

FREQUENTLY ASKED QUESTIONS (FAQ)
UNI5G POSTPAID INDIVIDUAL & FAMILY PLANS

QUESTION		ANSWER																																												
GETTING TO KNOW																																														
1.	What are UNI5G Postpaid plans?	<ul style="list-style-type: none"> UNI5G Postpaid is the latest postpaid plan from Unifi Mobile that provides you with the most UPSIZED value. It offers convergence benefits for both mobile and home services and ensures seamless onboarding into 5G devices for you. 																																												
2.	What are the offerings?	<ul style="list-style-type: none"> For INDIVIDUAL PLANS as per below : <table border="1" data-bbox="539 645 1437 1173"> <thead> <tr> <th>Details</th> <th>UNI5G Postpaid 39</th> <th>UNI5G Postpaid 69</th> <th>UNI5G Postpaid 99</th> </tr> </thead> <tbody> <tr> <td>Monthly Commitment</td> <td>RM39</td> <td>RM69</td> <td>RM99</td> </tr> <tr> <td>Data Quota (5G & 4G)</td> <td>30GB</td> <td>60GB</td> <td>100GB</td> </tr> <tr> <td>Hotspot</td> <td colspan="3">Utilize from Data Quota</td> </tr> <tr> <td>Voice Call</td> <td colspan="3">Unlimited</td> </tr> <tr> <td>SMS (all network)</td> <td colspan="3">RM0.15/SMS</td> </tr> <tr> <td>Credit Limit</td> <td>RM140</td> <td>RM250</td> <td>RM350</td> </tr> <tr> <td>Upfront Payment</td> <td>RM39</td> <td>RM69</td> <td>RM99</td> </tr> <tr> <td>Supplementary Line</td> <td>NA</td> <td>NA</td> <td>NA</td> </tr> <tr> <td>Device Offer</td> <td>NA</td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td>Contract</td> <td>No contract</td> <td>24 months with device bundle</td> <td>24 months with device bundle</td> </tr> </tbody> </table> <p>NOTE :</p> <ol style="list-style-type: none"> Supplementary line is not applicable for Individual Plans Existing Unifi Mobile customers with a good payment record are entitled to a waiver of the upfront payment when subscribing to additional postpaid lines. After reaching the data limit, the speed will be throttled to 512Kbps. For Device Bundle offerings, please refer FAQ "UNI5G POSTPAID INDIVIDUAL & FAMILY PLAN WITH DEVICE BUNDLE" 	Details	UNI5G Postpaid 39	UNI5G Postpaid 69	UNI5G Postpaid 99	Monthly Commitment	RM39	RM69	RM99	Data Quota (5G & 4G)	30GB	60GB	100GB	Hotspot	Utilize from Data Quota			Voice Call	Unlimited			SMS (all network)	RM0.15/SMS			Credit Limit	RM140	RM250	RM350	Upfront Payment	RM39	RM69	RM99	Supplementary Line	NA	NA	NA	Device Offer	NA	Yes	Yes	Contract	No contract	24 months with device bundle	24 months with device bundle
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3.	Do you have any plans that suitable for family?	<ul style="list-style-type: none"> Yes, we do. We offer FAMILY PLANS as listed below : <table border="1" data-bbox="545 1480 1428 1980"> <thead> <tr> <th>Details</th> <th>UNI5G Postpaid Family 129</th> <th>UNI5G Postpaid Family 159</th> <th>UNI5G Postpaid Family 189</th> </tr> </thead> <tbody> <tr> <td>Monthly Commitment</td> <td>RM129</td> <td>RM159</td> <td>RM189</td> </tr> <tr> <td>Data Quota (5G & 4G)</td> <td>150GB</td> <td>200GB</td> <td>250GB</td> </tr> <tr> <td>Monthly Hotspot</td> <td colspan="3">Utilize from Data Quota</td> </tr> <tr> <td>Voice Call</td> <td colspan="3">Unlimited</td> </tr> <tr> <td>SMS (all network)</td> <td colspan="3">RM0.15/SMS</td> </tr> <tr> <td>Credit Limit</td> <td>RM460</td> <td>RM560</td> <td>RM670</td> </tr> <tr> <td>Upfront Payment</td> <td>RM129</td> <td>RM159</td> <td>RM189</td> </tr> <tr> <td>Supplementary Line</td> <td>FREE 1 line</td> <td>FREE 2 lines</td> <td>FREE 3 lines</td> </tr> <tr> <td>Device Offer</td> <td colspan="3">Yes</td> </tr> <tr> <td>Contract</td> <td colspan="3">24 months with device bundle</td> </tr> </tbody> </table> 	Details	UNI5G Postpaid Family 129	UNI5G Postpaid Family 159	UNI5G Postpaid Family 189	Monthly Commitment	RM129	RM159	RM189	Data Quota (5G & 4G)	150GB	200GB	250GB	Monthly Hotspot	Utilize from Data Quota			Voice Call	Unlimited			SMS (all network)	RM0.15/SMS			Credit Limit	RM460	RM560	RM670	Upfront Payment	RM129	RM159	RM189	Supplementary Line	FREE 1 line	FREE 2 lines	FREE 3 lines	Device Offer	Yes			Contract	24 months with device bundle		
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		<p>NOTE :</p> <ol style="list-style-type: none"> Existing Unifi Mobile customers with a good payment record are entitled to a waiver of the upfront payment when subscribing to additional postpaid lines Each FREE supplementary line get 30GB data quota. Family Plans may add an additional Supplementary line at RM39 per month, on top of the FREE Supplementary line given, as long as the total lines for supplementary does not exceed 5 lines (including FREE supplementary lines) <p>Details for additional supplementary lines are provided in the table below:</p> <table border="1" data-bbox="472 488 1489 748"> <thead> <tr> <th>DETAILS</th> <th>UNI5G Postpaid Supplementary 39</th> </tr> </thead> <tbody> <tr> <td>Monthly Commitment</td> <td>RM39</td> </tr> <tr> <td>Data Quota (5G & 4G)</td> <td>30GB</td> </tr> <tr> <td>Monthly Hotspot</td> <td>Sharing from Data Quota</td> </tr> <tr> <td>Voice Call</td> <td>Sharing from principal Unlimited Voice Call</td> </tr> <tr> <td>SMS (all network)</td> <td>RM 0.15/SMS</td> </tr> <tr> <td>Credit Limit</td> <td>RM140</td> </tr> <tr> <td>Upfront Payment</td> <td>RM39</td> </tr> <tr> <td>Device Offer</td> <td>NA</td> </tr> <tr> <td>Contract</td> <td>NA</td> </tr> </tbody> </table> <ol style="list-style-type: none"> For Device Bundle offerings, please refer FAQ "UNI5G POSTPAID INDIVIDUAL & FAMILY PLAN WITH DEVICE BUNDLE" 	DETAILS	UNI5G Postpaid Supplementary 39	Monthly Commitment	RM39	Data Quota (5G & 4G)	30GB	Monthly Hotspot	Sharing from Data Quota	Voice Call	Sharing from principal Unlimited Voice Call	SMS (all network)	RM 0.15/SMS	Credit Limit	RM140	Upfront Payment	RM39	Device Offer	NA	Contract	NA
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4.	<p>Who is eligible to subscribe to the UNI5G Postpaid plans?</p>	<ul style="list-style-type: none"> All of you! We welcome everyone; Malaysian or Non-Malaysian, aged 18 years and above, to subscribe to our new UNI5G Postpaid plans. 																				
5.	<p>I am interested. How do I subscribe to the plans?</p>	<ul style="list-style-type: none"> You may subscribe our new plan via ; <ul style="list-style-type: none"> Online at https://unifi.com.my/mobile/postpaid Unifi Mobile App Walk in to any Unifi Store, TM Authorized Dealer (TAD) or Reseller 																				
6.	<p>Can I cancel my order for the plans?</p>	<ul style="list-style-type: none"> We're sorry, but order cancellation is not allowed once you have submitted your order. 																				
7.	<p>Will there be a limit to the maximum no. of lines that I can subscribe to?</p>	<ul style="list-style-type: none"> Yes, you are entitled to sign up for a maximum of three (3) Principal lines per NRIC/Passport and maximum of five (5) supplementary lines per principal (FREE & Chargeable Supplementary Lines). UNI5G Postpaid Supplementary 39 is only applicable for the Family Plans. 																				
8.	<p>Can I port in another telco mobile number to UNI5G Postpaid Plan?</p>	<ul style="list-style-type: none"> Yes. You can port in and subscribe to UNI5G Postpaid plans, provided you do not have any outstanding balance, are not blacklisted, or under contract with your current mobile service provider. 																				
9.	<p>How long does it take to process my port in?</p>	<ul style="list-style-type: none"> We will request the port-in on your behalf from your existing mobile service provider as soon as all outstanding balances have been paid. It may take up to seven (7) business days for the application to be approved by your existing mobile service provider. 																				
10.	<p>Are there any delivery charges for the SIM card if I opt for delivery?</p>	<ul style="list-style-type: none"> Yes, there is a delivery charge of RM10.60 per delivery in a single order. 																				

THE PRINCIPAL LINES

11.	What does the term Principal Line mean?	<ul style="list-style-type: none"> The Principal Line refers to the main line that you have subscribed to from the UNI5G Postpaid family plan.
12.	What type of calls and texts (SMS) are included in the UNI5G Postpaid?	<ul style="list-style-type: none"> All domestic calls & texts (SMS) to our mobile plan users and other mobile operators. All domestic calls to national fixed line numbers.
13.	What type of calls and texts (SMS) are excluded in the UNI5G Postpaid plan?	<ul style="list-style-type: none"> Additional charges are applicable to the following calls and texts (SMS): <ol style="list-style-type: none"> 1. Calls to 1300 / 1700 / 1600 / 1MOCC numbers 2. Calls to 080 - Prefix number for border calls to Brunei 3. Calls to Special Numbers 4. International Calls (IDD) and texts (SMS) from Malaysia 5. Voice calls and texts (SMS) while roaming outside Malaysia
14.	Are there any contracts for UNI5G Postpaid plan?	<ul style="list-style-type: none"> There are no contractual ties to this plan. However, if you add on the device, you will be under contract for 24 months. For Device Bundle offerings, please refer FAQ list titled "UNI5G POSTPAID INDIVIDUAL & FAMILY PLAN WITH DEVICE BUNDLE"
15.	Do I need to request a specific SIM card size (e.g. micro SIM or nano SIM) prior to making payment?	<ul style="list-style-type: none"> Don't worry. All our SIM card come in three (3) built-in sizes (mini/standard, micro, and nano) that will fit in any phone model.
16.	I can't use my SIM card. What do I need to do?	<ul style="list-style-type: none"> We are already working with various phone manufacturers to support automatic configuration settings when you insert your mobile SIM. You will receive a notification within a few minutes upon insertion of the mobile SIM into your phone. <p><i>This notification is for setting the Access Point Name (APN) to 'Unifi' in your phone's configuration. If you have not received the notification, you can manually set the APN to 'Unifi' on your phone. Simply go to "Settings > More/Mobile > Access Point Name.</i></p>
17.	What will happen if I don't change the APN to 'Unifi'?	<ul style="list-style-type: none"> You may not be able to use the service. Therefore, we encourage you to change the setting immediately. <p>IMPORTANT: <i>Customers travelling overseas are required to update their APN to 'Unifi' to be able to connect to Data Service while roaming.</i></p>
18.	I am an existing Unifi Mobile Postpaid subscriber; can I still register for this new plan?	<ul style="list-style-type: none"> Yes, of course you can! The maximum number of principal lines is three (3) lines per NRIC/Passport and you can have up to five (5) supplementary lines for each principal number.
19.	I am an existing Unifi Mobile Prepaid subscriber, can I	<ul style="list-style-type: none"> Yes, of course you can! The maximum number of principal lines is three (3) lines per NRIC/Passport and you can have up to five (5) supplementary lines for each principal number.

	still register for this new package?	
20.	Can I upgrade my Prepaid plan to UNI5G Postpaid plans?	<ul style="list-style-type: none"> • Yes you can via ; <ul style="list-style-type: none"> a. Log in Unifi portal Selfcare at https://unifi.com.my/mobile/postpaid b. Log in Unifi Mobile App c. Walk in to any Unifi Store
21.	What will happen to my current credit balance in my Prepaid account?	<ul style="list-style-type: none"> • Entire credit balance of your prepaid account will be transferred over to your Postpaid account. • Please note that any content subscription services and freebies associated with your previous prepaid plan will be automatically terminated. Additionally, any remaining or unused SMS, voice minutes, or data passes from your previous prepaid plan will be forfeited
22.	Can I keep my existing phone number when I upgrade to UNI5G Postpaid plans?	<ul style="list-style-type: none"> • Yes you can keep your existing Postpaid phone number when upgrading to UNI5G Postpaid plan. • If you are currently an existing Unifi Mobile prepaid customer and choose to upgrade to UNI5G Postpaid plans, you will have the option to retain your phone number.
THE SUPPLEMENTARY LINES		
23.	What is the different between UNI5G Postpaid Supplementary & UNI5G Postpaid Supplementary 39?	<ul style="list-style-type: none"> • UNI5G Postpaid Supplementary is a FREE additional line that comes with the Family plan. • UNI5G Postpaid Supplementary 39 is an optional line if you would like to add it under your Family plan for RM39 per month.
24.	I subscribed to a UNI5G Postpaid Family plan and given UNI5G Postpaid Supplementary, is there any extra charge to my bill?	<ul style="list-style-type: none"> • There will be no extra charges. The UNI5G Postpaid Supplementary is given for free and comes together with the UNI5G Postpaid Family plan that you have subscribed.
25.	What would be the offering for the FREE UNI5G Postpaid Supplementary plan?	<ul style="list-style-type: none"> • Each FREE supplementary line will be given with a 30GB/monthly data quota, and hotspot usage will be utilized from the data quota. Additionally, the supplementary line also entitles to Unlimited Call.
26.	What would be the offering for the UNI5G Postpaid Supplementary 39 plan?	<ul style="list-style-type: none"> • Same as FREE Supplementary, UNI5G Postpaid Supplementary 39 will also be given 30GB/monthly data quota, and hotspot will be utilize from the data quota. Besides, the supplementary line also entitles you to Unlimited Calls.

27.	How many supplementary lines can I add to my UNI5G Postpaid Family plan?	<ul style="list-style-type: none"> The maximum number of supplementary lines you can add is 5 lines per Principal, and this applies to both FREE and payable Supplementary lines. 									
28.	Is the UNI5G Postpaid Supplementary 39's line eligible to purchase any add-ons?	<ul style="list-style-type: none"> Yes, the supplementary line can purchase data add-ons. Log in to Unifi Mobile App to purchase the add on. 									
29.	Can the UNI5G Postpaid Supplementary 39's line add on the devices?	<ul style="list-style-type: none"> Sorry, the supplementary lines are not allowed to add on devices. 									
30.	I have UNI5G Postpaid Supplementary 39, how can I monitor my data usage?	<ul style="list-style-type: none"> You can log in to Unifi Mobile App or Unifi portal Selfcare to view your usages. 									
31.	Can I upgrade my prepaid plan to UNI5G Postpaid Supplementary 39 Plan?	<ul style="list-style-type: none"> Yes you can via ; <ol style="list-style-type: none"> Log in Unifi portal Selfcare at https://unifi.com.my/mobile/postpaid Log in Unifi Mobile App Walk in to any Unifi Store 									
DATA QUOTA , HOTSPOT & ADD-ON PASSES											
32.	What is included in my domestic mobile data?	<ul style="list-style-type: none"> You will get to enjoy quota-based mobile data as allocated according to your UNI5G Postpaid Plans. Please refer "GETTING TO KNOW" topic above. 									
33.	What are the add-on pass offering?	<table border="1" data-bbox="663 1442 1315 1621"> <thead> <tr> <th>Data Quota</th> <th>10 GB</th> <th>50 GB</th> </tr> </thead> <tbody> <tr> <td>Monthly Commitment</td> <td>RM10</td> <td>RM45</td> </tr> <tr> <td>Validity</td> <td colspan="2">30 days from date of purchase</td> </tr> </tbody> </table>	Data Quota	10 GB	50 GB	Monthly Commitment	RM10	RM45	Validity	30 days from date of purchase	
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34.	How do I purchase add-on pass?	<ul style="list-style-type: none"> Yes you may purchase any add on passes via ; <ol style="list-style-type: none"> Log in Unifi portal Selfcare at https://unifi.com.my/mobile/postpaid Log in Unifi Mobile App Walk in to any Unifi Store Add-on pass purchase via Unifi Mobile App for supplementary line requires a one-time permission from Principle line. For further details about our new Unifi Mobile App feature, click here. 									
35.	Can I share my hotspot?	<ul style="list-style-type: none"> Yes, you can. Hotspot usage will be deducted from the allocated data quota, and supplementary plans will also share this benefit. 									

36.	How many devices can I connect using the hotspot pass?	<ul style="list-style-type: none"> 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

37.	What voice features are included in my UNI5G Postpaid plans?	<ul style="list-style-type: none"> The UNI5G Postpaid plans include the following voice features: <ol style="list-style-type: none"> Call Hold Call Waiting Missed Call Notification
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38.	What voice features are not supported on my UNI5G Postpaid?	<ul style="list-style-type: none"> The UNI5G Postpaid does not include the following voice features: <ol style="list-style-type: none"> Voicemail Call Forwarding Multi-party call Enabling Private Number Display on your outgoing calls
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39.	Will I get unlimited calls for IDD and Roaming?	<ul style="list-style-type: none"> For IDD and Roaming, charges are imposed based on usage.
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40.	What are the call charges for special numbers?	<ul style="list-style-type: none"> There will be some charges applicable for special numbers. You may view the charges below: <table border="1" data-bbox="472 1032 1481 1370"> <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> <ul style="list-style-type: none"> For premium numbers/hotlines, you will enjoy: <table border="1" data-bbox="472 1464 1227 1570"> <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)

41.	What text (SMS) features are included in my UNI5G Postpaid plans?	<ul style="list-style-type: none"> You can do all of the following: <ol style="list-style-type: none"> 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
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42.	What text (SMS) features are not supported in UNI5G Postpaid?	<ul style="list-style-type: none"> Multimedia Messaging Service (MMS) is not supported.
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UPFRONT PAYMENT, DEPOSIT AND CREDIT LIMIT POLICY

43.	What is an upfront payment?	<ul style="list-style-type: none"> You will need to pay an upfront payment depending on the plan when you subscribe to the UNI5G postpaid plan. The fee will be offset in your first bill. 																				
44.	How do I activate the International Roaming (IR) service? Will I get my refund upon termination?	<ul style="list-style-type: none"> You may activate the IR service via Unifi Mobile 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. 																				
45.	I am a non-Malaysian, how would I receive my deposit upon termination?	<ul style="list-style-type: none"> Non-Malaysians are required to pay a deposit of RM300 per line activation (except Free Supp Line). Your refund will be transferred into your preferred bank account within three (3) months / 90 days 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). <p>NOTE : <i>Direct bank transfer requests can only be made to locally registered banks.</i></p>																				
46.	What is the credit limit per line?	<ul style="list-style-type: none"> The credit limit is based on the monthly charges as imposed for each plan. You may refer to the below table: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 30%;">INDIVIDUAL Plans</th> <th style="width: 15%;">Credit Limit</th> <th style="width: 30%;">FAMILY Plans</th> <th style="width: 25%;">Credit Limit</th> </tr> </thead> <tbody> <tr> <td>UNI5G Postpaid 39</td> <td style="text-align: center;">RM140</td> <td>UNI5G Postpaid Family 129</td> <td style="text-align: center;">RM460</td> </tr> <tr> <td>UNI5G Postpaid 69</td> <td style="text-align: center;">RM250</td> <td>UNI5G Postpaid Family 159</td> <td style="text-align: center;">RM560</td> </tr> <tr> <td>UNI5G Postpaid 89</td> <td style="text-align: center;">RM350</td> <td>UNI5G Postpaid Family 189</td> <td style="text-align: center;">RM670</td> </tr> <tr> <td>UNI5G Postpaid Supplementary 39</td> <td style="text-align: center;">RM140</td> <td>UNI5G Postpaid Supplementary</td> <td style="text-align: center;">Share from Principal</td> </tr> </tbody> </table>	INDIVIDUAL Plans	Credit Limit	FAMILY Plans	Credit Limit	UNI5G Postpaid 39	RM140	UNI5G Postpaid Family 129	RM460	UNI5G Postpaid 69	RM250	UNI5G Postpaid Family 159	RM560	UNI5G Postpaid 89	RM350	UNI5G Postpaid Family 189	RM670	UNI5G Postpaid Supplementary 39	RM140	UNI5G Postpaid Supplementary	Share from Principal
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UNI5G Postpaid 89	RM350	UNI5G Postpaid Family 189	RM670																			
UNI5G Postpaid Supplementary 39	RM140	UNI5G Postpaid Supplementary	Share from Principal																			
47.	Can I increase and decrease my credit limit?	<ul style="list-style-type: none"> Yes, you can manage your credit limit simply by walk in to any Unifi Store nationwide. 																				
48.	What if my outstanding balance exceeds the credit limit?	<ul style="list-style-type: none"> If your outstanding balance exceeds the credit limit, you will not be able to use the service. 																				
49.	How much do I need to pay to restore my service if it is barred due to exceeding the credit limit?	<ul style="list-style-type: none"> You will need to pay a minimum of 75% of your unbilled and/or billed amount to reactivate your mobile services. 																				

50.	How do I cancel my subscription?	<ul style="list-style-type: none"> You can cancel your subscription via Live Chat on Unifi Mobile 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.
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iMESSAGE & FACETIME

51.	How do I activate iMessage and FaceTime via UNI5G Postpaid plans?	<ul style="list-style-type: none"> Insert your UNI5G Postpaid plan SIM and configure your iPhone settings: <ol style="list-style-type: none"> 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.
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52.	I have successfully activated my iMessage or FaceTime service. Will I be charged for every messages, voice/video call sent/made?	<ul style="list-style-type: none"> 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!
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53.	Help me! I can't activate my iMessage and FaceTime. The function keeps disabling itself automatically.	<ul style="list-style-type: none"> 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.
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54.	What happens if I still fail to activate my iMessage and FaceTime services but I am being charged anyway?	<ul style="list-style-type: none"> We apologize for the inconvenience. If you're experiencing this, Live Chat with us via Unifi Mobile 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.
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55.	How will the charges appear in my UNI5G Postpaid bill?	<ul style="list-style-type: none"> You will see itemized charges tagged as 'Apple Services' in your UNI5G Postpaid monthly bill statement.
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ACCEPTABLE USE POLICY

56.	Can I use my service to download peer-to-	<ul style="list-style-type: none"> Yes, you can use our mobile services for peer-to-peer downloads at 64Kbps speed.
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	peer content (e.g. torrent files)?	
57.	Am I allowed to use the unlimited voice minutes to make calls for any commercial purpose? (e.g. by contact centers)?	<ul style="list-style-type: none"> Unfortunately, no. You are only allowed to make calls for personal purposes within the set acceptable user policy.
58.	Can I perform bulk text (SMS) or text (SMS) blasting using the mobile plan?	<ul style="list-style-type: none"> 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.
59.	Am I allowed to use the plan on a smartphone that doesn't support 5G services?	<ul style="list-style-type: none"> 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 smartphones 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

60.	What is IDD?	<ul style="list-style-type: none"> International Direct Dial or IDD allows you to make calls or send texts (SMS) to overseas numbers from your number in Malaysia.
61.	How do I activate the IDD service? Is there any deposit required?	<ul style="list-style-type: none"> The IDD service is enabled by default with no deposit required.
62.	How do I make an international call?	<ul style="list-style-type: none"> 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.
63.	What is the rate for IDD?	<ul style="list-style-type: none"> Please refer to our IDD rates at https://home.unifi.com.my/personal/mobile/international-direct-dial

INTERNATIONAL ROAMING

64.	What are the offerings for International Roaming?	<ul style="list-style-type: none"> You may log in to the Unifi Mobile 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

65.	How will I receive my monthly bill?	<ul style="list-style-type: none"> You will receive the monthly bill through your registered email address. Alternatively, you can view all your bills by logging into Unifi Mobile app or Unifi Self Care portal. 																						
66.	When is my bill date and bill cycle?	<ul style="list-style-type: none"> You can check your bill date and bill cycle by downloading the e-bill via Unifi Mobile App or Selfcare Portal. 																						
67.	Can I request for a hardcopy bill?	<ul style="list-style-type: none"> 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 Unifi Mobile app or via Unifi portal Selfcare. 																						
68.	Why is there a change in bill payment's channel for Unifi Mobile postpaid?	<ul style="list-style-type: none"> We have streamlined the payment channels for the convenience of both Unifi Home and Unifi Mobile customers. You may proceed to make bill payment via Unifi Home's payment channels. 																						
69.	I am currently subscribed to both Unifi Home and Unifi Mobile services, can I make a single bill payment or do I still need to make separate bill payment for each of the services?	<ul style="list-style-type: none"> The bill payment must be made to each of the designated account numbers for the respective services. 																						
70.	How do I know my account number?	<ul style="list-style-type: none"> You can view your account number in your account profile via Unifi Mobile app or Unifi portal Selfcare . 																						
71.	Where can I pay my bills?	<ul style="list-style-type: none"> You can pay for both Unifi Home and Unifi Mobile services via the channels below effective 1 November 2023. <table border="1" data-bbox="494 1585 1481 2011"> <thead> <tr> <th colspan="2" style="background-color: #e0e0e0;">Online</th> </tr> </thead> <tbody> <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. Unifi Mobile app</td> <td>Current/Saving Account, Debit/Credit Card</td> </tr> <tr> <th colspan="2" style="background-color: #e0e0e0;">Autopay</th> </tr> <tr> <td>1. www.unifi.com.my</td> <td>We're sorry that autopay subscription is not available until further notice.</td> </tr> <tr> <td>2. Unifi Mobile app</td> <td></td> </tr> <tr> <th colspan="2" style="background-color: #e0e0e0;">E-Wallet</th> </tr> <tr> <td>1. Boost App</td> <td>eWallet credit (visit www.myboost.com.my)</td> </tr> <tr> <td>2. Touch 'n Go App</td> <td>eWallet credit (visit www.tngdigital.com.my/)</td> </tr> <tr> <td>3. Shopee</td> <td>eWallet credit (visit https://shopee.com.my)</td> </tr> <tr> <td>4. BigPay</td> <td>eWallet credit (visit https://www.bigpayme.com/)</td> </tr> </tbody> </table>	Online		1. www.unifi.com.my	We're sorry that bill payment via this channel is not available until further notice.	2. Unifi Mobile app	Current/Saving Account, Debit/Credit Card	Autopay		1. www.unifi.com.my	We're sorry that autopay subscription is not available until further notice.	2. Unifi Mobile app		E-Wallet		1. Boost App	eWallet credit (visit www.myboost.com.my)	2. Touch 'n Go App	eWallet credit (visit www.tngdigital.com.my/)	3. Shopee	eWallet credit (visit https://shopee.com.my)	4. BigPay	eWallet credit (visit https://www.bigpayme.com/)
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72.	<p>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?</p>	<ul style="list-style-type: none"> 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>): <ol style="list-style-type: none"> Login to your internet banking portal Click on Pay & Transfer Click on Make a one-off payment Click on Pay from and choose your options Click and select JomPAY Enter the Biller Code: 8888 Key in your mobile new 10-digit account number Enter the bill amount to be paid 																												
73.	<p>Am I allowed to make a single payment under Unifi for my broadband and mobile services?</p>	<ul style="list-style-type: none"> We’re sorry that this is not available at the moment until further notice. 																												
TRANSFER OF OWNERSHIP AND CHANGE OF PLANS																														
74.	<p>Can I transfer my UNI5G Postpaid line to others?</p>	<ul style="list-style-type: none"> You can transfer your line to another customer effective 1 November 2023. 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). 																												
75.	<p>I have several lines under my UNI5G Postpaid account.</p>	<ul style="list-style-type: none"> Yes, you can transfer one or more lines effective 1 November 2023. 																												

	Can I transfer one / more lines to others?	
76.	I am currently subscribed to UNI5G Postpaid 39. Can I change my line to other Unifi Mobile plans?	<ul style="list-style-type: none"> Yes, you can. Please Live Chat with us via Unifi Mobile app or walk-in to the nearest Unifi Store outlet.
77.	Am I eligible for the plan upgrade or downgrade?	<ul style="list-style-type: none"> Yes, absolutely! Just be sure that you do not have any outstanding balance in your Unifi Mobile Postpaid account. <ul style="list-style-type: none"> <i>a. For Plan Upgrade, log in to your Unifi Mobile App, walk in to our nearest Unifi Store or Reseller.</i> <i>b. However for Plan Downgrade, you will need to walk in to our nearest Unifi Store.</i>
78.	Will there be any charge imposed for the Change of Plan?	<ul style="list-style-type: none"> There will be no charge imposed for change of plan request. The pro-ration of your usage will be reflected on your upcoming bill.
NETWORK		
79.	Will I be notified if I am in a 5G area? How do I know when I am connected to the 5G network?	<ul style="list-style-type: none"> We encourage you to use a smartphone that supports 5G services as there will be no notification sent. Simply look out for the 5G icon at the top right or top left corner of your device's screen. The icon signifies that you are connected to the 5G network.
80.	How do I check if my phone supports 5G services?	<ul style="list-style-type: none"> Please visit https://unifi.com.my/5G and select to view if your device is under the suggested phone category.
81.	What if my current phone doesn't support 5G services?	<ul style="list-style-type: none"> Our mobile plan can be used on all phone models; however, we encourage you to use a smartphone that supports 5G services to experience the best quality of service.
82.	Where can I use my mobile services and check the 5G coverage?	<ul style="list-style-type: none"> Our mobile services are available nationwide within coverage areas. You can check our coverage here https://unifi.com.my/check-coverage
SUPPORT		
83.	Who do I contact for further enquiries on UNI5G Postpaid plans?	<ul style="list-style-type: none"> Feel free to reach out to us via our digital channels below: <ol style="list-style-type: none"> 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).

		<ol style="list-style-type: none">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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-END-