

## FREQUENTLY ASKED QUESTIONS (FAQ) UNIFI EZOWN FOR MOBILE DEVICES

QUESTION		ANSWER
GETTING TO KNOW		
1.	<b>What is Unifi EzOwn for Mobile Devices?</b>	<ul style="list-style-type: none"> <li>The <b>Unifi EzOwn for Mobile Devices</b> is a convenient way for you to own a device with RM0 advance payment* and pay it off with 0% interest over 24 months.</li> <li>This program is available exclusively for Malaysians and applies to plans from UNI5G Postpaid 99 and above and applicable to new and existing Unifi Mobile and Unifi Home customers subject to eligibility and credit check results.</li> </ul> <p>*Kindly note that eligibility criteria apply and an advance payment may be required.</p>
2.	<b>Do I need to pay device advance payment upon signing up to Unifi EzOwn for Mobile Devices?</b>	<ul style="list-style-type: none"> <li>Yes, you are required to pay device advance payment upon signing up. However, subject to eligibility, you may be entitled to enjoy zero upfront payment.</li> <li>The advance payment will vary based on the devices you select. Device advance payment collected will be credited in Customer's bill and this amount will knock off the outstanding bill amount, and the balance, if any, will be carried forward to the following month.</li> </ul>
3.	<b>If I terminate my line, can I get back my advance payment?</b>	<ul style="list-style-type: none"> <li>We are sorry, the advance payment is non-refundable.</li> </ul>
4.	<b>Where can I sign up for Unifi EzOwn for Mobile Devices?</b>	<ul style="list-style-type: none"> <li>You can sign up for this offering by visiting any of our TM Point or Unifi Stores. To find the nearest TMPoint or Unifi Store, follow this link: <a href="https://unifi.com.my/support/find-tm-point">https://unifi.com.my/support/find-tm-point</a>.</li> <li>You may also refer to our website: <a href="https://unifi.com.my/mobile/devices">https://unifi.com.my/mobile/devices</a></li> </ul>
5.	<b>What devices are offered through the Unifi EzOwn for Mobile Devices?</b>	<ul style="list-style-type: none"> <li>You can find out more about the devices available by visiting your website. For more information, follow this link: <a href="https://unifi.com.my/mobile/devices">https://unifi.com.my/mobile/devices</a></li> </ul>
6.	<b>What will I see on my Unifi EzOwn for Mobile Devices' bill?</b>	<ul style="list-style-type: none"> <li>On your first device instalment bill, you might see a "Device Instalment (0/24)" line item with no charges along with your first month's device instalment amount. You can ignore this line item. Your device instalment amount will appear correctly on your next bill.</li> </ul>
7.	<b>What should I do if I wish to terminate my contract?</b>	<ul style="list-style-type: none"> <li>If you wish to terminate your contract, you may need to pay the Early Termination Payment (ETP). You can find the detailed calculation in the Terms &amp; Conditions here <a href="https://unifi.com.my/mobile/postpaid/tnc">https://unifi.com.my/mobile/postpaid/tnc</a></li> </ul>

8.	<b>Can I change my postpaid rate plan after I sign up for Unifi EzOwn for Mobile Devices?</b>	<ul style="list-style-type: none"> <li>Yes, you can upgrade your rate plan to UNI5G Postpaid 99 and above with a higher commitment. However, please note that downgrading your rate plan or changing to a non-eligible plan will be considered early termination for this program.</li> </ul>
9.	<b>What is the difference between Unifi EzOwn for Mobile Devices and the normal payment plan for a device bundle?</b>	<ul style="list-style-type: none"> <li>With Unifi EzOwn for Mobile Devices, you can spread the cost of your device over monthly instalments, making it easier to manage your budget. On the other hand, a normal device bundle requires you to pay the full amount upfront when you make the purchase.</li> </ul>
10.	<b>Is there a limit to how many devices I can add to Unifi EzOwn for Mobile Devices?</b>	<ul style="list-style-type: none"> <li>Yes, there are limits to how many devices you can add to Unifi EzOwn: <ul style="list-style-type: none"> <li>➢ You can add one (1) device per NRIC.</li> </ul> </li> <li>Besides, for Device Bundle Program, Here's the breakdown: <ul style="list-style-type: none"> <li>➢ You can add up to two (2) devices per NRIC.</li> <li>➢ Each mobile number/principal account is entitled for only one (1) device.</li> </ul> </li> </ul>
11.	<b>Why is my device being blocked by Unifi if I am subscribed to Unifi EzOwn for Mobile Devices Plan?</b>	<ul style="list-style-type: none"> <li>Your device may be blocked if you fail to make full payment for any amount due to us.</li> </ul>
12.	<b>How can I unblock my device?</b>	<ul style="list-style-type: none"> <li>You can unblock your device by settling the full outstanding amount, including any relevant early termination charges. Once the full outstanding balance has been settled, your device will be automatically unblocked.</li> </ul>
13.	<b>How long does it take to unblock my device?</b>	<ul style="list-style-type: none"> <li>Your device will be unblocked within 10 minutes after making the payment. If your service is not reconnected, please restart your device.</li> </ul>
14.	<b>Who do I contact for further enquiries on Unifi EzOwn for Mobile Devices?</b>	<ul style="list-style-type: none"> <li>If you have any further questions or need assistance with the Unifi EzOwn for Mobile Devices, you can reach out to our Care Crew.</li> </ul>

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