

FREQUENTLY ASKED QUESTIONS (FAQ)
LEGACY UNI5G POSTPAID PLANS

QUESTION		ANSWER																																								
GETTING TO KNOW																																										
1.	What are the offerings?	<table><tr><th>Details</th><th>UNI5G Postpaid 60</th><th>UNI5G Postpaid 65</th><th>UNI5G Postpaid 89</th></tr><tr><td>Monthly Commitment</td><td>RM60</td><td>RM65</td><td>RM89</td></tr><tr><td>Data Quota (5G & 4G)</td><td>60GB + Unlimited 5G</td><td>60GB/Unlimited*</td><td>Unlimited 4G/5G</td></tr><tr><td>FREE Monthly Hotspot</td><td colspan="3">10GB 4G/5G</td></tr><tr><td>Voice Call</td><td colspan="3">Unlimited</td></tr><tr><td>SMS (all network)</td><td colspan="3">RM0.15 per SMS</td></tr><tr><td>Credit Limit</td><td>RM210</td><td>RM200</td><td>RM320</td></tr><tr><td>Upfront Payment</td><td>RM60</td><td>RM65</td><td>RM89</td></tr><tr><td>Supplementary Line</td><td>NA</td><td>NA</td><td>Up to maximum 5 lines</td></tr><tr><td>Device Offer</td><td>NA</td><td>NA</td><td>Yes</td></tr></table> Note: - Legacy UNI5G Postpaid Plans no longer available for new registration starting from Sept 2023. New UNI5G Postpaid Plans available via https://unifi.com.my/mobile/postpaid - Existing Unifi Mobile customers with good payment record are entitled for the waiver of upfront payment when subscribing to additional postpaid lines. - For UNI5G Postpaid 39 and 65 plan, after reaching the data limit, the speed will be throttled to 512Kbps. <i>*Get Unlimited 4G/5G data for 12 months if you subscribe to Unifi Home Broadband. Visit https://unifi.com.my/anytimeanywhere for more details.</i>	Details	UNI5G Postpaid 60	UNI5G Postpaid 65	UNI5G Postpaid 89	Monthly Commitment	RM60	RM65	RM89	Data Quota (5G & 4G)	60GB + Unlimited 5G	60GB/Unlimited*	Unlimited 4G/5G	FREE Monthly Hotspot	10GB 4G/5G			Voice Call	Unlimited			SMS (all network)	RM0.15 per SMS			Credit Limit	RM210	RM200	RM320	Upfront Payment	RM60	RM65	RM89	Supplementary Line	NA	NA	Up to maximum 5 lines	Device Offer	NA	NA	Yes
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2.	Are there any contracts for legacy UNI5G Postpaid plan?	- There are no contractual ties to this plan. However, if you like to add on the device, you will need to upgrade your legacy UNI5G Postpaid Plans to any new available plans, checkout https://unifi.com.my/mobile/postpaid - For Device Bundle offerings, please refer FAQ list titled “UNI5G POSTPAID INDIVIDUAL & FAMILY PLAN WITH DEVICE BUNDLE”																																								
3.	I am an existing Unifi Mobile Postpaid/Prepaid subscriber; can I still register for this legacy UNI5G Postpaid plan?	Unfortunately, these plans are no longer sellable. Checkout our current offerings here https://unifi.com.my/mobile/postpaid ad perform the plan upgrade via Unifi Selfacre Portal or MyUnifi App.																																								
4.	Can I upgrade my Prepaid plan to new UNI5G Postpaid plans?	- Yes you can via ; - Log in Unifi portal Selfcare at https://unifi.com.my/mobile/postpaid - Log in MyUnifi App - Walk in to any Unifi Store																																								

5.	Can I keep my existing phone number when I upgrade to new UNI5G Postpaid plans?	- Yes you can keep your existing Postpaid phone number when upgrading to new UNI5G Postpaid plan. - If you are currently an existing Unifi Mobile prepaid customer and choose to upgrade to new UNI5G Postpaid plans, you will have the option to retain your phone number.
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DATA QUOTA, HOTSPOT & ADD-ON PASSES

6.	What is included in my domestic mobile data?	You will get to enjoy quota-based mobile data as allocated according to your UNI5G Postpaid Plans.
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7.	What are the add-on pass offering?				
		UNI5G Postpaid 65/89	Hotspot	Data Quota	
			10GB 4G/5G	5GB 4G/5G	20GB 4G/5G
		Price	RM30	RM15	RM50
		Validity	30 days from date of purchase		
		UNI5G Postpaid 60	Data Quota		
			10GB 4G/5G	50GB 4G/5G	
		Price	RM10		RM45
		Validity	30 days from date of purchase		

8.	How do I purchase add-on pass?	- Yes you may purchase any add on passes via ; a. Log in Unifi portal Selfcare at https://unifi.com.my/mobile/postpaid b. Log in MyUnifi App c. Walk in to any Unifi Store - Add-on pass purchase via MyUnifi App for supplementary line requires a one-time permission from Principle line. For further details about our new MyUnifi App feature, click here.
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9.	Can I share my hotspot?	Yes, you can. Hotspot usage will be deducted from the allocated data quota, and supplementary plans will also share this benefit.
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10.	How many devices can I connect using the hotspot pass?	There is no limitation on the number of devices you can use with your hotspot. However, for the best Unifi Mobile experience, we strongly recommend that you connect a maximum of five (5) devices only.
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VOICE

11.	What voice features are included in my plans?	- The legacy UNI5G Postpaid plans include the following voice features: - Call Hold - Call Waiting - Missed Call Notification
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12.	What voice features are not supported on my plan?	- The legacy UNI5G Postpaid does not include the following voice features: - Voicemail - Call Forwarding - Multi-party call - Enabling Private Number Display on your outgoing calls																																										
13.	Will I get unlimited calls for IDD and Roaming?	For IDD and Roaming, charges are imposed based on usage.																																										
14.	What are the call charges for special numbers?	- There will be some charges applicable for special numbers. You may view the charges below:<table><thead><tr><th>NUMBER</th><th>SERVICE DESCRIPTION</th><th>CHARGES (EXCLUDING 6% ST)</th></tr></thead><tbody><tr><td>12273</td><td>mobile Careline 1CARE</td><td>FREE</td></tr><tr><td>999 / 112</td><td>Malaysian Emergency Response Services</td><td>FREE</td></tr><tr><td>15999</td><td>Talian Nur & Childline</td><td>FREE</td></tr><tr><td>1-800</td><td>Toll Free Hotline Numbers</td><td>FREE</td></tr><tr><td>13777</td><td>Jabatan Air Negeri Sabah (JANS)</td><td>FREE</td></tr><tr><td>100</td><td>TM Customer Careline</td><td>FREE</td></tr><tr><td>1051</td><td>Time Announcement</td><td>RM 0.15 /min</td></tr><tr><td>15454</td><td>TNB</td><td>RM 0.15 /min</td></tr><tr><td>15300</td><td>Pengurusan Air Selangor</td><td>RM 0.15 /min</td></tr><tr><td>103</td><td>TM Directory Assistance Service</td><td>RM 0.15 /min</td></tr><tr><td>15500</td><td>PIAM Careline</td><td>RM 0.15 /min</td></tr></tbody></table> - For premium numbers/hotlines, you will enjoy:<table><thead><tr><th>PREMIUM HOTLINE</th><th>CHARGES (EXCLUDING 6% ST)</th></tr></thead><tbody><tr><td>1-300</td><td>RM 0.15 /min</td></tr><tr><td>1-700</td><td>RM 0.15 /min</td></tr></tbody></table>	NUMBER	SERVICE DESCRIPTION	CHARGES (EXCLUDING 6% ST)	12273	mobile Careline 1CARE	FREE	999 / 112	Malaysian Emergency Response Services	FREE	15999	Talian Nur & Childline	FREE	1-800	Toll Free Hotline Numbers	FREE	13777	Jabatan Air Negeri Sabah (JANS)	FREE	100	TM Customer Careline	FREE	1051	Time Announcement	RM 0.15 /min	15454	TNB	RM 0.15 /min	15300	Pengurusan Air Selangor	RM 0.15 /min	103	TM Directory Assistance Service	RM 0.15 /min	15500	PIAM Careline	RM 0.15 /min	PREMIUM HOTLINE	CHARGES (EXCLUDING 6% ST)	1-300	RM 0.15 /min	1-700	RM 0.15 /min
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TEXT (SMS)																																												
15.	What text (SMS) features are included in my plans?	- You can do all of the following: - Send text (SMS) to domestic mobile numbers / short code - Receive bank TACs (Transactional Authorisation code) - OTT text (SMS) (e.g. WhatsApp) - Emergency text (SMS) services																																										
16.	What text (SMS) features are not supported in plan?	Multimedia Messaging Service (MMS) is not supported.																																										
UPFRONT PAYMENT, DEPOSIT AND CREDIT LIMIT POLICY																																												
17.	How do I activate the International Roaming (IR) service? Will I get my refund upon termination?	You may activate the IR service via MyUnifi App or by walking in to any Unifi Store outlets nationwide. A deposit of RM300 is required for activation. The deposit will be refunded to you upon termination, provided there is no outstanding balance in your account.																																										
18.	I am a non-Malaysian, how would I receive my	Your refund of deposit (if any) will be transferred into your preferred bank account within three (3) months / 90 days upon termination, after deducting any unpaid bills.																																										

	deposit upon termination?	- Please provide us with your banking details via our support channels or at any Unifi Store outlet nationwide during the termination request. We will not be able to process the refund request without complete banking details. - Refund can only be made under the same account owner; third party transfer requests are not allowed (the same registration ID used for Unifi Mobile account and bank account owner). NOTE : Direct bank transfer requests can only be made to locally registered banks.
19.	Can I increase and decrease my credit limit?	Yes, you can manage your credit limit simply by walk in to any Unifi Store nationwide.
20.	What if my outstanding balance exceeds the credit limit?	If your outstanding balance exceeds the credit limit, you will not be able to use the service.
21.	How much do I need to pay to restore my service if it is barred due to exceeding the credit limit?	You will need to pay a minimum of 75% of your unbilled and/or billed amount to reactivate your mobile services.
22.	How do I cancel my subscription?	- You can cancel your subscription via Live Chat on MyUnifi App or Unifi portal Selfcare or by walking in to the nearest Unifi Store outlet, provided you have cleared all your outstanding balances. - Please provide us with your banking details via our support channels or at any Unifi Store outlet nationwide during the termination request. We will not be able to process the refund request without complete banking details.
iMESSAGE & FACETIME		
23.	How do I activate iMessage and FaceTime via UNI5G Postpaid plans?	- Insert your UNI5G Postpaid plan SIM and configure your iPhone settings: - Go to "Settings". - Select "Message" or "FaceTime". - Enable "iMessage" or "FaceTime" toggle function. - Click "OK" on the message prompt. - It is highly recommended that you activate the iMessage and FaceTime services using your Apple ID.
24.	I have successfully activated my iMessage or FaceTime service. Will I be charged for every messages, voice/video call sent/made?	- Don't worry, you will not be charged for the use of iMessage or FaceTime service such as sending messages, or making voice/video call to anyone. - You will only be charged RM0.50 (excluding 6% ST) for each text (SMS) activation attempt triggered by iMessage or FaceTime via your Apple device using your mobile number. - Once you have activated the service, you can use it for FREE!

25.	Help me! I can't activate my iMessage and FaceTime. The function keeps disabling itself automatically.	- If you face this kind of situation, you may visit Apple Inc.'s official site for guidelines on activation errors of the iMessage and FaceTime service. - You may visit the support site HERE.
26.	What happens if I still fail to activate my iMessage and FaceTime services but I am being charged anyway?	- We apologize for the inconvenience. If you're experiencing this, Live Chat with us via MyUnifi App, Unifi portal Selfcare or contact us on Facebook at www.facebook.com/weareunifi or reach out on X (formerly known as Twitter) at @unifi - We will assist in reviewing your case and waive the charges from your bill.
27.	How will the charges appear in my UNI5G Postpaid bill?	You will see itemized charges tagged as 'Apple Services' in your UNI5G Postpaid monthly bill statement.

ACCEPTABLE USE POLICY

28.	Can I use my service to download peer-to-peer content (e.g. torrent files)?	Yes, you can use our mobile services for peer-to-peer downloads at 64Kbps speed.
29.	Am I allowed to use the unlimited voice minutes to make calls for any commercial purpose? (e.g. by contact centers)?	Unfortunately, no. You are only allowed to make calls for personal purposes within the set acceptable user policy.
30.	Can I perform bulk text (SMS) or text (SMS) blasting using the mobile plan?	- Unfortunately, no. You are only allowed to send text (SMS) messages for personal purposes within the set acceptable user policy. - The SMS will be charged at RM0.15 per SMS and must adhere to the acceptable usage policy.
31.	Am I allowed to use the plan on a smartphone that doesn't support 5G services?	- Yes, you are. However, we highly encourage you to use a smartphone that supports 5G services to fully experience our network. You may refer to https://unifi.com.my/5G to check if your device is supported by Unifi 5G network. - If you're not using the smartphone s listed in the listing, your line may be suspended upon making calls after exceeding 2000 minutes and/or 5GB Data, as well as not being able to fully experience the speed of 5G.

INTERNATIONAL DIRECT DIAL (IDD) SERVICE

31.	What is IDD?	International Direct Dial or IDD allows you to make calls or send texts (SMS) to overseas numbers from your number in Malaysia.
32.	How do I activate the IDD service? Is there any deposit required?	The IDD service is enabled by default with no deposit required.
33.	How do I make an international call?	To make an international call, dial 00, followed by the country code you are calling, the area or city code, and the phone number. For example, if you're contacting someone in Brazil, (country code 55), in the city of Rio de Janeiro (city code 21), dial 00 - 55 - 21 - XXXX-XXXX. For your convenience, you can also replace 00 with "+" e.g. +55 21 XXX-XXXX.
34.	What is the rate for IDD?	Please refer to our IDD rates at https://home.unifi.com.my/personal/mobile/international-direct-dial

INTERNATIONAL ROAMING

35.	What are the offerings for International Roaming?	- You may log in to the MyUnifi App to browse through the offerings and purchase the passes. - Also checkout our International Roaming rate at https://unifi.com.my/roaming
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BILLING & PAYMENT

36.	How will I receive my monthly bill?	- You will receive the monthly bill through your registered email address. - Alternatively, you can view all your bills by logging into MyUnifi App or Unifi Self Care portal.								
37.	When is my bill date and bill cycle?	You can check your bill date and bill cycle by downloading the e-bill via MyUnifi App or Selfcare Portal.								
38.	Can I request for a hardcopy bill?	We support the environmentally-friendly way, and you will only be receiving an e-bill sent to your registered email address. You may print the hardcopy bill by logging into MyUnifi App or via Unifi portal Selfcare.								
39.	How do I know my account number?	You can view your account number in your account profile via MyUnifi App or Unifi portal Selfcare .								
40.	Where can I pay my bills?	You can pay for both Unifi Home and Unifi Mobile services via the channels below effective 1 November 2023. <table><tr><th colspan="2">Online</th></tr><tr><td>1. www.unifi.com.my</td><td>We're sorry that bill payment via this channel is not available until further notice.</td></tr><tr><td>2. MyUnifi App</td><td>Current/Saving Account, Debit/Credit Card</td></tr><tr><th colspan="2">Autopay</th></tr></table>	Online		1. www.unifi.com.my	We're sorry that bill payment via this channel is not available until further notice.	2. MyUnifi App	Current/Saving Account, Debit/Credit Card	Autopay	
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41.	What is the biller name that I should choose when I make bill payment for Unifi Mobile postpaid via e-Wallet Partner and Unifi Store kiosk?	• Please select biller name “Unifi” with biller code “8888” when making a payment. • If you wish to make bill payment via JomPAY from your preferred internet banking, please follow the steps below (<i>Disclaimer: The steps described below may differ for each bank</i>): a. Login to your internet banking portal b. Click on Pay & Transfer c. Click on Make a one-off payment d. Click on Pay from and choose your options e. Click and select JomPAY f. Enter the Biller Code: 8888 g. Key in your mobile new 10-digit account number h. Enter the bill amount to be paid																																									
TRANSFER OF OWNERSHIP AND CHANGE OF PLANS																																											
42.	Can I transfer my UNI5G Postpaid line to others?	• You can transfer your line to another customer. Please proceed to the nearest Unifi Store outlet together with the transferee (the customer to be transferred to). • There will be an RM10 admin fee per line charged to the transferee (new owner).																																									
43.	I am currently subscribed to UNI5G Postpaid 39.	• Yes, you can. Please Live Chat with us via MyUnifi App or walk-in to the nearest Unifi Store outlet.																																									

	Can I change my line to other Unifi Mobile plans?	
44.	Will there be any charge imposed for the Change of Plan?	• There will be no charge imposed for change of plan request. • The pro-ration of your usage will be reflected on your upcoming bill.
SUPPORT		
45.	Who do I contact for further enquiries on UNI5G Postpaid plans?	• Feel free to reach out to us via our digital channels below: 1. Live Chat via MyUnifi app: Reach out to our customer support team here. 2. Facebook: Visit https://www.facebook.com/weareunifi and send us a Private Message (PM). 3. X (formerly known as Twitter): Reach us at @Unifi and send us a Direct Message (DM) and our support team will guide you through the refund process. 4. Walk-in to a Unifi Store: Visit the nearest Unifi Stores, and our friendly Care Crew will assist you.

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