Unifi MOBILE

FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNI5G PREPAID

NO	QUESTION	ANSWER
		INTERNATIONAL ROAMING
1.	**Can I use roaming services when travelling overseas?**	▪ Yes. You just need to activate the roaming service via the Unifi Mobile app and purchase roaming add-ons that best suit your needs.
2.	**What is the expiry of the roaming add-ons?**	▪ The roaming add-ons is valid until midnight of the city you are visiting at that moment, e.g. If you're visiting Thailand, your roaming expires at 12:00 am, Bangkok time.
3.	**How about when you are in a country with several time zones, ie the USA, and within one day you travel across the coast which has a 4-hour time difference. Does it expire at midnight of the city you are currently in or midnight in the originating city?**	▪ The roaming expiry will be based on capital city of the country i.e. Washington DC for USA.
4.	**Can I still use the data, calls and SMS quota while out of the country?**	▪ No, you will need to purchase the roaming add-ons or the charges will be based on your usage. This means, if you don't purchase roaming add-ons, the charges for data, calls and SMS will be deducted directly from your account balance using PAYU basis.
5.	**How do I activate my roaming?**	▪ You may activate it via the Unifi Mobile app using WiFi/data.

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6.	**What if you can't find WiFi? Any other way to activate without using the app?**	▪ Roaming activation requires Internet connectivity.
7.	**How do I keep track of my roaming usage?**	▪ You can keep track on your usage via the Unifi Mobile app.
8.	**I have purchased a roaming add-ons in Singapore. Can I use it in Thailand on the same day?**	▪ Kindly note that the roaming add-ons is country-specific. If you're travelling to multiple countries in a day, you'll need to activate roaming in each country and browse through their respective preferred operators.
9.	**How much will I be charged if I use my data overseas without the roaming add-ons?**	▪ You will be charged a minimum Pay as You Use (PAYU) rate at RM49.00/MB. *Note: Standard rate across all countries*
10.	**What are the charges when I make calls or send SMS while roaming?**	▪ The calls and SMS charges vary according to the country you are in at that moment.
11.	**How do I check if my area is under LTE coverage?**	▪ You can check the LTE coverage HERE.
12.	**How do I get further enquiries on UNI5G Prepaid?**	▪ You can visit our website at https://unifi.com.my or walk-in to the nearest TMpoint for more info.
13.	**Who should I contact if I need any assistance or have service inquiry?**	▪ You can easily reach us via: 　i.　Live Chat at Unifi Mobile App 　ii.　Facebook at https://www.facebook.com/weareunifi/ 　iii.　X (*Previously Twitter*) at @unifi