

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
PAKEJ PERANTI KELUARGA MALAYSIA - UNIFI MOBILE 99 PROMO WITH DEVICE**

NO.	QUESTION	ANSWER										
<b>RATE PLAN DETAILS</b>												
1.	<b>What is PAKEJ PERANTI KELUARGA MALAYSIA?</b>	<ul style="list-style-type: none"> <li>▪ <b>PAKEJ PERANTI KELUARGA MALAYSIA</b> is a limited-time offering initiated by the Malaysian Communications and Multimedia Commission (MCMC) and supported by TM through unifi and other telcos in Malaysia.</li> <li>▪ Under this initiative, unifi offers a special <b>unifi Mobile plan with device</b> to selected unifi Home Broadband customers at a discounted monthly commitment fee of RM79 per month with a 24 months contract.</li> </ul>										
2.	<b>How long is the promotion period?</b>	<ul style="list-style-type: none"> <li>▪ The promotion period runs <b>from 15<sup>th</sup> October 2021 until 15<sup>th</sup> Oct 2022.</b></li> </ul>										
3.	<b>What are the differences between this “PAKEJ PERANTI KELUARGA MALAYSIA” &amp; unifi Mobile 99 Promo with Device plan?</b>	<ul style="list-style-type: none"> <li>▪ PAKEJ PERANTI KELUARGA MALAYSIA allows customers to subscribe to TWO (2) lines per NRIC.</li> </ul>										
4.	<b>What makes PAKEJ PERANTI KELUARGA MALAYSIA special?</b>	<ul style="list-style-type: none"> <li>▪ You can subscribe to our PAKEJ PERANTI KELUARGA MALAYSIA for unlimited data, calls and texts at a <b>promotional price</b> of RM79/month (excluding 6% ST):</li> </ul> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="2" style="text-align: center;"><b>unifi Mobile 99 Promo with Device</b></th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><b>RM20 Discount on Monthly Commitment</b></td> <td style="text-align: center;">√</td> </tr> <tr> <td style="text-align: center;"><b>FREE Device</b></td> <td style="text-align: center;">√</td> </tr> <tr> <td style="text-align: center;"><b>FREE 1 Year Screen Protection (for the first year and for one-time claim)</b></td> <td style="text-align: center;">√</td> </tr> <tr> <td style="text-align: center;"><b>20GB LTE Monthly Hotspot</b></td> <td style="text-align: center;">√</td> </tr> </tbody> </table>	<b>unifi Mobile 99 Promo with Device</b>		<b>RM20 Discount on Monthly Commitment</b>	√	<b>FREE Device</b>	√	<b>FREE 1 Year Screen Protection (for the first year and for one-time claim)</b>	√	<b>20GB LTE Monthly Hotspot</b>	√
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REGISTRATION AND ELIGIBILITY		
5.	<b>Who are eligible for this PAKEJ PERANTI KELUARGA MALAYSIA?</b>	<ul style="list-style-type: none"> <li>▪ PAKEJ PERANTI KELUARGA MALAYSIA is offered to unifi Home Broadband customers.</li> <li>▪ To sign up for this package, you must fulfil the criteria specified below:               <ol style="list-style-type: none"> <li>1. 18 years old and above</li> <li>2. Not blacklisted by any mobile operator</li> <li>3. Subscribed to not more than five (5) lines with unifi Mobile Postpaid plans</li> </ol> </li> </ul>
6.	<b>Will I be charged with any upfront payment when I subscribe to this PAKEJ PERANTI KELUARGA MALAYSIA?</b>	<ul style="list-style-type: none"> <li>▪ Please note that you will need to pay a RM300 Device Upfront Payment that will be credited and off set against your monthly bill until the amount is depleted.</li> <li>▪ However, you will enjoy exclusion on the upfront payment if your Home Broadband account: -               <ol style="list-style-type: none"> <li>1. Length of stay is more than SIX (6) months</li> <li>2. No outstanding bill</li> <li>3. Account remains active for the past three (3) months</li> </ol> </li> </ul>
7.	<b>I am a foreigner. Can I subscribe to this PAKEJ PERANTI KELUARGA MALAYSIA?</b>	<ul style="list-style-type: none"> <li>▪ Yes, however a deposit of RM300 is applicable for non-Malaysians.</li> </ul>
8.	<b>I am a foreigner, how would I receive my deposit upon termination?</b>	<ul style="list-style-type: none"> <li>▪ Non-Malaysians are required to pay a deposit of RM300 per line activation.</li> <li>▪ The amount will be refunded within three (3) months or 90 days upon line termination into your preferred bank.</li> <li>▪ You may provide your banking details via our support channels or at any TMpoint outlet nationwide upon successful termination.</li> </ul>
9.	<b>Will there be a limit to the maximum number of lines I can subscribe with this PAKEJ PERANTI KELUARGA MALAYSIA?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you are entitled to subscribe to TWO (2) line per NRIC or passport for this package.</li> </ul>
10.	<b>My contract with unifi Home Broadband is still active. Can I sign up this PAKEJ PERANTI KELUARGA MALAYSIA?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you are allowed to sign up to PAKEJ PERANTI KELUARGA MALAYSIA as long as you fulfil the eligibility criteria.</li> <li>▪ New contract of this PAKEJ PERANTI KELUARGA MALAYSIA will not affect the current contract of your unifi Home Broadband.</li> </ul>

11.	<b>Am I allowed to register to this PAKEJ PERANTI KELUARGA MALAYSIA for my family or friends?</b>	<ul style="list-style-type: none"> <li>▪ This package is applicable for the registered owner of unifi Home Broadband only.</li> <li>▪ Third party registration is not allowed.</li> </ul>
12.	<b>I'm an existing unifi Mobile postpaid plan subscriber. Do I get to enjoy PAKEJ PERANTI KELUARGA MALAYSIA?</b>	<ul style="list-style-type: none"> <li>▪ Only unifi Home Broadband customers are entitled to subscribe to our PAKEJ PERANTI KELUARGA MALAYSIA.</li> </ul>
13.	<b>I'm an existing #Bebas prepaid plan subscriber. Do I get to enjoy PAKEJ PERANTI KELUARGA MALAYSIA?</b>	<ul style="list-style-type: none"> <li>▪ Only unifi Home Broadband customers are entitled to subscribe to our PAKEJ PERANTI KELUARGA MALAYSIA.</li> </ul>
14.	<b>I am currently with another mobile service provider. Can I port in by retaining my existing mobile number or change of plan to PAKEJ PERANTI KELUARGA MALAYSIA?</b>	<ul style="list-style-type: none"> <li>▪ Thank you for your interest. At the moment, the offer is available to unifi Home Broadband customers with unifi Mobile plans only.</li> <li>▪ We are only allowed for new registration via the below channels: <ul style="list-style-type: none"> <li>a) via online – please fill in the online registration form available at <a href="https://unifi.com.my/UYWcampaignCLM?slofCode=CLMP03">https://unifi.com.my/UYWcampaignCLM?slofCode=CLMP03</a>. Our agents will be contacting you for confirmation and they will assist you with the onward process.</li> <li>b) Any 'TMPPoint outlets nationwide.</li> </ul> </li> <li>▪ Change of plan and Mobile Number Portability (MNP) will be made available from 5<sup>th</sup> Dec 2021 onwards.</li> </ul>
<b>DEVICE AND DELIVERY</b>		
15.	<b>What are the devices offered under this campaign?</b>	<ul style="list-style-type: none"> <li>▪ Currently, we are offering our customers with Vivo Y12s smartphone under this campaign.</li> </ul>
16.	<b>How will I receive the device?</b>	<ul style="list-style-type: none"> <li>▪ Your SIM card and device will be delivered to your delivery address upon successful sign-up.</li> </ul>
17.	<b>Can I request for the device to be delivered to other than my billing address?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you can put a request for the device to be sent to your preferred mailing address (other than the billing address).</li> </ul>

18.	<b>Do you offer nationwide delivery service?</b>	<ul style="list-style-type: none"> <li>▪ Yes, the delivery service is available nationwide. Please expect the device to reach you within seven (7) working days.</li> </ul>
19.	<b>Will there be any additional fees for the delivery service?</b>	<ul style="list-style-type: none"> <li>▪ There is no additional charges for the delivery of the device.</li> </ul>
20.	<b>How do I check the device delivery status?</b>	<ul style="list-style-type: none"> <li>▪ You may track the device delivery status via live chat with our agents.</li> </ul>
21.	<b>Can I assign someone else to receive the order on my behalf?</b>	<ul style="list-style-type: none"> <li>▪ The order will be delivered by our courier partner to the recipient and address as indicated in the customer order confirmation.</li> <li>▪ Upon delivery, you will need to present your NRIC (Original Document) for identity verification purposes, failing which you may not be allowed to collect the product.</li> <li>▪ <a href="#">Third-party collection</a> is strictly not allowed.</li> </ul>
<b>DEVICE REPLACEMENT AND SCREEN PROTECTION</b>		
22.	<b>What if I received a defective device along with the delivery process? Will I get a replacement for it?</b>	<ul style="list-style-type: none"> <li>▪ In the event that you have received a defective device, please lodge a report to us within 24 hours upon receiving it.</li> <li>▪ You will get a one-to-one replacement for defective device.</li> <li>▪ If the report is made after 24 hours; the case will fall under warranty process and will be based on reported defect after assessment by device manufacturer.</li> </ul>
23.	<b>What happens if I receive the wrong device model?</b>	<ul style="list-style-type: none"> <li>▪ In the event that you have received a wrong device model, please lodge a report to us within 24 hours upon receiving it.</li> <li>▪ You will get a one-to-one replacement for the wrong device model.</li> </ul>

24.	<b>Where should I make the report for defective device?</b>	<ul style="list-style-type: none"> <li>▪ We strongly advise to inspect the device upon receiving it as defects on device need to be identified and reported within 24 hours.</li> <li>▪ If the device is found defective, please lodge a report to us via Live Chat at <a href="https://unifi.com.my">unifi.com.my</a> or <a href="mailto:mobilecare@unifi">mobilecare@unifi</a> app for tracking purposes.</li> <li>▪ We will arrange for collection of the device and replace it with a new device.</li> <li>▪ For reports on defective device after 24 hours, please refer to the device manufacturers directly.</li> </ul>
25.	<b>How long does it take for a device replacement?</b>	<ul style="list-style-type: none"> <li>▪ Please allow up to seven (7) working days for us to arrange for a replacement. This is subject to stock availability and location.</li> </ul>
26.	<b>Is there any additional charges for replacement of defective device reported within 24 hours?</b>	<ul style="list-style-type: none"> <li>▪ There is no additional charges for defective device reported within 24 hours.</li> </ul>
27.	<b>What is the total coverage for screen protection offered with this plan?</b>	<ul style="list-style-type: none"> <li>▪ You will enjoy free one-time screen replacement during the coverage period for 12 months.</li> </ul>
28.	<b>How do I file a claim for screen protection?</b>	<ul style="list-style-type: none"> <li>▪ You may file your claim by calling our partner; Bolttech support at 03-92124314 from Monday to Sunday (including Public Holiday, 9am – 6pm) or email them at <a href="mailto:servicerequest@bolttech.my">servicerequest@bolttech.my</a>.</li> </ul>
29.	<b>Do I need to submit the proof of purchase when filing the claim?</b>	<ul style="list-style-type: none"> <li>▪ No supporting documents will be required.</li> <li>▪ Please ensure that you provide sufficient information as requested during claim process.</li> <li>▪ Only the registered owner of the unifi Mobile line can file the claim.</li> </ul>
30.	<b>Do I need to pay additional fee for the screen replacement?</b>	<ul style="list-style-type: none"> <li>▪ You are entitled to enjoy free one-time screen replacement during the coverage period for 12 months.</li> </ul>

31.	<b>How long is the process for screen replacement?</b>	<ul style="list-style-type: none"> <li>▪ This is subject to your current location:               <ol style="list-style-type: none"> <li>1. For Klang Valley or Metro Cities (Penang &amp; JB), please allow six (6) to 24 hours.</li> <li>2. For other areas, please allow 24 hours to a maximum of three (3) days depending on the parts availability and logistics (especially Sabah &amp; Sarawak).</li> </ol> </li> </ul>
32.	<b>Do I need to return the device after my contract ends?</b>	<ul style="list-style-type: none"> <li>▪ You can keep the device after your contract ends.</li> </ul>
<b>PENALTY</b>		
33.	<b>How much is the penalty amount if I breach or terminate the plan within the contract period?</b>	<ul style="list-style-type: none"> <li>▪ If you terminate your line during your contract period, you will be charged with early termination fees based on the remaining months of the contract.</li> <li>▪ Example as below:  <b><i>Plan Monthly Commitment X Balance Contract Period</i></b>            → <b><i>RM79 X 12 months = RM948</i></b> </li> </ul>
34.	<b>Under what circumstances that I will be charged with the penalty?</b>	<ul style="list-style-type: none"> <li>▪ You will be charged with the penalty in the event of:               <ol style="list-style-type: none"> <li>1. Termination of line</li> <li>2. Termination of contract due to:                   <ol style="list-style-type: none"> <li>a. Change of Plan</li> <li>b. Change of Ownership</li> </ol> </li> <li>3. Port out</li> <li>4. Fraud</li> </ol> </li> </ul>
35.	<b>Who should I contact if I need any assistance or enquiries?</b>	<ul style="list-style-type: none"> <li>▪ You can contact us via the channels below:               <ul style="list-style-type: none"> <li>➤ Live Chat with us at <a href="http://www.unifi.com.my/chat">www.unifi.com.my/chat</a></li> <li>➤ mobile@unifi app</li> <li>➤ Facebook at <a href="https://www.facebook.com/weareunifi/">https://www.facebook.com/weareunifi/</a></li> <li>➤ Twitter at @helpmeunifi</li> </ul> </li> <li>▪ Should you require a face-to-face interaction, you may visit us at any of the TMpoint outlets nationwide.</li> </ul>