FREQUENTLY ASKED QUESTIONS (FAQ)
FOR SWITCH TO UNIFI MOBILE

	QUESTION	ANSWER
1.	**Can I use my existing number to register for Unifi Mobile Postpaid?**	• Yes. You can keep your current mobile number by switching to any Unifi Mobile Postpaid plan. Visit our Unifi Mobile page, download our Unifi Mobile App, or drop by any of our Unifi Stores nationwide. Note: If you are an existing prepaid user, your remaining credit with your current mobile operator will be forfeited upon successfully activating your Unifi Mobile Postpaid plan.
2.	**How long does it take to process my request to port in?**	• Once you submit your port-in request, it may take up to 48 business hours (excluding national public holidays) for the process to complete. • For those choosing SIM card delivery, the porting process begins after successful SIM card delivery. Delivery takes 1-3 days in Klang Valley, 3-5 days in West Malaysia, and 7-14 days in East Malaysia**.**
3.	**My switching request was denied by my current service provider. What should I do?**	• If your switching request was denied, please address the rejection code and resubmit your request within 7 days from the rejection date. Failure to do so will automatically cancel your order in the system. • To resubmit, download the Unifi Mobile app at i.unifi.my/mobileapp.
4.	**How do I keep my existing number?**	• You can easily retain your current number by choosing 'Switch to Unifi' during the registration process via our portal on the Unifi Mobile page, the Unifi Mobile App, or by visiting any Unifi Store nationwide.
5.	**Can I track my switching status?**	• Absolutely! You can easily track your switching status by checking your order tracking status via our Unifi Mobile App at i.unifi.my/mobileapp.
6.	**I'm unhappy with my current mobile operator's services. I have tried switching to Unifi Mobile Postpaid, but my request was rejected by my current operator multiple times. What**	• We suggest contacting your current service provider's customer service for assistance. If you need help resubmitting your request, please reach out to our Care Crew via Live Chat at livechat.tm.com.my.

	should I do to register with Unifi Mobile Postpaid?	
7.	**Do I need to pay any upfront payment for a successful Unifi Mobile Postpaid subscription?**	• For a limited time, we are waiving the upfront payment for all Mobile Number Portability (MNP) customers.
8.	**Who should I contact if I need further information about Unifi Mobile Postpaid plan?**	You can easily reach us through various digital channels: • Live Chat via Unifi app: Reach out to our customer support team here. • Facebook: Visit https://www.facebook.com/weareunifi and send us a Private Message (PM). • X (Formerly known as Twitter). Reach us at @Unifi and send us a Direct Message (DM). • Walk-in to a Unifi Store: Visit the nearest Unifi Stores, and our friendly Care Crew will assist you.
9.	**Will there be any service disruption during the switching process?**	• Your current service will remain uninterrupted until the porting process is successfully completed. Only after successful porting-in, you will lose connection with your current service provider. At that point, you can insert your new Unifi Mobile SIM card and continue enjoying our services hassle-free.
10.	**When should I switch from my current SIM to the new Unifi Mobile SIM card?**	• You will receive an SMS notification once your switching request is approved. Just insert your new SIM card after your previous network has been terminated.
11.	**Can I cancel my switch request?**	• You can cancel your switching request while it is in the Port-in Processing status. However, once the switch is approved, cancellation is not possible.