

FREQUENTLY ASKED QUESTIONS (FAQ) FOR unifi MOBILE FAMILY PACK

NO	QUESTION	ANSWER
QUESTIONS ON unifi MOBILE FAMILY PACK (for family members of unifi Home Broadband customers)		
1.	Can you tell me more about unifi Mobile Family Pack?	<ul style="list-style-type: none"> ▪ For limited time only, your immediate family members can also enjoy our most popular unlimited plan at RM59/month while registering under their own name. ▪ The plan comes with unlimited data, calls and texts (SMS) with additional 10GB LTE hotspot data every month. ▪ Just bring your latest and active unifi Home Broadband bill during the registration of this plan at your nearest TMpoint outlet, TM Authorised Dealers or TM resellers to enjoy this offer.
2.	What is the difference between the unifi Mobile 99 plan and this unifi Mobile Family Pack?	<ul style="list-style-type: none"> ▪ The current unifi Mobile 99 at RM59/month is only available exclusively for existing unifi Home Broadband customers. Customers are to register using the same ID number (NRIC, Old IC, Army, Police, Passport) of both unifi Home Broadband and unifi Mobile account. ▪ Meanwhile, unifi Mobile 99 Family Pack allows your immediate family members to also enjoy the plan at RM59/month while registering under their own name. ▪ The best part is, each unifi Mobile Family Pack is independent from the unifi Mobile 99 plan.
3.	What is the criteria of applying to unifi Mobile Family Pack?	<ul style="list-style-type: none"> ▪ You are required to bring your latest and active unifi Home Broadband bill during the registration to enjoy this offer. ▪ Your unifi Home Broadband account must be active at the point of registration.
4.	How many lines can my family members register?	<ul style="list-style-type: none"> ▪ This offer is limited to 10 mobile lines per one (1) unifi Home Broadband Account.
5.	Is there any contract tied to this plan?	<ul style="list-style-type: none"> ▪ There is no contract tied to this plan.
6.	Will my family members receive separate bills?	<ul style="list-style-type: none"> ▪ Yes, each unifi Mobile Family Pack will receive its own separate bill to the respective account owner.

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7.	<p>How does my bill will look like for my unifi Mobile Family Pack?</p>	<ul style="list-style-type: none"> ▪ It will be reflected as “unifi Mobile Family Pack” in your unifi Mobile bill.
8.	<p>I’m an existing unifi Mobile subscriber.</p> <p>Can I change my current plan to unifi Mobile Family Pack?</p>	<ul style="list-style-type: none"> ▪ This offer is only applicable for NEW registrations and the following existing unifi Mobile plans: <ul style="list-style-type: none"> ▪ BEBAS prepaid ▪ unifi Mobile 19 ▪ unifi Mobile 29 ▪ unifi Mobile 39 ▪ You may request for Change of Plan to unifi Mobile Family Pack by producing your latest and active unifi Home Broadband bill at any TMpoint outlets nationwide.
9.	<p>I’m currently subscribing to Jasa Pack at RM59 under my name.</p> <p>Can I subscribe to additional lines under unifi Mobile Family Pack?</p>	<ul style="list-style-type: none"> ▪ We are sorry, the Jasa Pack offer is limited to only one (1) line per ID number (NRIC, Old IC, Army, Police, Passport).
10.	<p>Where can I subscribe to this plan?</p>	<ul style="list-style-type: none"> ▪ Please bring along your printed latest and active unifi Home Broadband bill to any of our touchpoints below: <ul style="list-style-type: none"> ▪ TMpoint ▪ TM Resellers ▪ TM Authorised Dealers (TAD)
11.	<p>Can I cancel my order?</p>	<ul style="list-style-type: none"> ▪ We’re sorry, order cancellation is not allowed once you have submitted your order.