

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNIFI MOBILE 99 AT RM59
WITH
12 MONTHS CONTRACT CAMPAIGN**

NO	QUESTION	ANSWER
unifi MOBILE 99 AT RM59 WITH 12 MONTHS CONTRACT CAMPAIGN		
1.	Can you tell me more about this exclusive offer?	<ul style="list-style-type: none"> We are bringing back the limited time promo for the subscription of our unifi Mobile 99 postpaid plan. Everyone now can subscribe to unifi Mobile 99 with unlimited data, calls and texts at the special price of RM59 per month with 12 months contract (excluding 6% ST).
2.	Who is eligible to subscribe to the unifi Mobile 99 at this special price?	<ul style="list-style-type: none"> This promotion is open to all new unifi Mobile subscribers. We welcome Malaysians or Non-Malaysians aged 18 years and above to subscribe to our unifi Mobile 99 at this special price.
3.	When is the campaign period?	<ul style="list-style-type: none"> The campaign will run for a very limited time only. So hurry, subscribe to the plan now!
4.	I am interested. How do I subscribe to the plan?	<ul style="list-style-type: none"> You can subscribe to this offer via our touchpoints below: <ul style="list-style-type: none"> unifi.com.my myunifi app TMpoint outlets TM resellers TM Authorised Dealers (TAD) <p>Note: Order cancellation is not allowed once order is submitted.</p>
5.	Can I cancel my order?	<ul style="list-style-type: none"> We're sorry, order cancellation is not allowed once you have submitted your order.
6.	Will there be a limit to the maximum of lines I can subscribe to?	<ul style="list-style-type: none"> Yes, you are entitled to sign up to a maximum of five (5) lines per IC.
7.	Can I transfer my existing number (port in) to this plan?	<ul style="list-style-type: none"> Yes. You can port in and subscribe to unifi Mobile 99 at the price of RM59, provided you do not have any outstanding balance, blacklisted or under contract with your current mobile service provider.

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		<ul style="list-style-type: none"> You may request to port in via https://unifi.com.my/switch-to-unifi, over-the-counter at any TMpoint outlets nationwide, TM Authorised Dealer (TAD) and TM Resellers nationwide.
8.	How long does it take to process my port in?	<ul style="list-style-type: none"> 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.
9.	Will I be charged with any upfront payment when I subscribe to the plan?	<ul style="list-style-type: none"> For customers who subscribe to a new number via unifi.com.my, TM Resellers, TM Authorised Dealers and any TMpoint outlet nationwide, you will be charged with an upfront payment of RM100. For a limited time only, we're waiving the upfront payment of RM100 for all Mobile Number Portability (MNP) customers.
10.	Will I be tied to any contract when I sign up to the plan?	<ul style="list-style-type: none"> Yes, you will be tied to a 12 months contract when you sign up to the plan under this campaign.
11.	What will happen if I terminate my line within the contract period?	<ul style="list-style-type: none"> 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.
12.	Can I still enjoy unifi Mobile 99 at RM59 after my contract period ended?	<ul style="list-style-type: none"> Yes, after the 12 months contract period, you will still enjoy unlimited data, calls and texts at RM59 per month (excluding 6% ST).
13.	I am currently subscribing to unifi Mobile 99, can I change my existing plan in order to enjoy the special price?	<ul style="list-style-type: none"> Yes, change of plan is allowed during campaign period, provided you do not have any contract plan tied to it.

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14.	This is interesting! Where can I learn more on the plan?	<ul style="list-style-type: none">▪ Easy, feel free to reach us via our digital channels such as:<ul style="list-style-type: none">▪ LiveChat via 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.