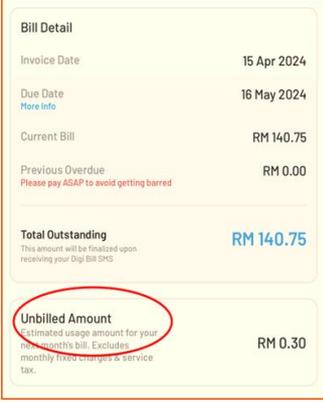
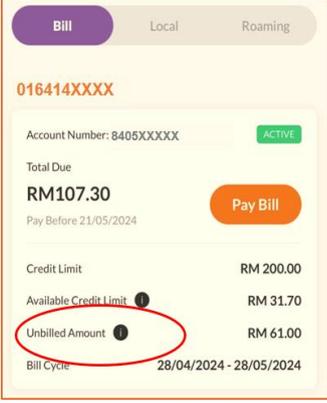


FREQUENTLY ASKED QUESTIONS (FAQ)

Important Considerations When Switching to Unifi Mobile

NO	QUESTION	ANSWER
1.	<p>I want to switch to Unifi Mobile.</p> <p>What are the important things that I should know?</p>	<p><u>Before you switch (port-in) to Unifi Mobile:</u></p> <ol style="list-style-type: none"> <p>Make sure to settle all outstanding bills, including current/latest charges (unbilled amount), with your current service provider (see samples below):</p> <div style="display: flex; justify-content: space-around; margin-bottom: 10px;"> <div style="border: 1px solid #ccc; padding: 5px; width: 30%;"> <p style="text-align: center; font-weight: bold;">Telco A</p>  </div> <div style="border: 1px solid #ccc; padding: 5px; width: 30%;"> <p style="text-align: center; font-weight: bold;">Telco B</p>  </div> <div style="border: 1px solid #ccc; padding: 5px; width: 30%;"> <p style="text-align: center; font-weight: bold;">Telco C</p>  </div> </div> <p>Make sure your mobile line is no longer under contract with your current service provider. Ensure that your contract term has ended before switching to Unifi Mobile.</p> <p>Ensure your postpaid line is still active. For prepaid, make sure your line is active with unexpired credit.</p> <p>Register with Unifi Mobile using the same MyKad (I/C), Passport, or Army ID number registered with your current service provider.</p> <p>You must be the principal line holder to perform the switch request. Ensure you are the primary account holder for a successful switch to Unifi Mobile.</p> <p><u>Once you have submitted the switch (port-in) request to Unifi Mobile:</u></p> <div style="display: flex; margin-bottom: 10px;"> <div style="margin-right: 10px; text-align: center;">  <small>Old SIM card</small> </div> <ol style="list-style-type: none"> <p>Keep your old SIM card until you get an SMS from your current service provider. Hold onto your old SIM card until you receive confirmation from your current service provider.</p> </div> <div style="margin-bottom: 10px;"> <div style="margin-right: 10px; text-align: center;">  <small>Confirmation SMS</small> </div> <ol style="list-style-type: none"> <p>Confirm your switch with an SMS from your current provider. You will receive an SMS from your current service provider to validate your request.</p> <p>Reply to the SMS before the deadline to complete the switch. Follow the SMS instructions and respond promptly to confirm your switch to Unifi Mobile.</p> <p>Reply to all SMS if switching multiple lines. If you are switching your principal line and supplementary lines, reply to each SMS you receive.</p> <p>Track your switch request in your Unifi Mobile Self-Care Account. Log in to your Unifi Mobile Self-Care Account on our website and navigate to 'Orders' to monitor your switch request.</p> </div> <p><u>Once your switch request is successful:</u></p> <ol style="list-style-type: none"> <p>Your old network will be terminated upon successful switch. After your switch is successful, your old network will be deactivated, and you will not be able to use your mobile line.</p> <p>Insert your new Unifi Mobile SIM card to activate your service.</p> <p>Your phone will prompt you to set the Access Point Name (APN). Simply press 'accept' to complete the process and you are good to go!</p>

NO	QUESTION	ANSWER										
2.	<p>My switch request was denied by my current service provider.</p> <p>What should I do?</p>	<p>1. Check your order status on Unifi Mobile's Self-Care Account.</p> <ul style="list-style-type: none"> Log in to our website or app. Visit 'My Activity' and click on 'My Order' to learn why your request was rejected. <p>2. Contact your current service provider for clarification.</p> <ul style="list-style-type: none"> Reach out to them directly to understand the reason for the rejection. <p>3. Resolve the issue causing the rejection.</p> <ul style="list-style-type: none"> For instance, clear any outstanding bills before resubmitting your switch request to Unifi Mobile. <p><u>To re-submit your switch request :</u></p> <ol style="list-style-type: none"> Re-submit your switch request to Unifi Mobile within 7 days from the rejection date. Remember, if you miss this deadline (of 7 days), your switch request will be automatically canceled. Download the Unifi Mobile app at http://i.unifi.my/mobileapp or log in to your Unifi Mobile Self-Care Account on our website to re-submit your request: https://selfcare.unifi.com.my/login 										
3.	<p>I replied the SMS on time but was still rejected.</p> <p>What do I do?</p>	<p>Re-submit the switch request. This time, make sure to reply to the SMS carefully based on the instructions provided. Here are some samples to guide you:</p> <table border="1" data-bbox="427 880 1326 1274"> <thead> <tr> <th data-bbox="427 880 603 913">Telco A</th> <th data-bbox="603 880 783 913">Telco B</th> <th data-bbox="783 880 963 913">Telco C</th> <th data-bbox="963 880 1144 913">Telco D</th> <th data-bbox="1144 880 1326 913">Telco E</th> </tr> </thead> <tbody> <tr> <td data-bbox="427 913 603 1274"> RMO PORT OUT REQUEST. We received your request to leave Telco A. Reply PortOut NO 601XXXXXXXXX or confirm with PortOut YES 601XXXXXXXXX before yyyy-mm-dd hh:mm:ss. Sincerely,Team Telco A </td> <td data-bbox="603 913 783 1274"> We received your request to leave Telco B. Reply PortOut NO 601XXXXXXXXX or confirm with PortOut YES 601XXXXXXXXX before yyyy-mm-dd hh:mm:ss. </td> <td data-bbox="783 913 963 1274"> Please confirm your request to leave Telco C, reply PortOut Yes <MSISDN> or PortOut No <MSISDN> before HHMM, dd/mm </td> <td data-bbox="963 913 1144 1274"> Confirm leaving Telco D? Reply N or to confirm PortOut Yes <MSISDN > before dd/mm/yyyy hh:mm. Pls pay all Postpaid outstanding & unbilled amt @Telco D app </td> <td data-bbox="1144 913 1326 1274"> Telco E: Please confirm your request to leave Yes. Reply 'YES' or 'NO' to 018xxxxxx before DD/MM/YYYY HH:MM. Thank you </td> </tr> </tbody> </table> <p>For example, if you are switching from Telco A:</p> <ul style="list-style-type: none"> ✓ Make sure you reply to the SMS with PortOut YES 601xxxxxxxxx ✗ Do not reply with just "YES" 	Telco A	Telco B	Telco C	Telco D	Telco E	RMO PORT OUT REQUEST. We received your request to leave Telco A. Reply PortOut NO 601XXXXXXXXX or confirm with PortOut YES 601XXXXXXXXX before yyyy-mm-dd hh:mm:ss. Sincerely,Team Telco A	We received your request to leave Telco B. Reply PortOut NO 601XXXXXXXXX or confirm with PortOut YES 601XXXXXXXXX before yyyy-mm-dd hh:mm:ss.	Please confirm your request to leave Telco C, reply PortOut Yes <MSISDN> or PortOut No <MSISDN> before HHMM, dd/mm	Confirm leaving Telco D? Reply N or to confirm PortOut Yes <MSISDN > before dd/mm/yyyy hh:mm. Pls pay all Postpaid outstanding & unbilled amt @Telco D app	Telco E: Please confirm your request to leave Yes. Reply 'YES' or 'NO' to 018xxxxxx before DD/MM/YYYY HH:MM. Thank you
Telco A	Telco B	Telco C	Telco D	Telco E								
RMO PORT OUT REQUEST. We received your request to leave Telco A. Reply PortOut NO 601XXXXXXXXX or confirm with PortOut YES 601XXXXXXXXX before yyyy-mm-dd hh:mm:ss. Sincerely,Team Telco A	We received your request to leave Telco B. Reply PortOut NO 601XXXXXXXXX or confirm with PortOut YES 601XXXXXXXXX before yyyy-mm-dd hh:mm:ss.	Please confirm your request to leave Telco C, reply PortOut Yes <MSISDN> or PortOut No <MSISDN> before HHMM, dd/mm	Confirm leaving Telco D? Reply N or to confirm PortOut Yes <MSISDN > before dd/mm/yyyy hh:mm. Pls pay all Postpaid outstanding & unbilled amt @Telco D app	Telco E: Please confirm your request to leave Yes. Reply 'YES' or 'NO' to 018xxxxxx before DD/MM/YYYY HH:MM. Thank you								
4.	<p>What other factors might lead to my switch request being declined?</p>	<p>Some reasons that could cause your switch request to be rejected include:</p> <ul style="list-style-type: none"> Outstanding bill with your current service provider. Existing contract with your current service provider. Incorrect identification details (new MyKad, old MyKad, Police/Army I/D, Passport, Business Account or Company Registration number). Failure of one or more mobile lines (principal and supplementary lines) to reply to the SMS. One or more mobile lines (principal and supplementary lines) replied NO to the SMS (instead of YES). Requirement for the principal line and supplementary lines to be switched together. Some or all mobile lines are not in service (not active). Some mobile lines may not be registered under the principal account owner or company. 										
5.	<p>Can I track my switching status?</p>	<p>Absolutely! You can easily track your switching status using :</p> <ul style="list-style-type: none"> Your Unifi Mobile's Self-Care Account on our website; or The Unifi Mobile app. 										

NO	QUESTION	ANSWER
6.	How long does it take to switch to Unifi Mobile?	<ul style="list-style-type: none"> Once you submit your switch request, it may take up to 48 business hours (excluding national public holidays) for the process to complete. If you choose for SIM card delivery, the switch process begins after successful delivery. SIM card delivery: Klang Valley - 1 to 3 business days West Malaysia – 3 business days East Malaysia – 5 business days
7.	Do I have to terminate my mobile service with my current service provider before switching to Unifi Mobile?	<ul style="list-style-type: none"> No, you don't need to cancel your current service with your existing provider. Doing so may result in losing your old number. Ensure your mobile line remains active to request a switch to Unifi Mobile.
8.	Where can I switch to Unifi Mobile?	<p>You may request to switch using any of these channels:</p> <ul style="list-style-type: none"> Unifi Mobile app https://unifi.com.my/mobile TMpoint/Unifi Store outlets nationwide TM Authorized Dealers (TAD) TM Resellers nationwide
9.	Who can request to switch to Unifi Mobile?	Both prepaid and postpaid subscribers can request to switch.
10.	Can I decide the date and time at which my number is switched?	<ul style="list-style-type: none"> No, you can't. Once we receive your switch request, we will send it for processing automatically. You will be notified once the switch verification process is completed and when your new SIM card is activated.
11.	Are there any charges for switching to Unifi Mobile? Can I request for SIM delivery?	<p>For a limited time, we are waiving the upfront payment when you switch to Unifi Mobile.</p> <p>Yes, the new SIM card can be delivered to you free of charge.</p>
12.	Am I allowed to submit the switch (port-in) request on behalf of the owner?	<ul style="list-style-type: none"> For verification purposes, only the owner is allowed to apply for a switch request. For Business plans, the appointed person-in-charge (PIC) may proceed with the registration.
13.	Will there be any service disruption during the switching process?	<ul style="list-style-type: none"> Your current service will remain uninterrupted until the switch process is successfully completed. Only after a successful switch, you will lose connection with your current service provider. At that point, you can insert your new SIM card and enjoy Unifi Mobile service!
14.	Where can I find more information on how to switch to Unifi Mobile?	<ol style="list-style-type: none"> You can browse our website at https://unifi.com.my/switch-to-unifi For further assistance, feel free to reach out to our Care Crew.