port in (MNP) using my existing number?	<ul style="list-style-type: none"> At the moment, we only allow new registrations with the selection of a new number. 																				
6.	Is there a limit to the maximum number of lines I can subscribe to?	<ul style="list-style-type: none"> You are entitled to sign up for only ONE (1) line of the postpaid TRY ME PLAN per NRIC. 																				
7.	I am interested. Where can I subscribe to the Unifi Mobile TRY ME PLAN campaign?	<ul style="list-style-type: none"> You can subscribe to the TRY ME PLAN plan by: <ul style="list-style-type: none"> ➢ Walk in to any Unifi Store, TAD, Reseller. 																				

8.	Do I need to pay any upfront or advance payment upon registration?	<ul style="list-style-type: none"> No worries! It is absolutely FREE. You don't need to make any upfront or advance payment upon registration.
9.	I am running out of data. Can I purchase any data/voice/SMS add-on or perform reload?	<ul style="list-style-type: none"> No worries! While the TRY ME PLAN plan doesn't allow for purchasing add-ons or reload, you can always upgrade your plan to any UNI5G Postpaid package within the 30-day trial period for better data offerings with unlimited calls and SMS. Check out the UNI5G Postpaid Plan here: https://unifi.com.my/mobile/postpaid
10.	I am going abroad. Can I activate the international roaming service?	<ul style="list-style-type: none"> We understand your concern. Unfortunately, the TRY ME PLAN plan does not support international roaming or IDD services. However, you can always upgrade your plan to any UNI5G Postpaid package within the 30-day trial period and start using the roaming/IDD services. Check out the UNI5G Postpaid Plan here: https://unifi.com.my/mobile/postpaid

PLAN UPGRADE FROM TRY ME PLAN TO UNI5G POSTPAID PLAN

11.	I enjoyed the TRY ME PLAN and interested in continuing to use Unifi Mobile service. What do I need to do?	<ul style="list-style-type: none"> To continue your Unifi Mobile service beyond the trial period, you can self-upgrade your TRY ME PLAN subscription to any UNI5G Postpaid plan for as low as RM39/monthly. You can do this via: <ul style="list-style-type: none"> ➤ Unifi portal Selfcare at https://unifi.com.my/mobile/postpaid ➤ Unifi Mobile App or Selfcare Portal ➤ Walk in to any Unifi Store or TAD
12.	I received multiple notifications via SMS, email, and WhatsApp to upgrade my plan. What is it about?	<ul style="list-style-type: none"> We are committed to making your trial journey with Unifi Mobile as smooth as possible. During your TRY ME PLAN subscription, you will receive multiple notifications that allow you to upgrade your TRY ME PLAN plan to the UNI5G Postpaid 39 plan automatically. Simply reply "YES" to the SMS notification to proceed with the upgrade. If you'd like to upgrade your TRY ME PLAN plan to other UNI5G Postpaid plans, you can refer to the question above (No. 11). Check out the UNI5G Postpaid Plan here: https://unifi.com.my/mobile/postpaid
13.	Can I extend the trial period of 30 days?	<ul style="list-style-type: none"> The TRY ME PLAN is designed for a free trial within 30 days. If you're enjoying the service and want to continue, you can self-upgrade your TRY ME PLAN anytime within the trial period via: <ul style="list-style-type: none"> ➤ Unifi portal Selfcare at https://unifi.com.my/mobile/postpaid ➤ Unifi Mobile App or Selfcare Portal ➤ Walk in to any Unifi Store or TAD
14.	I would like to continue using the service; however, it is past the 30-day TRY ME PLAN trial period, what will happen next?	<ul style="list-style-type: none"> No worries! If you are a high usage customer, your TRY ME PLAN plan will be automatically upgraded to the UNI5G Postpaid 39 plan on day 31 onwards. Alternatively, you can still self-upgrade your TRY ME PLAN subscription from day 31 until day 60 to any UNI5G Postpaid plan for as low as RM39/monthly. You can do this via: <ul style="list-style-type: none"> ➤ Unifi portal Selfcare at https://unifi.com.my/mobile/postpaid

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TERMINATION OF TRY ME PLAN		
15.	I have used up all the data/voice/sms, and I'm not interested in continuing. How do I terminate the service?	<ul style="list-style-type: none"> • You can visit the nearest Unifi Store. They will be able to assist you with your request and help you terminate the service hassle-free, alternatively TRY ME PLAN will be automatically terminated on day 61 after activation.
16.	I do not enjoy the service. How do I cancel the TRY ME PLAN subscription?	<ul style="list-style-type: none"> • With TRY ME PLAN plan, your subscription will be automatically terminated on day 61 after activation.
SUPPORT		
17.	How do I check my usage for the TRY ME PLAN ?	<ul style="list-style-type: none"> • You can easily check and monitor your data, voice calls, and SMS usage through: <ul style="list-style-type: none"> ➤ <i>The Unifi Mobile App</i> ➤ <i>The Unifi Selfcare Portal</i>
18.	Who do I contact for further inquiries on the TRY ME PLAN campaign?	<ul style="list-style-type: none"> • If you have any further questions or need assistance with the TRY ME PLAN campaign, you can reach out to our Care Crew.

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