

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

QUESTION		ANSWER																																												
GETTING TO KNOW																																														
1.	What are UNI5G Postpaid plans?	<ul style="list-style-type: none">UNI5G Postpaid is our latest mobile plan, made just for you to get the most out of it. It combines your mobile and home services, making your life easier, and it gets you all set for the exciting world of 5G devices. We are here to keep it simple and convenient for you.																																												
2.	What do we offer?	<div>For Individual Plans, here is the deal:</div> <table><tr><th>Details</th><th>UNI5G Postpaid 39</th><th>UNI5G Postpaid 69</th><th>UNI5G Postpaid 99</th></tr><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></table> <div>Please Note :<ol style="list-style-type: none">Supplementary lines are not available for Individual PlansExisting Unifi Mobile customers with a good payment history can enjoy waived upfront payment when they add extra postpaid lines.When you hit the data limit, the speed will slow down to 512Kbps.After reaching the data limit, the speed will be reduced to 512Kbps.</div>	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.	Looking for Plans for the whole family?	<div>Absolutely! We have got you covered with our Family Plans. Here is what you need to know:</div> <table><tr><th>Details</th><th>UNI5G Postpaid Family 129</th><th>UNI5G Postpaid Family 159</th><th>UNI5G Postpaid Family 189</th></tr><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></table> <div>Please Note :</div>	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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- Existing Unifi Mobile customers with a good payment history can enjoy waived upfront payment when they add extra postpaid lines.
- Each FREE supplementary line comes with a generous 30GB data quota.
- For Family Plans, you can add an extra Supplementary line at just RM39 per month, on top of the FREE Supplementary line. You can have up to 5 supplementary lines in total, including FREE supplementary lines.

More details for additional supplementary lines can be found in the table below:

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

DEVICE BUNDLE

4.	How do I subscribe the UNI5G Postpaid Plans with Device Bundle?	<ul style="list-style-type: none"> Getting our new plan is a breeze! You can subscribe through: <ul style="list-style-type: none"> ➤ Online at https://unifi.com.my/mobile/devices ➤ The Unifi Mobile App ➤ Or by visiting any Unifi Store, TM Authorized Dealer (TAD), or Reseller
5.	What devices can I get with this new rate Plan?	<ul style="list-style-type: none"> Discover the devices available by checking out our selection via: <ul style="list-style-type: none"> ➤ Online at https://unifi.com.my/mobile/devices ➤ The Unifi Mobile App ➤ Or by visiting any Unifi Store, TM Authorized Dealer (TAD), or Reseller
6.	Which plans are eligible for the device offerings?	<ul style="list-style-type: none"> Take a look at the device offerings by checking them out here: <ul style="list-style-type: none"> ➤ Online at https://unifi.com.my/mobile/devices ➤ The Unifi Mobile App ➤ Or by visiting any Unifi Store, TM Authorized Dealer (TAD), or Reseller
7.	Is there a limit to how many devices I can add to this Plan?	<ul style="list-style-type: none"> Yes, there is a limit to the number of devices you can add to this plan. The limits are as follows: <ul style="list-style-type: none"> ➤ You can add up to two (2) devices per NRIC / Passport ➤ Each mobile number/principal is only entitled to one (1) device.
8.	I am an existing customer with UNI5G Postpaid 99. Can I add a device to my plan?	<ul style="list-style-type: none"> Absolutely! You can easily add a device and bundle it with your existing plan for a 24-month contract. Here is how to subscribe to our new plan: <ul style="list-style-type: none"> ➤ Online at https://unifi.com.my/mobile/devices ➤ The Unifi Mobile App ➤ Or by visiting any Unifi Store, TM Authorized Dealer (TAD), or Reseller
9.	I am a foreigner. Can I get this plan with a device?	<ul style="list-style-type: none"> Certainly, you can subscribe to this plan with a device add-on. You will be asked to pay a deposit when you sign up for the plan. The deposit amount is RM300 per line activation. <p>The good news is, your deposit will be refunded and transferred to your local bank account within three (3) months or 90 days upon termination, as long as there are no outstanding balances in your account. The deposit amount is RM300 per line activation. Your deposit will be refunded and transferred into your local bank account within three (3) months/90 days upon termination, provided there is no outstanding balance in your account.</p>

10.	I am currently with another service provider. Can I switch to UNI5G Postpaid and get a device as well?	<ul style="list-style-type: none"> Absolutely! You can make the switch to UNI5G Postpaid and add a device to your plan. However, please note that your port-in to the UNI5G Postpaid plan must be successfully completed and activated before you can add on the device. We are here to help you every step of the way!
11.	How will I receive the device?	<ul style="list-style-type: none"> We have got options for you. You can either pick it up yourself at one of our stores if you walked in, or you can sit back and wait for the device to be delivered to the address you provided during registration.
12.	Will I be charged an upfront payment when I add a device to UNI5G plans?	<p>No upfront payment needed if you meet the following criteria:</p> <ol style="list-style-type: none"> <i>You have a Unifi Mobile account with a subscription period of six (6) months and above.</i> <i>You have a good payment history for the past 4 months on your Mobile account.</i> <p>If you don't meet the criteria, here is what to expect:</p> <ul style="list-style-type: none"> You will be required to pay an upfront payment when subscribing to the plan, and this amount will be credited to your bill, offsetting your monthly bills over 24 months. The upfront payment for the device depends on the subscribed plan and device model.
13.	Where should I report a defective device?	<p>If you happen to receive a defective device through delivery, here is what to do:</p> <ul style="list-style-type: none"> Please report it to us within 24 hours of receiving it via Live Chat on the Unifi Mobile app. We will assess the defect and provide you with further instructions. <p>If you report the issue after 24 hours, the device will be subject to the warranty process and evaluated by the device manufacturer. We are here to help you get it sorted. If you bought the device at our stores (Unifi Stores), we strongly encourage you to do the unboxing on-site. You will receive a replacement for the defective device.</p>
14.	Can I get a refund on the Upfront Payment if I terminate early?	<ul style="list-style-type: none"> Yes, you can. If you decide to end your contract before it's due, we will refund any remaining balance from the device Upfront Payment, after deducting any penalty charges.
15.	What happens if I end my contract early?	<p>We understand things don't always go as planned. If you need to end your contract early, there is an imposed charge that you will need to settle upfront. We are here to help, so please check out our Terms and Conditions https://unifi.com.my/postpaidcampaign/tnc for further details.</p>
16.	Can I change my plan while I am still in a device contract?	<ul style="list-style-type: none"> Absolutely, you have the flexibility to change your plan even if you are still in the contract. Here is how it works: <ul style="list-style-type: none"> <i>If you subscribed to the UNI5G Postpaid plan with a device and decide to downgrade to a lower plan, you will need to pay the early termination penalty (ETP) for the device.</i> <i>If you subscribed to the Unifi Mobile plan with a device and choose to upgrade to a higher plan, your existing device contract will be carried over to the new plan.</i>

17.	Can I have the device delivered to an address other than my billing address?	<ul style="list-style-type: none"> Of course, you can. You are welcome to request the device to be delivered to your preferred address, even if it is different from your billing address.
18.	Do you offer nationwide delivery service?	<ul style="list-style-type: none"> Absolutely! Our delivery service covers nationwide. Once the full payment has been made, you can expect the device to arrive at your doorstep within seven (7) working days.
19.	Will there be any additional fees for the delivery service?	<ul style="list-style-type: none"> No need to worry! There won't be any additional charges for the delivery of the device.
20.	How can I check the status of my device delivery?	<ul style="list-style-type: none"> Checking your device's delivery status is a breeze. Just get in touch with our Care Crews via Live Chat on the Unifi Mobile app, and they will assist you in tracking your delivery.
21.	Can someone else receive the delivery for me?	<p>We want to ensure your order reaches you securely, so here is how it works:</p> <p>The order will be delivered by our courier partner to the recipient and address as indicated in the customer order confirmation. Upon delivery, you will need to present your identification for identity verification purposes. Please note that failure to do so may result in the denial of the delivery package.</p> <p>For security reasons, third-party collection is strictly not allowed.</p>
22.	What should I do if I receive the wrong device model?	<p>If, by any chance, you receive the wrong device model, here is what you need to do:</p> <ul style="list-style-type: none"> Please report it to us within 24 hours of receiving it. You will then receive a one-to-one replacement for the wrong device model after you have returned the incorrect one.
23.	Where should I report a defective device?	<p>We recommend checking the device as soon as you receive it because any defects need to be identified and reported within 24 hours. If you find a defect, please report it to us via Live Chat on the Unifi Mobile app. We will arrange for the collection of the device and provide you with the next steps after evaluating the issue.</p> <p>If you report a defective device after 24 hours, please contact the device manufacturers directly.</p>
24.	How long does it take to get a device replacement?	<ul style="list-style-type: none"> We are committed to getting you a replacement as quickly as possible. Please allow up to seven (7) working days for us to arrange a replacement. The timing may vary based on stock availability and your location.
25.	Are there any additional charges for the replacement of the defective device reported within 24 hours?	<ul style="list-style-type: none"> No, there won't be any additional charges for replacing defective devices reported within 24 hours.

26.	My device is unusable, and I have been told my IMEI is blocked by Unifi. How can I get it unblocked?	<p>We understand your concern. To release your device from IMEI blocking, here is what you should do:</p> <ul style="list-style-type: none"> • Contact our Care Crew via Live Chat on the Unifi Mobile app immediately. We will start the investigation and reactivate the IMEI once it is completed.
SUPPORT		
27.	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"> 1. Live Chat via Unifi 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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