

## FREQUENTLY ASKED QUESTIONS (FAQ) FOR unifi MOBILE 99

NO	QUESTION	ANSWER
QUESTIONS ON unifi MOBILE 99		
GETTING TO KNOW		
1.	<b>Is there any latest offering from unifi for mobile segment?</b>	<ul style="list-style-type: none"> <li>▪ Yes! We are opening up our most popular unlimited plan unifi Mobile 99 to ALL.</li> <li>▪ If you are new to unifi, you can get your hands on our unifi Mobile 99 for unlimited data, calls and texts (SMS) at RM79/month (excluding 6% ST).</li> <li>▪ If you are an existing unifi Home customer, you can enjoy this unlimited plan at RM59/month (excluding 6% ST).</li> </ul> <p>Note: 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.</p>
2.	<b>Who is eligible to subscribe to unifi Mobile 99?</b>	<ul style="list-style-type: none"> <li>▪ All of you! We welcome everyone; Malaysian or Non-Malaysian aged 18 years and above to subscribe to our unlimited plan unifi Mobile 99.</li> </ul>
3.	<b>I am interested. How do I subscribe to the plans?</b>	<ul style="list-style-type: none"> <li>▪ You can subscribe to the plans via our touchpoints below: <ul style="list-style-type: none"> <li>▪ website at <a href="https://unifi.com.my">unifi.com.my</a></li> <li>▪ myunifi app</li> <li>▪ TMpoint outlets</li> <li>▪ TM resellers</li> <li>▪ TM Authorised Dealers</li> </ul> </li> </ul>
4.	<b>Can I cancel my order?</b>	<ul style="list-style-type: none"> <li>▪ We're sorry, order cancellation is not allowed once you have submitted your order.</li> </ul>
5.	<b>Will there be a limit to the maximum of lines I can subscribe to?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you are entitled to sign up to a maximum of five (5) lines per IC.</li> </ul>
6.	<b>Can I port in to unifi Mobile 99?</b>	<ul style="list-style-type: none"> <li>▪ Yes. You can port in and subscribe to unifi Mobile 99 provided you do not have any outstanding balance, blacklisted, or under contract with your current mobile service provider. You may request to port in at <a href="https://unifi.com.my/switch-to-unifi">https://unifi.com.my/switch-to-unifi</a> or over-the-counter at any TMpoint nationwide.</li> <li>▪ For a limited time only, we're waiving the upfront payment of RM100 for all Mobile Number Portability (MNP) customers.</li> </ul>

NO	QUESTION	ANSWER
7.	<b>How long does it take to process my port in?</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>
<b>THE PLAN</b>		
8.	<b>Can you tell me more about the plan?</b>	<ul style="list-style-type: none"> <li>unifi Mobile 99 promises unlimited calls, data and texts (SMS) at only RM79 / month.</li> <li>The plan includes:               <ol style="list-style-type: none"> <li>Unlimited domestic mobile data</li> <li>Unlimited domestic calls</li> <li>Unlimited sending of domestic text (SMS)</li> </ol> </li> </ul>
9.	<b>What type of calls and texts (SMS) are included in the unifi Mobile 99?</b>	<ul style="list-style-type: none"> <li>All domestic calls &amp; texts (SMS) to our mobile plan and other mobile operators</li> <li>All domestic calls to national fixed line numbers</li> </ul>
10.	<b>What type of calls and texts (SMSes) are excluded in the unifi Mobile 99?</b>	<ul style="list-style-type: none"> <li>Additional charges are applicable to these calls and texts (SMSes):               <ol style="list-style-type: none"> <li>Calls to 1300 / 1700 / 1600 / 1MOCC numbers</li> <li>080 - Prefix number for border calls to Brunei</li> <li>Calls to Special Number</li> <li>International Calls (IDD) and texts (SMS) from Malaysia</li> <li>Voice calls &amp; texts (SMS) roaming outside Malaysia</li> </ol> </li> </ul>
11.	<b>Do I need to request for a specific SIM card size (e.g. micro SIM or nano SIM) prior to making payment?</b>	<ul style="list-style-type: none"> <li>Don't worry. All our SIM card comes in three (3) built-in sizes (mini/ standard, micro, and nano) that would fit in any phone models.</li> </ul>
12.	<b>I can't use my SIM card. What do I need to do?</b>	<ul style="list-style-type: none"> <li>We are already working with various phone manufacturers to support automatic configuration setting when you insert your mobile SIM. You will receive a notification within a few minutes upon insertion of the mobile SIM into your phone.</li> <li>This notification is to set the Access Point Name (APN) to 'unifi' on your phone configuration: If you have not received the notification, you can manually set the APN to 'unifi' on your phone. Simply go to "Setting &gt; More/Mobile &gt; Access Point Name".</li> </ul>

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13.	What will happen if I don't change the APN to 'unifi'?	<ul style="list-style-type: none"> <li>You may not be able to use the service. Hence, we would encourage you to change the setting immediately.</li> <li><b>Important:</b> Customers travelling overseas are required to update their APN to 'unifi' to be able to connect to Data Service while roaming.</li> </ul>						
DATA								
14.	What is inclusive of my domestic mobile data?	<ul style="list-style-type: none"> <li>You will get to enjoy unlimited mobile data, provided it is used with a smartphone that supports LTE Band 5 services.</li> </ul>						
15.	Can I use my phone as a ?	<ul style="list-style-type: none"> <li>Yes, you can. This plan comes with 10GB LTE hotspot and you may purchase an additional 2-hour hotspot at RM6 (exclusive of 6% ST), 500MB hotspot at RM8 (exclusive of 6% ST) or 1GB hotspot at RM15 (exclusive of 6% ST) when you are in our LTE network coverage areas.</li> <li>This pass is activated immediately upon purchase.</li> <li><i>*Price shown is excluding 6% ST</i></li> </ul>						
16.	How many devices can I connect using the hotspot pass?	<ul style="list-style-type: none"> <li>There is no limitation on the number of devices for you to use your hotspot. However, for best unifi Mobile experience, we strongly recommend you to use up to a maximum of five (5) devices.</li> </ul>						
VOICE								
17.	What voice features are included in my unifi Mobile 99?	<ul style="list-style-type: none"> <li>The unifi Mobile 99 comes with the following voice features:               <ol style="list-style-type: none"> <li>Call Hold</li> <li>Call Waiting</li> <li>Missed Call Notification</li> </ol> </li> </ul>						
18.	What voice features are not supported on my unifi Mobile 99?	<ul style="list-style-type: none"> <li>The unifi Mobile 99 does not include the following voice features:               <ol style="list-style-type: none"> <li>Voicemail</li> <li>Call Forwarding</li> <li>Multi-party call</li> <li>Enabling Private Number Display on your outgoing calls</li> </ol> </li> </ul>						
19.	What are the call charges for special numbers?	<ul style="list-style-type: none"> <li>There will be some charges applicable for special numbers. You may view the charges below:</li> </ul> <table> <tr> <th>NUMBER</th><th>SERVICE DESCRIPTION</th><th>CHARGES (EXCLUDING 6% ST)</th></tr> <tr> <td>12273</td><td>mobile Careline 1CARE</td><td>FREE</td></tr> </table>	NUMBER	SERVICE DESCRIPTION	CHARGES (EXCLUDING 6% ST)	12273	mobile Careline 1CARE	FREE
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TEXT (SMS)																																						
20.	What are the texts (SMS) features included in my unifi Mobile 99?	<ul style="list-style-type: none"><li>You can do all these:<ol style="list-style-type: none"><li>Send text (SMS) to domestic mobile numbers / short code</li><li>Receive bank TACs (Transactional Authorisation code)</li><li>OTT text (SMS) (e.g. WhatsApp)</li><li>Emergency text (SMS) services</li></ol></li></ul>																																				
21.	What are the texts (SMS) features not supported in unifi Mobile 99?	<ul style="list-style-type: none"><li>We do not support the Multimedia Messaging Service (MMS).</li></ul>																																				
UPFRONT PAYMENT, DEPOSIT AND CREDIT LIMIT POLICY																																						
22.	What is an upfront payment?	<ul style="list-style-type: none"><li>You will need to pay an upfront fee of RM100 when you subscribe to unifi Mobile 99 with a new number. The fee will be offset in your first bill.</li><li>For a limited time only, we're waiving the upfront payment for all Mobile Number Portability (MNP) customers.</li></ul>																																				
23.	How do I activate the International Roaming (IR) service? Will I get	<ul style="list-style-type: none"><li>You may activate the IR service via myunifi app or walk in to any TMpoint outlets nationwide. A deposit of RM300 is required for activation. The deposit will be refunded to you upon termination, provided there is no outstanding balance in your account.</li></ul>																																				

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	my refund upon termination?	
24.	<b>I am a non-Malaysian, 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. Your refund will be transferred into your preferred bank account within three (3) months / 90 days upon termination.</li> <li>▪ Kindly provide us with your banking details via our support channels or at any TMpoint outlet nationwide during termination request. We will not be able to process refund request without the completed banking details.</li> <li>▪ Refund can only be done under the same account owner, third party transfer request will not be entertained (same ID used for unifi Mobile account and bank account owner).</li> </ul> <p>Note: Direct bank transfer request can only be done to locally registered banks.</p>
25.	<b>What is the credit limit per line?</b>	<ul style="list-style-type: none"> <li>▪ The default credit limit per line is RM500.</li> </ul>
26.	<b>Can I increase and decrease my credit limit?</b>	<ul style="list-style-type: none"> <li>▪ Yes. You can manage your credit limit via unifi Self Care portal at <a href="https://unifi.com.my">https://unifi.com.my</a>, myunifi app or simply walk in to any TMpoint nationwide.</li> </ul>
27.	<b>Will I be notified if my outstanding balance exceeded the credit limit?</b>	<ul style="list-style-type: none"> <li>▪ Yes. You will be notified when your account reaches 80% and 100% of credit limit utilisation via text (SMS) and your registered email.</li> </ul>
28.	<b>What if my outstanding balance exceeded the credit limit?</b>	<ul style="list-style-type: none"> <li>▪ If your outstanding balance exceeded the credit limit, you will not be able to use our service.</li> </ul>
29.	<b>How much do I need to pay to restore my services if it is barred due to exceeding the credit limit?</b>	<ul style="list-style-type: none"> <li>▪ You will have to pay a minimum of 75% of your unbilled and / or billed amount to reactivate your mobile services.</li> </ul>

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30.	<b>How do I cancel my subscription?</b>	<ul style="list-style-type: none"> <li>You can cancel your subscription via Live Chat at myunifi app or unifi Self Care portal, or walk-in to the nearest TMpoint outlet, prior to clearing all your outstanding balance.</li> <li>Kindly provide us with your banking details via our support channels or at any TMpoint outlet nationwide during termination request. We will not be able to process refund request without the completed banking details.</li> </ul>
31.	<b>Will I be refunded if there is an extra payment in my account?</b>	<ul style="list-style-type: none"> <li>Yes. We will refund you of any extras if your account balance is more than RM10.</li> <li>Your refund will be transferred into your preferred bank account within three (3) months / 90 days upon termination.</li> <li>Refund can only be done under the same account owner, third party transfer request will not be entertained (same ID used for unifi Mobile account and bank account owner).</li> </ul> <p>Note: Direct bank transfer request can only be done to locally registered banks.</p>
<b>iMESSAGE &amp; FACETIME</b>		
32.	<b>How do I activate iMessage and Facetime via unifi Mobile 99 plan?</b>	<ul style="list-style-type: none"> <li>Insert your unifi Mobile 99 SIM and configure your iPhone settings:               <ol style="list-style-type: none"> <li>Go to "Settings".</li> <li>Select "Message" or "Facetime".</li> <li>Enable "iMessage" or "Facetime" toggle function</li> <li>Click "OK" on the message prompt.</li> </ol> </li> <li>It is highly recommended that you activate the iMessage and Facetime services by using your Apple ID.</li> </ul>
33.	<b>Will I be charged for my iMessage and FaceTime activation?</b>	<ul style="list-style-type: none"> <li>unifi Mobile 99 now supports the iMessage and FaceTime services for Apple's iOS users.</li> <li>You will be charged RM0.50 (exclusive of 6% ST) for each text (SMS) activation attempt triggered by iMessage or FaceTime via your Apple device using your mobile number. Hence, it is highly recommended that you activate iMessage and Facetime services by using your Apple ID</li> <li>The charges will be applicable under these scenarios as well:               <ul style="list-style-type: none"> <li>Each time you re-insert your unifi Mobile 99 SIM card</li> <li>Each time you update your iOS software</li> </ul> </li> <li>However, there will be no charges for successful activation of iMessage or FaceTime via your Apple device using your Apple ID.</li> </ul>

NO	QUESTION	ANSWER
34.	<b>I have successfully activated my iMessage or FaceTime service. Will I be charged for every messages, voice/video call sent/made?</b>	<ul style="list-style-type: none"> <li>▪ Don't worry, you will not be charged for the use of iMessage or FaceTime service such as sending messages, or making voice/video call to anyone.</li> <li>▪ You will only be charged RM0.50 (excluding 6% ST) for each text (SMS) activation attempt triggered by iMessage or FaceTime via your Apple device using your mobile number.</li> <li>▪ Once you have activated the service, you can use it for FREE!</li> </ul>
35.	<b>Help me! I can't activate my iMessage and FaceTime. The function keeps disabling itself automatically.</b>	<ul style="list-style-type: none"> <li>▪ If you face this kind of situation, you may visit Apple Inc.'s official site for guidelines on error activation of iMessage and FaceTime service.</li> <li>▪ You may visit the support site <a href="#">HERE</a>.</li> </ul>
36.	<b>My attempts to activate my iMessage and FaceTime services still failed after several attempts. Will I be charged for the multiple erroneous attempts?</b>	<ul style="list-style-type: none"> <li>▪ Unfortunately, you will be charged for each text (SMS) activation attempt triggered by iMessage or FaceTime.</li> <li>▪ To avoid you from bill shock at the end of the bill cycle, our system will monitor the activation attempts triggered by your device and cap it at a maximum of 5 times per month.</li> </ul>
37.	<b>What happens if I still fail to activate my iMessage and FaceTime services but I am being charged anyways?</b>	<ul style="list-style-type: none"> <li>▪ We apologise for the inconvenience. If you're experiencing this, Live Chat with us via myunifi app or unifi Self Care portal, Facebook at <a href="https://facebook.com/unifimobile/">facebook.com/unifimobile/</a> or Twitter at <a href="https://twitter.com/helpmeunifi">@helpmeunifi</a>.</li> <li>▪ We will assist to review your case and waive the charges from your bill.</li> </ul>
38.	<b>How will the charges appear in my unifi Mobile 99 bill?</b>	<ul style="list-style-type: none"> <li>▪ You will see an itemised charges tagged as 'Apple Services' in your unifi Mobile 99 monthly bill statement.</li> </ul>
<b>ACCEPTABLE USE POLICY</b>		
39.	<b>Can I use my service to download</b>	<ul style="list-style-type: none"> <li>▪ Yes. You can use our mobile services for peer-to-peer downloads at 64kbps speed.</li> </ul>

NO	QUESTION	ANSWER
	peer-to-peer content (e.g. torrent files)?	
40.	Am I allowed to use the unlimited voice minutes to make calls for any commercial purpose? (e.g. by contact centres)?	<ul style="list-style-type: none"> <li>Unfortunately, no. You are ONLY allowed to make calls for personal purposes within the set acceptable user policy.</li> </ul>
41.	Can I perform bulk text (SMS) or text (SMS) blasting using the mobile plan?	<ul style="list-style-type: none"> <li>Unfortunately, no. You are ONLY allowed to send text (SMS) messages for personal purposes within the set acceptable user policy.</li> </ul>
42.	Am I allowed to use the plan on a smartphone that doesn't support Band 5 services?	<ul style="list-style-type: none"> <li>Yes, you are. However, we highly encourage you to use a smartphone that supports Band 5 services to fully experience our unifi LTE service. You may refer to <a href="https://unifi.com.my/mobile/postpaid/phone-compatibility.html">https://unifi.com.my/mobile/postpaid/phone-compatibility.html</a> to check if your device is supported by unifi LTE network.</li> <li>If you're not using the smartphone as listed above, your line may be suspended upon making calls in excess of 2000 minutes and/or 5GB Data. This is covered under our Acceptable Use Policy as stated in our service Terms and Conditions (T&amp;C).</li> </ul>
INTERNATIONAL DIRECT DIAL (IDD) SERVICE		
43.	What is IDD?	<ul style="list-style-type: none"> <li>International Direct Dial or IDD allows you to make calls or send texts (SMSes) to overseas numbers from your number in Malaysia.</li> </ul>
44.	How do I activate the IDD service? Is there any deposit required?	<ul style="list-style-type: none"> <li>The IDD service is enabled by default with no deposit required.</li> </ul>
45.	How do I make an international call?	<ul style="list-style-type: none"> <li>To make an international call, dial 00, followed by the country code you are calling, the area or city code, and the phone number. For example, if you're contacting someone in Brazil, (country code 55), in the city of Rio de Janeiro (city code 21), dial 00 - 55 - 21 - XXXX-XXXX. For your convenience, you can also replace 00 with "+" e.g. +55 21 XXX-XXXX.</li> </ul>



NO	QUESTION	ANSWER
46.	<b>What is the rate for IDD?</b>	<ul style="list-style-type: none"> <li>Please refer to our IDD rates <a href="#">HERE</a>.</li> </ul>
<b>INTERNATIONAL ROAMING – MOBILE INTERNET (DATA ROAM PASS &amp; TOP-UP DATA ROAM 100MB PASS)</b>		
47.	<b>What is International Roaming?</b>	<ul style="list-style-type: none"> <li>International roaming allows you to make / receive calls, send messages, access email and mobile Internet in over 180 countries across the world.</li> </ul>
48.	<b>How do I prevent myself from unknown charges when I'm roaming?</b>	<ul style="list-style-type: none"> <li>You are recommended to switch off the "Data Roaming" feature in your smart phone setting before you reach your destination overseas.</li> </ul>
49.	<b>Can I use data roaming services when travelling overseas?</b>	<ul style="list-style-type: none"> <li>Yes, but you will need to activate the International Roaming services prior to travelling.</li> </ul>
50.	<b>How do I activate the International Roaming (IR) service? Will I get my refund upon termination?</b>	<ul style="list-style-type: none"> <li>You may activate the IR service via Add-On on your myunifi app or walk-in to any TMpoint outlets nationwide. A deposit of RM300 will be charged and it will be refunded to you upon termination, subject to any outstanding balance in your account.</li> </ul>
51.	<b>What does the Data Roam Pass offer?</b>	<ul style="list-style-type: none"> <li>The pass gives you mobile Internet browsing when you are travelling overseas. It is enabled until 12 midnight of the city you are in for only RM38 (exclusive of 6% ST) a day.</li> </ul>
52.	<b>How do I subscribe to the Data Roam Pass?</b>	<ul style="list-style-type: none"> <li>You can automatically enjoy Data Roam Pass RM38 (exclusive of 6 % ST) upon data usage more than 1MB worldwide and be sure to roam on our preferred network to enjoy this feature.</li> </ul>
53.	<b>What is the validity of the Data Roam Pass?</b>	<ul style="list-style-type: none"> <li>The Date Roam pass is valid until midnight of the city you are in. For example, if you're visiting Thailand, your data roam pass expires at 12:00 am, Bangkok time.</li> </ul>

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54.	I've reached the limit for my data! How can I continue surfing while I'm still roaming?	<ul style="list-style-type: none"><li>Don't worry, you can purchase additional Data Roam Pass via <a href="http://unifi.com.my/ir">unifi.com.my/ir</a></li></ul>								
55.	Will I be informed when my subscription is successful?	<ul style="list-style-type: none"><li>Yes. You will receive a text (SMS) notification when your Data Roam Pass has been successfully activated for both auto subscriptions and pass renewals.</li></ul>								
56.	In which countries are the Data Roam Pass available?	<ul style="list-style-type: none"><li>You can check the availability by selecting a country here <a href="https://home.unifi.com.my/personal/mobile/roaming">https://home.unifi.com.my/personal/mobile/roaming</a></li></ul>								
57.	Can I re-subscribe to any available Data Roam Pass to continue my Internet browsing?	<ul style="list-style-type: none"><li>Yes. You may subscribe to the below top-up passes to continue browsing the Internet.<table><tr><th>PRODUCT NAME</th><th>QUOTA</th><th>PRICE</th><th>VALIDITY</th></tr><tr><td>Top-up Data Roam 100MB</td><td>100MB</td><td>RM10</td><td>1 day till midnight</td></tr></table></li><li><i>*Price shown is excluding 6% ST</i></li></ul>	PRODUCT NAME	QUOTA	PRICE	VALIDITY	Top-up Data Roam 100MB	100MB	RM10	1 day till midnight
PRODUCT NAME	QUOTA	PRICE	VALIDITY							
Top-up Data Roam 100MB	100MB	RM10	1 day till midnight							
58.	Can I subscribe to Top-up Data Roam Pass 100MB at RM10 upon arriving at the visiting country?	<ul style="list-style-type: none"><li>No. You are not allowed to subscribe Data Roam Pass 100MB at RM10 without the subscription of Data Roam Pass RM38.</li><li><i>*Price shown is excluding 6% ST</i></li></ul>								
59.	How do I unsubscribe from a Data Roam Pass?	<ul style="list-style-type: none"><li>You don't need to unsubscribe the Data Roam Pass as it will expire at the midnight of the city you are in.</li></ul>								
60.	Is the Data Roam Pass compatible with any phone model? (i.e. iPhone/Blackberry/Android/ Windows)	<ul style="list-style-type: none"><li>Yes. It works with any phone models.</li></ul>								

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61.	<b>How do I keep track of my Data Roam Pass usage and expiry date?</b>	<ul style="list-style-type: none"> <li>You will receive a text (SMS) notification once you've exceeded the quota, and when it expires. You can also keep track of your usage via <a href="http://unifi.com.my/ir">unifi.com.my/ir</a> anywhere anytime.</li> </ul>
62.	<b>I have purchased Data Roam Pass in Singapore. Can I use the same pass in Thailand on the same day?</b>	<ul style="list-style-type: none"> <li>No. The Data Roam Pass is country-specific. If you're travelling to multiple countries in a day, you'll need to activate a data roam in each country and browse through their respective preferred operators.</li> </ul>
63.	<b>How much will I be charged if I use my mobile Internet overseas without a Data Roam Pass?</b>	<ul style="list-style-type: none"> <li>You will be charged at pay-per-use rate of RM49/MB.</li> </ul>
64.	<b>Will I be charged for using inflight roaming service (AeroMobile)?</b>	<ul style="list-style-type: none"> <li>You will be charged at pay-per-use rate of RM1 for 10kb.</li> </ul>
65.	<b>Why is my Data Roam Pass not working in certain countries?</b>	<ul style="list-style-type: none"> <li>You have to check the Access Point Name (APN) setting of your phone first. The APN setting should be "unifi". To check and change the APN, please follow the steps below.</li> <li><b>Android models</b> <ol style="list-style-type: none"> <li>Settings &gt; More &gt; Mobile networks/Cellular networks &gt; Access point names OR Settings &gt; Mobile networks &gt; Access Point Names</li> <li>Click "Edit the Access Point Names" and change the Access Point Name to "unifi".</li> <li>Leave other fields as-is and Save the new setting.</li> <li>Reboot your phone if necessary.</li> </ol> </li> <li><b>iOS models</b> <ol style="list-style-type: none"> <li>Settings &gt; Mobile Data &gt; Mobile Data Network OR Settings &gt; Cellular &gt; Cellular Data Network.</li> <li>Tap the Access Point Name field and change to "unifi".</li> <li>Leave other fields as-is and Save the new setting.</li> <li>Reboot your phone if necessary.</li> </ol> </li> </ul>

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> <li>Alternatively, please send "Data" to "22288" short code to allow the Internet settings to be pushed to your phone before travelling overseas. This text (SMS) is zero-charged.</li> </ul>
<b>INTERNATIONAL ROAMING – VOICE &amp; TEXT (SMS)</b>		
66.	<b>How much will I be charged when I make calls or text (SMS) while roaming?</b>	<ul style="list-style-type: none"> <li>The voice and text (SMS) charges vary according to the country you are roaming in. The charging block for voice call is 60 seconds per block. Refer <a href="https://home.unifi.com.my/personal/mobile/roaming">https://home.unifi.com.my/personal/mobile/roaming</a></li> </ul>
67.	<b>How much will I be charged for making calls and sending text (SMS) to Satellite numbers (e.g: Inmarsat) or countries not included in our mobile plan's list?</b>	<ul style="list-style-type: none"> <li>You will be charged at pay-per-use rate of RM75 per min and RM0.50 per text (SMS) sent.</li> </ul>
<b>BILLING &amp; PAYMENT</b>		
68.	<b>How will I receive my monthly bill?</b>	<ul style="list-style-type: none"> <li>You will receive the monthly bill through your registered e-mail.</li> <li>Alternatively, you can view all your bills in unifi Self Care portal at <a href="https://unifi.com.my">https://unifi.com.my</a>.</li> </ul>
69.	<b>When is my bill date and bill cycle?</b>	<ul style="list-style-type: none"> <li>Your bill date is subjected to the nearest billing period and will be on a 30-day bill cycle.</li> </ul>
70.	<b>Can I request for a hardcopy bill?</b>	<ul style="list-style-type: none"> <li>We support the environmental friendly way and you will only be receiving an e-bill. You may print the hardcopy bill via unifi Self Care portal <a href="https://unifi.com.my">https://unifi.com.my</a></li> </ul>
71.	<b>Why is there a change in bill payment channel for unifi Mobile postpaid?</b>	<ul style="list-style-type: none"> <li>We have streamlined the payment channels to serve both unifi Home and unifi Mobile customers. You may proceed to make bill payment via unifi Home's payment channel.</li> </ul>

NO	QUESTION	ANSWER																					
72.	I am currently subscribed to both unifi Home and unifi Mobile services, can I make a single bill payment or do I still need to make separate bill payment for each of the services?	<ul style="list-style-type: none"><li>It depends on the number of accounts you have based on the scenario as below:</li><li>If you have separate accounts for unifi Home and unifi Mobile services, the bill payment must be made to each of the designated account number for the respective services.</li><li>If you have one (1) account number for both unifi Home and unifi Mobile service and you receive one single bill for both of the services, you can make a single payment to the assigned account number.</li></ul>																					
73.	How do I know my account number?	<ul style="list-style-type: none"><li>Your 10-digit account number will be updated in your account profile in unifi portal or myunifi app.</li></ul>																					
74.	Where can I pay my bills?	<ul style="list-style-type: none"><li>You can pay for both unifi Home or unifi Mobile services via the below channels:</li></ul> <table><tr><th colspan="2">Online</th></tr><tr><td>1. <a href="http://www.unifi.com.my">www.unifi.com.my</a></td><td>Current/Saving Account, Debit/Credit Card</td></tr><tr><td>2. myunifi app</td><td>Current/Saving Account, Debit/Credit Card</td></tr><tr><td rowspan="3">3. JomPAY via internet banking</td><td>Ref – 1: Account number</td></tr><tr><td>Biller Code: 8888 (unifi Home and unifi Mobile)</td></tr><tr><td><a href="#">Biller Code: 2345 (Streamyx and telephony)</a> <a href="http://www.JomPAY.com.my">Visit www.JomPAY.com.my</a></td></tr><tr><th colspan="2">Autopay</th></tr><tr><td>1. <a href="http://www.unifi.com.my">www.unifi.com.my</a></td><td rowspan="2">Debit or Credit Card (Visa and MasterCard)</td></tr><tr><td>2. myunifi app</td></tr><tr><td colspan="2">Note: We're sorry that new autopay subscription is not available until further notice. Existing unifi Mobile autopay subscribers may modify or deactivate their subscription via myunifi app or unifi Self Care portal.</td></tr><tr><th colspan="2">E-Wallet</th></tr><tr><td>1. Boost App</td><td><a href="#">eWallet credit</a> <a href="http://www.myboost.com.my">visit www.myboost.com.my</a></td></tr></table>	Online		1. <a href="http://www.unifi.com.my">www.unifi.com.my</a>	Current/Saving Account, Debit/Credit Card	2. myunifi app	Current/Saving Account, Debit/Credit Card	3. JomPAY via internet banking	Ref – 1: Account number	Biller Code: 8888 (unifi Home and unifi Mobile)	<a href="#">Biller Code: 2345 (Streamyx and telephony)</a> <a href="http://www.JomPAY.com.my">Visit www.JomPAY.com.my</a>	Autopay		1. <a href="http://www.unifi.com.my">www.unifi.com.my</a>	Debit or Credit Card (Visa and MasterCard)	2. myunifi app	Note: We're sorry that new autopay subscription is not available until further notice. Existing unifi Mobile autopay subscribers may modify or deactivate their subscription via myunifi app or unifi Self Care portal.		E-Wallet		1. Boost App	<a href="#">eWallet credit</a> <a href="http://www.myboost.com.my">visit www.myboost.com.my</a>
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75.	What is the biller name that I should choose when I make bill payment for unifi Mobile postpaid via e-Wallet Partner and TMpoint kiosk?	<ul style="list-style-type: none"><li>▪ Please select biller name “unifi” with biller code “8888” when making a payment.</li><li>▪ If you wish to make bill payment via JomPAY from your preferred internet banking, please follow the steps below (<i>Disclaimer: The steps described below may differ for each bank</i>):<ul style="list-style-type: none"><li>a. Login to your internet banking portal</li><li>b. Click on Pay &amp; Transfer</li><li>c. Click on Make a one-off payment</li><li>d. Click on Pay from and choose your options</li><li>e. Click and select JomPAY</li><li>f. Enter the Biller Code: 8888</li><li>g. Key in your mobile new 10-digit account number</li><li>h. Enter the bill amount to be paid</li></ul></li></ul>																																		
76.	Am I allowed to make a single	<ul style="list-style-type: none"><li>▪ We have streamlined the payment channels to serve both unifi Home and unifi Mobile customers.</li></ul>																																		

NO	QUESTION	ANSWER
	<b>payment under unifi for my mobile broadband and mobile services?</b>	<ul style="list-style-type: none"> <li>▪ If you have separate accounts for unifi Home and unifi Mobile services, the bill payment must be made to each of the designated account number for the respective services.</li> <li>▪ If you have one (1) account number for both unifi Home and unifi Mobile service and you receive one single bill for both of the services, you can make a single payment to the assigned account number.</li> </ul>
<b>TRANSFER OF OWNERSHIP AND CHANGE OF PLANS</b>		
77.	<b>Can I transfer my unifi Mobile 99 line to others?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you can transfer your line to another customer. Please proceed to the nearest TMpoint outlet together with the transferee (the customer to be transferred to).</li> </ul>
78.	<b>I have several lines under my unifi Mobile 99 account. Can I transfer one / more lines to others?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you can transfer one or more lines.</li> </ul>
79.	<b>I am currently subscribed to unifi Mobile 99. Can I change my line to other unifi Mobile plans; unifi Mobile 59, 39, 29 or 19?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you can. Please Live Chat with us via myunifi app or walk-in to the nearest TMpoint outlet.</li> </ul>
80.	<b>Am I allowed to change my plan if the present one does not suit my need?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you can. You can choose from our current available plans at <a href="https://home.unifi.com.my/mobile">https://home.unifi.com.my/mobile</a>.</li> <li>▪ Please note that there will be a 45 days minimum tenure for every change of plan.</li> </ul>
81.	<b>Am I eligible for the plan upgrade or downgrade?</b>	<ul style="list-style-type: none"> <li>▪ Yes, absolutely! Just be sure that you do not have any outstanding balance in your unifi Mobile Postpaid account.</li> </ul>
82.	<b>Will there be any charge imposed for the Change of Plan?</b>	<ul style="list-style-type: none"> <li>▪ There will be no charge imposed for change of plans request.</li> </ul>
<b>NETWORK &amp; DEVICE</b>		
83.	<b>How do I connect to your LTE network?</b>	<ul style="list-style-type: none"> <li>▪ We encourage you to use a smartphone that supports Band 5 services and to always enable the LTE setting on your phone in order for you to experience the best quality of service.</li> </ul>

NO	QUESTION	ANSWER
84.	<b>How do I check if my phone supports Band 5 services?</b>	<ul style="list-style-type: none"> <li>Please visit <a href="https://unifi.com.my/mobile/postpaid/phone-compatibility">https://unifi.com.my/mobile/postpaid/phone-compatibility</a> and select to view if your device is under the suggested phone category.</li> </ul>
85.	<b>What if my current phone doesn't support Band 5 services?</b>	<ul style="list-style-type: none"> <li>Our mobile plan can be used on all phone models; however, we encourage you to use a smartphone that supports Band 5 services to experience the best quality of service.</li> </ul>
86.	<b>Where can I use my mobile services?</b>	<ul style="list-style-type: none"> <li>Our mobile services are available nationwide within coverage areas.</li> </ul>
87.	<b>How do I check if my area is under LTE coverage?</b>	<ul style="list-style-type: none"> <li>You can check the LTE coverage <a href="#">HERE</a>.</li> </ul>
88.	<b>How do I get further enquiries on unifi Mobile 99?</b>	<ul style="list-style-type: none"> <li>Easy, feel free to reach us via our digital channels such as:               <ul style="list-style-type: none"> <li>LiveChat via unifi.com.my or myunifi app</li> <li>Tweet us @helpmeunifi</li> <li>Message us at facebook.com/weareunifi</li> </ul> </li> <li>Or simply visit any of the TMpoint outlets nationwide for further assistance.</li> </ul>