

FREQUENTLY ASKED QUESTIONS (FAQ)

Important Considerations When Switching to UNI5G WOW Prepaid

NO	QUESTION	ANSWER
1.	<div>I want to switch to UNI5G WOW Prepaid.</div> <div>What are the important things that I should know?</div>	<div><div>Before you switch (port-in) to UNI5G WOW Prepaid:</div><div><div><div>1. <b>Settle All Outstanding Bills:</b> Ensure you have cleared all outstanding bills, including current and latest charges (unbilled amount), with your current service provider (sample as below).</div><div><div><div><div>Maxis</div><div><div><div><div><div>&lt; Back</div><div>24459XXXXX</div><div>Unbilled</div><div>Past</div></div><div>Current</div><div>Line charges</div><div><div><div>+60 12 216 XXXX</div><div>Maxis Postpaid Share 48</div><div>RM 0.00</div></div><div><div>+60 11 103 XXXXX</div><div>Maxis Postpaid Share 48</div><div>RM 0.00</div></div><div><div>+60 11 100 XXXXX</div><div>Maxis Postpaid 859</div><div>RM 54.00</div></div><div><div>Total</div><div>RM 54.00</div></div></div></div><div><div>Your unbilled amount is the sum of all current charges that has not yet been included in your monthly bill.</div></div></div></div><div><div>Digi</div><div><div><div>Bill Detail</div><div>Invoice Date15 Apr 2024</div><div>Due Date16 May 2024</div><div>More Info</div><div>Current BillRM 140.75</div><div>Previous OverdueRM 0.00</div><div>Please pay ASAP to avoid getting barred</div><div>Total OutstandingRM 140.75</div><div>This amount will be finalized upon receiving your Dig-Bill SMS</div><div>Unbilled AmountRM 0.30</div><div>This amount will be finalized upon receiving your Dig-Bill SMS</div></div></div></div><div><div>Celcom</div><div><div><div>Bill</div><div>Local</div><div>Roaming</div></div><div>016414XXXX</div><div>Account Number: 8405XXXXXX</div><div>ACTIVE</div><div>Total DueRM107.30</div><div>Pay Before 21/05/2024</div><div>Pay Bill</div><div>Credit LimitRM 200.00</div><div>Available Credit LimitRM 31.70</div><div>Unbilled AmountRM 61.00</div><div>Bill Cycle28/04/2024 - 28/05/2024</div></div></div></div></div></div><div><div>2. <b>Contract-Free Line:</b> Make sure your mobile line is no longer under contract with your current service provider. The contract term must end before you switch to UNI5G WOW Prepaid.</div><div>3. <b>Active Line Requirement:</b> Ensure your postpaid line is still active. For prepaid lines, make sure your line is active and has unexpired credit. Register with UNI5G WOW Prepaid using the same MyKad (I/C), Passport, or Army ID number registered with your current service provider.</div><div>4. <b>Consistent Registration Information:</b> Register with UNI5G WOW Prepaid using the same MyKad (I/C), Passport, or Army ID number that you used with your current service provider.</div><div>5. <b>Principal Line Holder:</b> You must be the principal line holder to perform the switch request. Ensure you are the primary account holder for a successful switch.</div></div><div><div>Once you have submitted the switch (port-in) request to UNI5G WOW Prepaid:</div><div><div><div><div>Old SIM card</div><div>Confirmation SMS</div></div><div><div>1. <b>Keep your old SIM card:</b> Hold onto your old SIM card until you receive confirmation from your current service provider.</div><div>2. <b>Confirm your switch:</b> You will receive an SMS from your current service provider to validate your request.</div><div>3. <b>Reply to the SMS:</b> Follow the SMS instructions and respond promptly to confirm your switch to UNI5G WOW Prepaid.</div><div>4. <b>Multiple line switching:</b> If you are switching your principal line and supplementary lines, reply to each SMS you receive.</div><div>5. <b>Track your switch request:</b> Log in to your Unifi Mobile Self-Care Account on our website and navigate to 'Orders' to monitor your switch request.</div></div></div></div><div><div>Once your switch request is successful:</div><div><div>1. <b>Old network termination:</b> After your switch is successful, your old network will be deactivated, and you will not be able to use your old SIM card.</div><div>2. <b>Activate New SIM Card:</b> Insert your new UNI5G WOW Prepaid SIM card to activate your service.</div><div><b>Set Access Point Name (APN):</b> Your phone will prompt you to set the Access Point Name (APN). Simply press 'accept' to complete the process, and you are good to go!</div></div></div></div></div></div></div>

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2.	<p><b>My switch request was denied by my current service provider.</b></p> <p><b>What should I do?</b></p>	<div><div>1. <b>Check your order status on Unifi Mobile's Self-Care Account.</b></div><div><div>• <b>Log in:</b> Access your Unifi Mobile Self-Care Account on our website or app.</div><div>• <b>'My Activity' Section:</b> Visit 'My Activity' section and click on 'My Order' to find out why your request was rejected.</div></div><div>2. <b>Contact your current service provider.</b></div><div><div>• Reach out to them directly to understand the reason for the rejection.</div></div><div>3. <b>Resolve the issue.</b></div><div><div>• Address the issue causing the rejection, such as clearing any outstanding bills, before submitting your switch request to UNI5G WOW Prepaid.</div></div><div><div>To re-submit your switch request :</div><div>1. Submit your switch request to UNI5G WOW Prepaid within 7 days from the rejection date. If you miss this deadline, your switch request will be automatically canceled.</div><div>2. Download the Unifi UniVerse app at <a href="http://i.unifi.my/mobileapp">http://i.unifi.my/mobileapp</a> or log in to your Unifi Mobile Self-Care Account on our website to re-submit your request: <a href="https://selfcare.unifi.com.my/login">https://selfcare.unifi.com.my/login</a></div></div></div>
3.	<p><b>I replied to the SMS on time but was still rejected.</b></p> <p><b>What do I do?</b></p>	<div><div>Re-submit the switch request. This time, make sure to follow the SMS instructions carefully based on the instructions provided. Here are some samples to guide you:</div><div><div><div><div>Celcom</div><div>RMO PORT OUT REQUEST. We received your request to leave Celcom. Reply PortOut NO 601XXXXXXX XX or confirm with PortOut YES 601XXXXXXX XX before yyyy-mm-dd hh:mm:ss.</div></div><div><div>Digi</div><div>We received your request to leave Digi. Reply PortOut NO 601XXXXXXX XX or confirm with PortOut YES 601XXXXXXX XX before yyyy-mm-dd hh:mm:ss.</div></div><div><div>Maxis</div><div>Please confirm your request to leave Maxis, reply PortOut Yes &lt;MSISDN&gt; or PortOut No &lt;MSISDN&gt; before HHMM, dd/mm</div></div><div><div>UMobile</div><div>Confirm leaving UMobile? Reply N or to confirm PortOut Yes &lt; MSISDN &gt; before dd/mm/yyyy hh:mm. Pls pay all Postpaid outstanding &amp; unbilled amt @MyUMobile app</div></div><div><div>YTL</div><div>YES4G: Please confirm your request to leave Yes. Reply 'YES' or 'NO' to 018xxxxxx before DD/MM/YYYY HH:MM. Thank you</div></div></div></div><div><div>For example, if you are switching from Celcom:</div><div><div>✓ Make sure you reply to the SMS with '<b>PortOut YES 601xxxxxxxxxx</b>'</div><div>✗ Do not reply with just '<b>YES</b>'</div></div></div></div>
4.	<p><b>What other factors might lead to my switch request being declined?</b></p>	<div><div>Several factors could cause your switch request to be rejected, including:</div><div><div>• <b>Outstanding Bills:</b> Ensure there are no unpaid bills with your current service provider.</div><div>• <b>Existing Contract:</b> Verify that you are not under an active contract with your current service provider.</div><div>• <b>Incorrect Identification Details:</b> Make sure your identification details match exactly (new MyKad, old MyKad, Police/Army I/D, Passport, Business Account, or Company Registration number).</div><div>• <b>SMS Response Issues:</b><div><div>➤ All mobile lines (principal and supplementary) must reply to the SMS.</div><div>➤ Ensure that each line replies "YES" to the SMS; any "NO" replies will cause rejection.</div></div></div><div>• <b>Simultaneous Switching:</b> Principal and supplementary lines must be switched together.</div><div>• <b>Active Mobile Lines:</b> All mobile lines involved in the switch must be active and in service.</div><div>• <b>Registration Details:</b> Ensure all mobile lines are registered under the principal account owner or company.</div></div></div>

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5.	Can I track my switching status?	Absolutely! You can easily track your switching status using : <ul style="list-style-type: none"> <li>Your Unifi Mobile's Self-Care Account on our website; or</li> <li>The Unifi UniVerse app.</li> </ul>
6.	How long does it take to switch to UNI5G WOW Prepaid?	<ul style="list-style-type: none"> <li>Once you submit your switch request, it may take up to 48 business hours (excluding national public holidays) for the process to complete.</li> <li>If you choose for SIM card delivery, the switch process begins after successful delivery.</li> <li>SIM card delivery: <ul style="list-style-type: none"> <li>Klang Valley - 1 to 3 business days</li> <li>West Malaysia - 3 business days</li> <li>East Malaysia - 5 business days</li> </ul> </li> </ul>
7.	Do I have to terminate my mobile service with my current service provider before switching to UNI5G WOW Prepaid?	<ul style="list-style-type: none"> <li>No, you don't need to cancel your current service with your existing provider. Doing so may result in losing your old number.</li> <li>Ensure your mobile line remains active to request a switch to UNI5G WOW Prepaid.</li> </ul>
8.	How do I port-in to UNI5G WOW Prepaid?	<p>1. You may request to port-in using any of our channels below:</p> <ul style="list-style-type: none"> <li>Unifi UniVerse app</li> <li>Unifi website, <a href="https://unifi.com.my/mobile">https://unifi.com.my/mobile</a></li> <li>Visit any TMpoint/Unifi Store outlets nationwide</li> <li>Go to any TM Authorized Dealers nationwide</li> <li>Visit any TM Resellers nationwide</li> </ul> <p>2. If you are already a Unifi Mobile subscriber, you may refer to the following steps:</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid #ccc; padding: 5px; width: 20%;"> <p><b>Download Unifi Mobile app</b></p> <ul style="list-style-type: none"> <li>Register and log in.</li> <li>Under menu, tap "Buy New SIM Card".</li> <li>Select "UNI5G WOW Prepaid Plans"</li> </ul> </div> <div style="font-size: 2em;">➡</div> <div style="border: 1px solid #ccc; padding: 5px; width: 20%;"> <p><b>Keep your existing number</b></p> <ul style="list-style-type: none"> <li>Fill in your personal details.</li> <li>Select "Keep My Number"</li> </ul> </div> <div style="font-size: 2em;">➡</div> <div style="border: 1px solid #ccc; padding: 5px; width: 20%;"> <p><b>Receive a new SIM card</b></p> <ul style="list-style-type: none"> <li>A new SIM card will be delivered to you in 5 working days.</li> <li>Or you can select self-pickup options.</li> <li>Use existing SIM until you receive an SMS to confirm the switch.</li> </ul> </div> <div style="font-size: 2em;">➡</div> <div style="border: 1px solid #ccc; padding: 5px; width: 20%;"> <p><b>Switch your SIM card</b></p> <ul style="list-style-type: none"> <li>Insert the new SIM card into your device.</li> <li>Enjoy your UNI5G WOW Prepaid experience!</li> </ul> </div> </div>
9.	<p>Are there any charges for switching to UNI5G WOW Prepaid?</p> <p>Can I request for SIM delivery?</p>	<p><u>For offline channels :</u></p> <ul style="list-style-type: none"> <li><b>TMpoint/Unifi Store or Unifi Mobile Dealer:</b> There is a standard SIM pack charge of <b>RM10</b>.</li> </ul> <p><u>For online channels :</u></p> <ul style="list-style-type: none"> <li><b>Free of Charge Offer:</b> Until 31 December 2024, you can port-in to UNI5G WOW Prepaid using our online channels <b>free of charge!</b></li> <li><b>Bonus for Successful Port-In:</b> You will receive 10GB of complimentary data with a 30-day validity and a free Unlimited 5G Larut Malam pass for 3 days.</li> </ul> <p>Yes, the new SIM card can be delivered to you. There will be a <b>delivery fee of RM10.60</b> charged (including SST) upon registration.</p> <p><u>IMPORTANT :</u></p> <p>For existing prepaid subscriber, any remaining credit in your existing prepaid mobile number will be forfeited by your existing mobile operator upon successful activation of your UNI5G WOW Prepaid.</p>

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10.	Is there any document needed during SIM collection if I choose the self-pickup option?	Yes, if you choose the self-pickup option, please remember to bring your original MyKad (I/C) and the order summary that was sent to your registered email. These are needed for verification purposes.
11.	Who can request to switch to UNI5G WOW Prepaid?	Both prepaid and postpaid subscribers can request to switch.
12.	Can I decide the date and time at which my number is switched?	<ul style="list-style-type: none"> <li>No, you can't. Once we receive your switch request, we will send it for processing automatically.</li> <li>You will be notified once the switch verification process is completed and when your new SIM card is activated.</li> </ul>
13.	Will there be any service disruption during the switching process?	<ul style="list-style-type: none"> <li>Your current service will remain uninterrupted until the switch process is successfully completed.</li> <li>Only after a successful switch, you will lose connection with your current service provider. At that point, you can insert your new SIM card and enjoy UNI5G WOW Prepaid service!</li> </ul>
14.	Am I allowed to submit the switch (port-in) request on behalf of the owner?	<ul style="list-style-type: none"> <li>For verification purposes, only the owner is allowed to apply for a switch request.</li> </ul>
15.	Where can I find more information on how to switch to UNI5G WOW Prepaid?	<ol style="list-style-type: none"> <li>You can browse our website at <a href="https://unifi.com.my/switch-to-unifi">https://unifi.com.my/switch-to-unifi</a></li> <li>For further assistance, feel free to reach out to our Care Crew.</li> </ol>