

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
Unifi Mobile eSIM**

NO	QUESTION	ANSWER
Unifi Mobile eSIM		
1.	What is the Unifi Mobile eSIM?	<ul style="list-style-type: none"> ▪ The Unifi Mobile eSIM is a built-in SIM chip inside your device that lets you download and install Unifi Mobile's profile. With eSIM, you no longer need a physical SIM Card to make calls, SMS and use data.
2.	Am I eligible for the Unifi Mobile eSIM?	<ul style="list-style-type: none"> ▪ Yes, you are! All Unifi Mobile Postpaid and Prepaid customers, whether newly registered or existing, are eligible for the eSIM. <ul style="list-style-type: none"> • If you are a new customer, your eSIM comes with your subscription. • If you are an existing customer, you can visit the nearest Unifi Store or TM Point and request a SIM replacement to switch from your physical SIM to an eSIM. <p>For SIM replacements, a small fee applies.</p>
3.	How much do I need to pay for Unifi Mobile eSIM?	<ul style="list-style-type: none"> ▪ Good news! The eSIM is absolutely free for both new and existing Unifi Mobile customers

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4.	How do I get a Unifi Mobile eSIM?	<ul style="list-style-type: none"> ▪ You can subscribe to the new Unifi Mobile eSIM via Unifi Portal at below link: Prepaid Postpaid ▪ Alternatively, you can walk into the nearest Unifi Store or TM Point and request for an eSIM for your eSIM enabled device.
5.	How do I activate my eSIM?	<ul style="list-style-type: none"> ▪ Before activating your eSIM, be sure to check if your device is connected to the internet throughout the process. <p>For iPhone users:</p> <ol style="list-style-type: none"> 1. Go to Settings and tap > Cellular or Mobile Data. 2. Tap > Add Cellular Plan or Add Data Plan. 3. Scan the QR Code provided. 4. Tap > Add Cellular Plan or Add Data Plan to download and install the profile. <p><i>Tip: Make sure your iPhone is updated to iOS 12.1.1 or above.</i> For more information, visit Apple's website: https://support.apple.com/en-my/HT209044</p> <p>For Android users:</p> <ol style="list-style-type: none"> 1. Go to Settings and tap > Connections. 2. Tap > SIM Card Manager. 3. Select > Add Mobile Plan. 4. Select > Add Using QR Code and Scan the QR Code provided. 5. Once the plan has been detected, tap > Add 6. After the plan is downloaded and installed, select OK to activate it. <p>Important Note: For security reasons, the QR code is only valid for (1) One-time download.</p>
6.	What should I do if my eSIM profile doesn't download?	<ul style="list-style-type: none"> ▪ Here's what you can check and do: <ol style="list-style-type: none"> 1. Make sure your device is connected to the internet or Wi-Fi throughout the process. 2. For iPhone users, ensure your iOS is updated to version 12.1.1 or above. ▪ If it still doesn't work: <ul style="list-style-type: none"> • Try scanning the QR code from your Activation Kit again. • If the problem persists, you can visit any Unifi Store or TM Point for assistance, or call our contact center to get an Activation Code for manual entry.

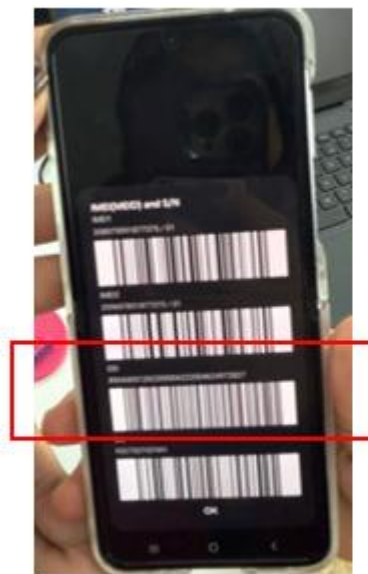
NO	QUESTION	ANSWER
7.	<p>I often switch devices, like for travel. How do I move my eSIM to a new device?</p>	<ul style="list-style-type: none"> ▪ Switching devices with an eSIM requires a new QR code, similar to replacing your eSIM. Since the QR code is for one-time use only, we recommend using the physical SIM slot in your eSIM-enabled device if you frequently switch devices.
8.	<p>My mobile device was stolen/lost. What should I do?</p>	<ul style="list-style-type: none"> ▪ If your device is lost or stolen, act quickly to secure your account: <ol style="list-style-type: none"> 1. Contact us immediately at 100 or Live Chat at maya.unifi.com.my to report the loss and lodge an enquiry. 2. Alternatively, visit any Unifi Store or TM Point to report the incident and request an eSIM replacement. <p><i>Please note that replacement charges may apply.</i></p>
9.	<p>How many eSIMs can I subscribe to?</p>	<ul style="list-style-type: none"> ▪ You can use the eSIM service for all your active Unifi Mobile plans. However, each device can only support one eSIM at a time.
10.	<p>Is the Unifi Mobile eSIM supported by any wearable devices? (i.e Smartwatch, CCTV etc)</p>	<ul style="list-style-type: none"> ▪ At the moment, the Unifi Mobile eSIM is only available for mobile devices.

11. How can I know if my device supports eSIM or not?

- Firstly, you can follow below steps:
 1. For Iphone
 - Go to **Settings > General > About**
 - Scroll down to **Digital SIM** section
 - If you see an **IMEI number** listed under Digital SIM, your phone support eSIM.
 2. For android
 - Go to **Settings > About Phone > Status Information**
 - Find an **EID (Embedded Identity Document) number**. If you find any, your phone support eSIM.

- Secondly, you can use Short Key. Simply dial ***#06#** on your phone, and it will display multiple barcodes. If your device is eSIM capable, you should see an EID number along with your IMEI number2.

Sample picture as below:



Sample EID Iphone



Sample EID Android

Note: If the phone displays multiple barcodes, please scroll down until the end. If no EID is found, it means the phone does not support eSIM.