FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
NEW UNI5G POSTPAID PLANS

QUESTION	ANSWER
QUESTIONS ON UNI5G POSTPAID PLANS	
GETTING TO KNOW	

1.	**What are UNI5G Postpaid plans?**	• UNI5G Postpaid is the latest postpaid plans from Unifi Mobile that give you the most UPSIZED value by offering convergence benefits for mobile and home, seamless onboarding into 5G devices for you.
2.	**What are the offerings?**	

Details	UNI5G Postpaid 39	UNI5G Postpaid 65	UNI5G Postpaid 89	UNI5G Postpaid Supplementary 39
Monthly Commitment	RM39	RM65 55	RM89	RM39
Data Quota (5G & 4G)	30GB	60GB/ Unlimited*	Unlimited	Share from Principal Allocation
FREE Monthly Hotspot	10GB			
Voice Call	Unlimited			
SMS (all network)	RM0.15 per SMS				
Credit Limit	RM140	RM200	RM320	140
Upfront Payment	RM39	RM55	RM89	RM39
Supplementary Line	NA	NA	Up to maximum 5 lines	NA
Device Offer	NA	NA	Yes	NA
Contract	No contract	No contract	24 months (only if purchased with a device)	NA

Note:
1. UNI5G Postpaid 89, Supplementary 39 and device add-on are available on the 17 of May 2023.

2. Sign up UNI5G Postpaid 65 from 17 Feb until further notice and enjoy RM10 discount every month where you will only pay RM55/month throughout your subscription period.

3. Existing Unifi Mobile customers with good payment record are entitled for the waiver of upfront payment when subscribing to additional postpaid lines.

4. For UNI5G Postpaid 39 and 65 plan, after reaching the data limit, the speed will be throttled to 512Kbps.

5. *Get Unlimited 4G+5G data for 12 months if you subscribe to Unifi Home Broadband. Visit https://unifi.com.my/anytimeanywhere for more details.

3.	**Who is eligible to subscribe to the UNI5G Postpaid plans?**	▪ All of you! We welcome everyone; Malaysian or Non-Malaysian aged 18 years and above to subscribe to our new UNI5G Postpaid plans.
4.	**I am interested. How do I subscribe to the plans?**	▪ You can subscribe to the plans via our touchpoints below: ▪ Unifi website at <u>unifi.com.my</u> ▪ MyUnifi app ▪ TMpoint outlets ▪ TM Resellers ▪ TM Authorised Dealers
5.	**Can I cancel my order for the plans?**	▪ We're sorry, order cancellation is not allowed once you have submitted your order.
6.	**Will there be a limit to the maximum no. of lines that I can subscribe to?**	▪ Yes, you are entitled to sign up to a maximum of three (3) Principal lines per NRIC/Passport and maximum five (5) supplementary lines per principal. ▪ Supplementary line is only applicable for the 89 plan and above.
7.	**Can I port in to UNI5G Postpaid?**	▪ Yes. You can port in and subscribe to UNI5G Postpaid plans provided you do not have any outstanding balance, blacklisted, or under contract with your current mobile service provider. You may request to port in at <u>https://unifi.com.my/switch-to-unifi</u> or over-the-counter at any TMpoint nationwide. .
8.	**How long does it take to process my port in?**	▪ We will request the port in on your behalf from your existing mobile service provider as soon as the payment of all outstanding balances have been made. It may take up to five (5) business days for the application to be approved by your existing mobile service provider.
THE PLAN		
9.	**Can I still subscribe to the existing 4G only plan?'**	▪ With the launch of UNI5G Postpaid offerings, the 4G only plans will be discontinued starting 17 Feb 2023.
10.	**Can you tell me more about the plan?**	▪ UNI5G Postpaid promises bigger value and benefits from as low as RM39/month and also will comes with 5G devices to incorporate with 5G rate plans.
11.	**What type of calls and texts (SMS) are included in the UNI5G Postpaid?**	▪ All domestic calls & texts (SMS) to our mobile plans users and other mobile operators. ▪ All domestic calls to national fixed line numbers.
12.	**What type of calls and texts (SMS) are excluded in the UNI5G Postpaid?**	▪ Additional charges are applicable to these calls and texts (SMS): 1. Calls to 1300 / 1700 / 1600 / 1MOCC numbers 2. 080 - Prefix number for border calls to Brunei 3. Calls to Special Number 4. International Calls (IDD) and texts (SMS) from Malaysia 5. Voice calls and texts (SMS) roaming outside Malaysia

13.	**What would be the offering for UNI5G Postpaid Supplementary 39 plan?**	▪ The supplementary line will share the unlimited data and 10GB Hotspot from the Principal's allocations. ▪ Besides, the supplementary line also entitles to Unlimited Call.
14.	**How many supplementary lines can I add into my UNI5G Postpaid 89?**	▪ The maximum supplementary lines are 5 lines per Principal.
15.	**Is the UNI5G Postpaid supplementary 39's line can purchase any add-ons?**	▪ Sorry, only Principal can do the purchase on behalf of their supplementary lines.
16.	**Can I add other UNI5G Postpaid plans as my supplementary line?**	▪ Sorry, the supplementary lines are applicable to the UNI5G Postpaid Supplementary 39 plan ONLY.
17.	**Are there any contracts for UNI5G Postpaid 89 plan?**	▪ There are no contractual ties to this plan. However, if you add on the device, you will be contracted for 24 months.
18.	**Can the UNI5G Postpaid supplementary 39's line add on the devices?**	▪ Sorry, the supplementary lines are not allowed to add on the devices.
19.	**I have UNI5G Postpaid Supplementary 39, how can I monitor my data usage?**	▪ Only Principal are able to view usage for their supplementary lines via Unifi portal and MyUnifi apps.
20.	**Do I need to request for a specific SIM card size (e.g. micro SIM or nano SIM) prior to making payment?**	▪ Don't worry. All our SIM card comes in three (3) built-in sizes (mini/standard, micro, and nano) that would fit in any phone models.
21.	**I can't use my SIM card. What do I need to do?**	▪ We are already working with various phone manufacturers to support automatic configuration setting when you insert your mobile SIM. You will receive a notification within a few minutes upon insertion of the mobile SIM into your phone. ▪ This notification is to set the Access Point Name (APN) to 'Unifi' on your phone configuration: If you have not received the notification, you can manually set the APN to 'Unifi' on your phone. Simply go to "Setting > More/Mobile > Access Point Name".

22.	**What will happen if I don't change the APN to 'Unifi'?**	▪ You may not be able to use the service. Hence, we would encourage you to change the setting immediately. ▪ **Important:** Customers travelling overseas are required to update their APN to 'Unifi' to be able to connect to Data Service while roaming.
23.	**I am an existing Unifi Mobile Postpaid subscriber; can I still register to this new plan?**	▪ Yes, of course you can! The maximum lines for principal number is three (3) lines per NRIC/Passport and five (5) supplementary lines for each of the principal number.
24.	**I am an existing Unifi Mobile Prepaid subscriber, can I still register to this new package?**	▪ Yes, of course you can! The maximum lines for principal number is three (3) lines per NRIC/Passport and five (5) supplementary lines for each of the principal number.
25.	**Can I upgrade my Prepaid plan to UNI5G Postpaid plans?**	• Yes! Starting from 21st June 2023, you have the option to upgrade your prepaid plan to either the UNI5G Postpaid 39 or UNI5G Postpaid 65 plan. You can do so by visiting the nearest TMpoints location or accessing our Live Chat through the MyUnifi app or Unifi Self Care portal (maya.unifi.com.my). Note: If you wish to upgrade your prepaid plan to UNI5G Postpaid 89, you must first transit to either the UNI5G Postpaid 39 or 65 plan, and then proceed to change the plan to UNI5G Postpaid 89.
26.	**Can I keep my existing phone number when I upgrade to UNI5G Postpaid plans?**	▪ 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. However, 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 from your previous prepaid plan will be forfeited.
27.	**What will happen to my current credit balance in my Prepaid account?**	▪ To subscribe to the package of your choice, you must have a minimum credit balance of RM39 or RM55, depending on the package. Rest assured that your entire credit balance will be transferred over to your Postpaid account.
28.	**Can I upgrade my prepaid plan to UNI5G Postpaid Supplementary 39 Plan?**	▪ Apologies, but you are not allowed to directly upgrade your prepaid plan to UNI5G Postpaid Supplementary 39. First, you must transit to either the UNI5G Postpaid 39 or 65 plan. Additionally, please ensure that you have a Principle line for UNI5G Postpaid 89. Once you have the Principle line, you may request to change to UNI5G Postpaid Supplementary 39 under this line.
29.	**Are there any delivery charges for the SIM card if I opt for delivery?**	▪ For more details regarding delivery charges, please click HERE

DATA

30.	**What is inclusive in my domestic mobile data?**	▪ You will get to enjoy quota-based mobile data for UNI5G Postpaid 39 and 65 and you will get unlimited mobile data for UNI5G Postpaid 89 and above provided it is used with a smartphone that supports 5G services.
31.	**Can I share my hotspot?**	▪ Yes, you can. This plan comes with 10GB LTE hotspot and you may purchase an additional 10GB 4G/5G Hotspot Quota at RM31.80. ▪ These passes are activated immediately upon purchase. *Price shown is inclusive of 6% ST.*
32.	**How many devices can I connect using the hotspot pass?**	▪ There is no limitation on the number of devices for you to use your hotspot. However, for the best Unifi Mobile experience, we strongly recommend you to use up to a maximum of five (5) devices only.

VOICE

33.	**What voice features are included in my UNI5G Postpaid plans?**	▪ The UNI5G Postpaid plans come with the following voice features: 1. Call Hold 2. Call Waiting 3. Missed Call Notification
34.	**What voice features are not supported on my UNI5G Postpaid?**	▪ The UNI5G Postpaid does not include the following voice features: 1. Voicemail 2. Call Forwarding 3. Multi-party call 4. Enabling Private Number Display on your outgoing calls
35.	**Will I get the unlimited calls for IDD and Roaming?**	▪ For IDD and Roaming, there are charges imposed based on the usage.
36.	**What are the call charges for special numbers?**	▪ There will be some charges applicable for special numbers. You may view the charges below:

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

- For premium numbers/hotlines, you will enjoy:

PREMIUM HOTLINE	CHARGES (EXCLUDING 6% ST)
1-300	RM 0.15 /min
1-700	RM 0.15 /min

TEXT (SMS)

37.	**What are the texts (SMS) features included in my UNI5G Postpaid plans?**	▪ You can do all these:
		  1. Send text (SMS) to domestic mobile numbers / short code
		  2. Receive bank TACs (Transactional Authorisation code)
		  3. OTT text (SMS) (e.g. WhatsApp)
		  4. Emergency text (SMS) services

38.	**What are the texts (SMS) features not supported in UNI5G Postpaid?**	▪ Multimedia Messaging Service (MMS) is not supported.

UPFRONT PAYMENT, DEPOSIT AND CREDIT LIMIT POLICY

39.	**What is an upfront payment?**	▪ You will need to pay an upfront payment depends on the plan when you subscribe to the new UNI5G postpaid number. The fee will be offset in your first bill.
40.	**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 walk in to any TMpoint 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.
41.	**I am a non-Malaysian, how would I receive my deposit upon termination?**	▪ Non-Malaysians are required to pay a deposit of RM300 per line activation. 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 TMpoint outlet nationwide during termination request. We will not be able to process the refund request without complete banking details. ▪ Refund can only be done under the same account owner, third party transfer request is not allowed (same registration ID used for Unifi Mobile account and bank account owner). *Note: Direct bank transfer request can only be done to locally registered banks.*

42.	**What is the credit limit per line?**	▪ The credit limit is based on the monthly charges as imposed to each plan. You may refer to below table:

Plan Name	UNI5G Postpaid 39	UNI5G Postpaid 65	UNI5G Postpaid 89	UNI5G Postpaid Supplementary 39
Credit Limit	RM140	RM200	RM320	RM140

43.	**Can I increase and decrease my credit limit?**	▪ Yes. You can manage your credit limit via Unifi Self Care portal at https://unifi.com.my/, MyUnifi app or simply walk in to any TMpoint nationwide.
44.	**What if my outstanding balance exceeded the credit limit?**	▪ If your outstanding balance exceeded the credit limit, you will not be able to use our service.
45.	**How much do I need to pay to restore my service if it is barred due to exceeding the credit limit?**	▪ You will have to pay a minimum of 75% of your unbilled and/or billed amount to reactivate your mobile services.
46.	**How do I cancel my subscription?**	▪ You can cancel your subscription via Live Chat at MyUnifi app or Unifi Self Care portal (maya.unifi.com.my), or walk-in to the nearest TMpoint outlet, prior to clearing all your outstanding balance. ▪ Please provide us with your banking details via our support channels or at any TMpoint outlet nationwide during termination request. We will not be able to process the refund request without the complete banking details.
47.	**Will I be refunded if there is an extra payment in my account?**	▪ Yes. We will refund you of any extras if your account balance is more than RM10. ▪ Your refund will be transferred to your preferred bank account within three (3) months / 90 days upon termination. ▪ Refund can only be done under the same account owner, third party transfer request is not allowed (same registration ID used for Unifi Mobile account and bank account owner). *Note: Direct bank transfer request can only be done to locally registered banks.*

iMESSAGE & FACETIME

48.	**How do I activate iMessage and**	▪ Insert your UNI5G Postpaid plan SIM and configure your iPhone settings: 1. Go to "Settings". 2. Select "Message" or "FaceTime".

	FaceTime via UNI5G Postpaid plans?	3. Enable "iMessage" or "FaceTime" toggle function. 4. Click "OK" on the message prompt. ▪ It is highly recommended that you activate the iMessage and FaceTime services by using your Apple ID.
49.	**Will I be charged for my iMessage and FaceTime activation?**	▪ UNI5G Postpaid now supports the iMessage and FaceTime services for Apple's iOS users. ▪ You will be charged RM0.50 (exclusive of 6% ST) for each text (SMS) activation attempt triggered by iMessage or FaceTime via your Apple device using your mobile number. Hence, it is highly recommended that you activate iMessage and FaceTime services by using your Apple ID. ▪ The charges will be applicable under these scenarios as well: • Each time you re-insert your postpaid UNI5G SIM card each time you update your iOS software. ▪ However, there will be no charges for successful activation of iMessage or FaceTime via your Apple device using your Apple ID.
50.	**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!
51.	**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 error of iMessage and FaceTime service. ▪ You may visit the support site HERE.
52.	**My attempts to activate my iMessage and FaceTime services still failed after several attempts. Will I be charged for the multiple erroneous attempts?**	▪ Unfortunately, you will be charged for each text (SMS) activation attempt triggered by iMessage or FaceTime. ▪ To avoid you from bill shock at the end of the bill cycle, our system will monitor the activation attempts triggered by your device and cap it at a maximum of five (5) times per month.
53.	**What happens if I still fail to activate my iMessage and**	▪ We apologise for the inconvenience. If you're experiencing this, Live Chat with us via MyUnifi app or Unifi Self Care portal (maya.unifi.com.my), Facebook at facebook.com/weareunifi or Twitter at @helpmeunifi.

	FaceTime services but I am being charged anyway?	▪ We will assist to review your case and waive the charges from your bill.
54.	**How will the charges appear in my UNI5G Postpaid bill?**	▪ You will see an itemised charges tagged as 'Apple Services' in your UNI5G postpaid monthly bill statement.
**ACCEPTABLE USE POLICY**	
55.	**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.
56.	**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.
57.	**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 be within the acceptable usage policy.
58.	**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 as listed in the listing, your line may be suspended upon making calls after excessing of 2000 minutes and/or 5GB Data, as well as not being able to fully experience the speed of 5G.
**INTERNATIONAL DIRECT DIAL (IDD) SERVICE**	
59.	**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.
60.	**How do I activate the IDD service? Is there any deposit required?**	▪ The IDD service is enabled by default with no deposit required.

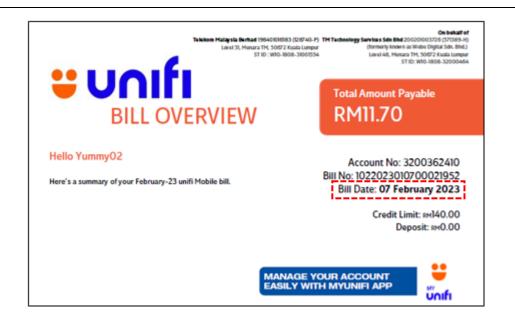|		
61.	**How do I make an international call?**	▪ To make an international call, dial 00, followed by the country code you are calling, the area or city code, and the phone number. For example, if you're contacting someone in Brazil, (country code 55), in the city of Rio de Janeiro (city code 21), dial 00 - 55 - 21 - XXXX-XXXX. For your convenience, you can also replace 00 with "+" e.g. +55 21 XXX-XXXX.
62.	**What is the rate for IDD?**	▪ Please refer to our IDD rates HERE
	INTERNATIONAL ROAMING	
63.	**What is International Roaming?**	▪ International roaming allows you to make / receive calls, send messages, access email and mobile Internet in over 180 countries across the world.
64.	**How do I prevent myself from unknown charges when I'm roaming?**	▪ You are recommended to switch off the "Data Roaming" feature in your smart phone setting before you reach your destination overseas.
65.	**Can I use data roaming services when travelling overseas?**	▪ Yes, but you will need to activate the International Roaming services prior to travelling. You may refer to question 54 on how to activate international roaming.
66.	**How do I activate and subscribe the International Roaming (IR) service? Will I get my refund upon termination?**	▪ You may activate and subscribed the IR service via Add-On on your MyUnifi app or walk-in to any TMpoint outlets nationwide. A deposit of RM300 will be charged and it will be refunded to you upon termination, subject to any outstanding balance in your account.
67.	**What does the Data Roam Pass offer?**	▪ The pass gives you mobile internet browsing when you are travelling overseas. ▪ Please refer to the link below for more details: https://home.unifi.com.my/personal/mobile/roaming
68.	**What is the validity of the Data Roam Pass?**	▪ The Date Roam pass is valid until midnight of the city you are in. For example, if you're visiting Thailand, your data roam pass expires at 12:00 am, Bangkok time.
69.	**I've reached the limit for my data! How can I continue surfing while I'm still roaming?**	▪ Don't worry, you can purchase additional Data Roam Pass via https://home.unifi.com.my/ir

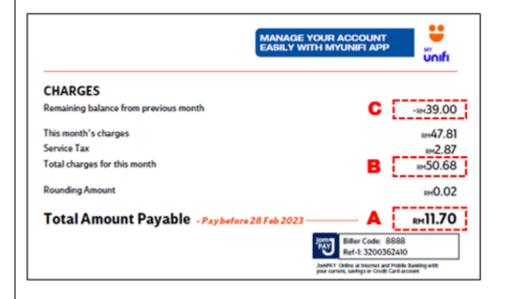| 70.	**Will I be informed when my subscription is successful?**	▪ Yes. You will receive a text (SMS) notification when your Data Roam Pass has been successfully activated for both auto subscriptions and pass renewals.
71.	**In which countries are the Data Roam Pass available?**	▪ You can check the availability by selecting a country here: https://home.unifi.com.my/personal/mobile/roaming
72.	**How do I unsubscribe from a Data Roam Pass?**	▪ You do not need to unsubscribe the Data Roam Pass as it will expire at the midnight of the city you are in.
73.	Is the Data Roam Pass compatible with any phone model? (i.e. iPhone/Blackberry/ Android/ Windows)	▪ Yes. It works with any phone models.
74.	**How do I keep track of my Data Roam Pass usage and expiry date?**	▪ You will receive a text (SMS) notification once you have exceeded the quota, and when it expires. You can also keep track of your usage via https://home.unifi.com.my/ir anywhere anytime.
75.	**I have purchased Data Roam Pass in Singapore. Can I use the same pass in Thailand on the same day?**	▪ No. The Data Roam Pass is country-specific. If you are travelling to multiple countries in a day, you will need to activate a data roam in each country and browse through their respective preferred operators.
76.	**How much will I be charged if I use my mobile internet overseas without a Data Roam Pass?**	▪ You will be charged at pay-per-use rate depending on the country that you are visiting.
77.	**Will I be charged for using inflight roaming service (AeroMobile)?**	▪ You will be charged at pay-per-use rate of RM1 for 10Kb.
78.	**Why is my Data Roam Pass not working in certain countries?**	• You have to check the Access Point Name (APN) setting of your phone first. The APN setting should be "Unifi". To check and change the APN, please follow the steps below. ▪ **Android models** 1. Settings > More > Mobile networks/Cellular networks > Access point names OR Settings > Mobile networks > Access Point Names

		2. Tap on "Edit the Access Point Names" and change the Access Point Name to "unifi".
		3. Leave other fields as-is and Save the new setting.
		4. Reboot your phone if necessary.
		▪ **iOS models**
		1. Settings > Mobile Data > Mobile Data Network OR Settings > Cellular > Cellular Data Network.
		2. Tap the Access Point Name field and change to "unifi".
		3. Leave other fields as-is and Save the new setting.
		4. Reboot your phone if necessary.
		▪ Alternatively, please send "Data" to "22288" short code to allow the Internet settings to be pushed to your phone before travelling overseas. This text (SMS) is zero-charged.
79.	**How much will I be charged when I make calls or text (SMS) while roaming?**	▪ The voice and text (SMS) charges vary according to the country you are roaming in. The charging block for voice call is 60 seconds per block. Refer to https://home.unifi.com.my/personal/mobile/roaming
80.	**How much will I be charged for making calls and sending text (SMS) to Satellite numbers (e.g: Inmarsat) or countries not included in our mobile plan's list?**	▪ You will be charged at pay-per-use rate depending on the country visited.
	BILLING & PAYMENT	
81.	**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 in Unifi Self Care portal at https://unifi.com.my or by logging into MyUnifi app.
82.	**When is my bill date and bill cycle?**	▪ Your bill date is subjected to the nearest billing date upon your successful registration and will be on monthly bill cycle. Please take note that we have seven (7) billing cycles which are every 1st, 7th, 10th, 13th, 16th, 19th and 22nd of the month and your first bill will be four (4) days after your successful registration. For example, if you have successfully registered on 13th January 2023, then your first bill would be on 17th January 2023. Your bill cycle would be every 19th of the month.
83.	**How do I read my first bill?**	• For an example, customer registered UNI5G Postpaid 39 on 31st January 2023, and the bill cycle is on 7th February 2023.

- On the first bill, customer will need to pay *"Total Amount Payable"* from the calculation of *Total charges for this month (- minus) Remaining balance from previous month*

A. **Total Amount Payable : RM11.70**

B. **Total charges for this month**
   1. Prorate amount of monthly subscription from 31/1/2023 until 6/2/2023 (RM8.81)
   2. Full amount of monthly subscription from 7/2/2023 until 6/3/2023 (RM39.00)
   3. Usage charges (if any)
   4. 6% Service Tax (RM2.87)

C. **Remaining balance from previous month**
   - Service Upfront Payment (RM39)

84.	**Can I request for a hardcopy bill?**	▪ We support the environmental-friendly way and you will only be receiving an e-bill sent to your registered email address. You may print the hardcopy bill via Unifi Self Care portal https://unifi.com.my or by logging into MyUnifi app.
85.	**Why is there a change in bill payment's channel for Unifi Mobile postpaid?**	▪ 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.
86.	**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?**	• The bill payment must be made to each of the designated account number for the respective services.
87.	**How do I know my account number?**	▪ You can view your account number in your account profile in Unifi Self Care portal and MyUnifi app, as well as in your monthly bill statements.
88.	**Where can I pay my bills?**	▪ You can pay for both Unifi Home and Unifi Mobile services via the channels below:

Online	
1. www.unifi.com.my	Current/Saving Account, Debit/Credit Card
2. MyUnifi app	Current/Saving Account, Debit/Credit Card
3. JomPAY via internet banking	Ref – 1: Account number
	Biller Code: 8888 (Unifi Home and Unifi Mobile)
	Biller Code: 2345 (Streamyx and telephony) Visit www.JomPAY.com.my
Autopay	
1. www.unifi.com.my	Debit or Credit Card (Visa and MasterCard)
2. MyUnifi app	
	Note: We're sorry that new autopay subscription is not available until further notice. Existing Unifi Mobile autopay subscribers may modify or deactivate their subscription via MyUnifi app or Unifi Self Care portal.

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/)
Counter	
TM Authorised Dealers (TAD)	Cash, Debit/Credit Card or Cheque (view location)
1. POS Malaysia	Cash (View location)
2. Ejen Bank Berdaftar BSN (EBB)	Cash (view location)
3. Epay	Cash (view location)
4. ONEPAY (M1)	Cash (view location)
5. 7-Eleven	Cash (view location)
6. 99 Speedmart	Cash (view location)
7. KK Mart	Cash (view location - KL)
	Cash (view location - Selangor)
	Cash (view location - Other states)
8. myNEWS	Cash (view location)
Kiosk and ATM	
1. TMpoint	Cash, Debit/Credit Card or Cheque (view location)
2. PayQuik	Cash (view location)
3. JomPAY via ATM	Debit Card (visit www.JomPAY.com.my)

89.	**What is the biller name that I should choose when I make bill payment for Unifi Mobile postpaid via e-Wallet Partner and TMpoint 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 *(Disclaimer: The steps described below may differ for each bank)*:
		
		   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

90.	**Am I allowed to make a single payment under Unifi for my broadband and mobile services?**	▪ We have streamlined the payment channels to serve both Unifi Home and Unifi Mobile customers. ▪ If you have separate accounts for Unifi Home and Unifi Mobile services, the bill payment must be made to each of the designated account number for the respective services.

		▪ If you have one (1) account number for both Unifi Home and Unifi Mobile service and you receive one single bill for both of the services, you can make a single payment to the assigned account number.

	TRANSFER OF OWNERSHIP AND CHANGE OF PLANS	
91.	**Can I transfer my UNI5G Postpaid line to others?**	▪ Yes, you can transfer your line to another customer. Please proceed to the nearest TMpoint outlet together with the transferee (the customer to be transferred to).
92.	**I have several lines under my UNI5G Postpaid account. Can I transfer one / more lines to others?**	▪ Yes, you can transfer one or more lines.
93.	**I am currently subscribed to UNI5G Postpaid 39. Can I change my line to other Unifi Mobile plans?**	▪ Yes, you can. Please Live Chat with us at maya.unifi.com.my or via MyUnifi app, or walk-in to the nearest TMpoint outlet.
94.	**Am I allowed to change my plan if the present one does not suit my need?**	▪ Yes, you can. You can choose from our current available plans at https://home.unifi.com.my/mobile.
95.	**Am I eligible for the plan upgrade or downgrade?**	▪ Yes, absolutely! Just be sure that you do not have any outstanding balance in your Unifi Mobile Postpaid account. ▪ For customers who subscribed to the Unifi Mobile plan with a device, upon downgrading to a lower plan, you will need to pay the early termination penalty (ETP) for the device. Here is how the penalty amount will be calculated: **[(Device Recommended Retail Price (RRP) - Device Selling Price)] / 24 months] X remaining contract balance.** ▪ For customers who subscribed to the Unifi Mobile plan with a device, upon upgrading to a higher plan, you will carry the existing device contract to the new plan.
96.	**Will there be any charge imposed for the Change of Plan?**	▪ There will be no charge imposed for change of plan requests.

		NETWORK
97.	**Will I be notified if I am in a 5G area? How do I know when I am connected to the 5G network?**	▪ 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.
98.	**How do I check if my phone supports 5G services?**	▪ Please visit https://unifi.com.my/5G and select to view if your device is under the suggested phone category.
99.	**What if my current phone doesn't support 5G services?**	▪ 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.
100.	**Where can I use my mobile services?**	▪ Our mobile services are available nationwide within coverage areas. You can check our coverage here https://unifi.com.my/check-coverage
101.	**How do I check if my area is under 5G coverage?**	• You can check the 5G coverage at HERE.

102.	**Who do I contact for further enquiries on UNI5G Postpaid plans?**	▪ Feel free to reach us via our digital channels below:
		  ▪ Live Chat via maya.unifi.com.my or MyUnifi app
		  ▪ Tweet us @helpmeunifi
		  ▪ Message us at facebook.com/weareunifi
		
		▪ Or simply visit any of the TMpoint outlets nationwide for further assistance.

		DEVICE
103.	**What are the devices offered under this new rate plan?**	• You may get the latest device offering at HERE
104.	**Which plans are entitled for the device offering?**	▪ You are entitled to add on the device if you sign up for plan 89 and above.

105.	**Will there be a limit to the maximum no. of devices that I can add on to this plan?**	▪ Yes! The limit of the devices are as below:
		
		  • Two (2) devices per NRIC / Passport
		  • One (1) mobile number is only entitled for one (1) device.

106.	**I am a foreigner. Can I subscribe to**	▪ Yes, you can subscribe to this plan with a device add-on.

	this plan with device?	▪ You are required to pay a deposit when you sign up for the plan. 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.
107.	**I am from another service provider, can I port in to UNI5G Postpaid and add on the device?**	▪ Yes! But your port in to UNI5G Postpaid 89 must be successfully completed first before you add on the device. ▪ Add on device can be opt via [digital selfcare](#) or MyUnifi app
108.	**How will I receive the device?**	▪ If you signed up via Unifi portal or MyUnifi app, your SIM card and device will be delivered to your delivery address within seven (7) working days after a successful sign-up. ▪ If you visit our selected TMpoint outlets, you may collect your SIM and device immediately. ▪ Immediate collection only applicable to outlets listed below: 1. Unifi Store IOI 2. Unifi Store KLCC 3. Unifi Store Cyberjaya 4. Unifi Store Pelangi 5. Unifi Store Pandan Indah 6. Unifi Store Skudai 7. Unifi Store Setapak 8. Unifi Store Shah Alam 9. Unifi Store Kepong 10. Unifi Store Damansara Utama 11. Unifi Store Menara TM 12. Unifi Store Taipan 13. Unifi Store Muzium 14. Unifi Store Butterworth 15. Unifi Store Ipoh Wisma 16. Unifi Store Jalan Burmah 17. Unifi Store MITC
109.	**Will I be charged with device upfront payment when I add on a device with UNI5G plans?**	▪ There will be no upfront payment if you fulfil the criteria below: 1) Unifi Mobile account with a subscription period of six (6) months snd above; 2) A good paymaster of Mobile account for the past 4 months. ▪ If you do not fulfil the criteria, you will need to pay an upfront payment upon subscribing to the plan, which will be credited into your bill and the amount will be offset from your monthly bills over 24 months. ▪ Device upfront payment is based on the subscribed plan.
110.	**Where should I make the report for defective device?**	▪ In the event that you received a defective device, please lodge a report to us within 24 hours upon receiving it via Live Chat at maya.unifi.com.my or via MyUnifi app. ▪ You will get a one-to-one replacement for the defective device.

111.	**In the event of early termination, can the Upfront Payment be refunded?**	• Yes. In th1e event of early termination, any remaining balance from the device Upfront Payment will be refunded after deduction from any penalty charges.
112.	**What is the Device Contract Penalty?**	• Device contract penalty is an amount to be paid when you breach the device contract. The penalty will be triggered in the event of: • Voluntary suspension of a postpaid plan • Line terminated • Port out • Downgrade plan • The penalty amount will be calculated as per below: • **[(Device Recommended Retail Price (RRP) - Device Selling Price)] / 24 months] x remaining contract balance.**
113.	**Can I change plan while I am still in device contract?**	• Yes, you can change your plan to a higher rate plan while still in contract. Remaining penalty and contract balance will be carried forward to the new plan. • Downgrade plan will be subjected to a penalty.
114.	**Can I request for the device to be delivered to other than my billing address?**	• Yes, you can put a request for the device to be delivered to your other preferred address (other than billing address).
115.	**Do you offer nationwide delivery service?**	• Yes, the delivery service is available nationwide. Please expect the device to reach you within seven (7) working days.
116.	**Will there be any additional fees for the delivery service?**	• There will be no additional charges for the delivery of the device.
117.	**How do I check the device delivery status?**	• To track your device delivery status, please contact our Care Crews via Live Chat at maya.unifi.com.my or via MyUnifi app.
118.	**Can I assign someone else to receive the delivery on my behalf?**	• 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, failing which you may not be allowed to receive the delivery package. Third-party collection is also strictly not allowed.
119.	**What if I received a defective device along the delivery process? Will I get a replacement for it?**	• In the event that you have received a defective device, please lodge a report to Live Chat at maya.unifi.com.my or via MyUnifi app within 24 hours upon receiving it. You will get a one-to-one replacement for the defective device. If the report is made after 24 hours, the case will fall under the warranty process and will be based on reported defect after assessment by the device manufacturer.

120.	**What happens if I receive the wrong device model?**	▪	In the event that you have received a wrong device model, please lodge a report to us within 24 hours upon receiving it. You will get a one-to-one replacement for the wrong device model.
121.	**Where should I make the report for a defective device?**	▪	We strongly advise you to inspect the device upon receiving it as defects on the device need to be identified and reported within 24 hours. If the device is found defective, please lodge a report to us via Live Chat at maya.unifi.com.my or MyUnifiapp. We will arrange for collection of the device and replace it with a new device. For reports on defective device after 24 hours, please refer to the device manufacturers directly.
122.	**How long does it take for a device replacement?**	▪	Please allow up to seven (7) working days for us to arrange for a replacement. This is subject to stock availability and your location.
123.	**Are there any additional charges for the replacement of the defective device reported within 24 hours?**	▪	There are no additional charges for defective devices reported within 24 hours.
124.	**I am not able to use my device and being informed that my IMEI has been blocked by Unifi. What is the procedure to release from IMEI blocking?**	▪	You may immediately report to our Care Crews via Live Chat at maya.unifi.com.my or via MyUnifi app and we would reactivate the IMEI after the investigation is completed.