FAQ - Direct Carrier Billing

GENERAL		
NO	**QUESTION**	**ANSWER**
1.	**What is Direct Carrier Billing?**	It's a service that we provide where you can charge your apps, games and in-app content purchases from the app store through unifi Mobile #BEBAS's Account Balance.
2.	**What is Google Play Store?**	Google Play Store is an app store for Android phones.
3.	**I saw "pay with unifi Mobile" payment option in Google Play Store. What is this?**	It's how we're making life easier for you as you can now buy content and apps from Google Play Store with just the click of a button! No credit or debit cards required.
4.	**What kind of content can be purchased from Google Play™ using Direct Carrier Billing Service?**	You can purchase Games, Movies, eBooks, as well as subscriptions to online magazines and in-app subscriptions.
5.	**Who can use the Direct Carrier Billing service in Google Play™?**	Any unifi Mobile #BEBAS subscriber can use the service, but you need to sign up for it first.
6.	**Can I make a purchase/ activate with no internet connection?**	No. Internet connection is needed for both activation and purchase.
7.	**Can I purchase when I am using Wi-Fi connection?**	Yes, you just need to ensure that your SIM card is active and allows sending and receiving of SMS.
8.	**Can I use pay with unifi Mobile #BEBAS on Google account that is set as other country?**	You'd need to set it for Malaysia – because we're in Malaysia ☺
9.	**If I switch from unifi Mobile #BEBAS to another mobile carrier, can I still continue paying via Carrier billing?**	When you switch your carrier from unifi Mobile #BEBAS, you would need to go through the process of setting up carrier billing as the payment method for Google Play app purchase again. If the carrier that you switch to has not enabled the carrier billing service, then you won't be able to set carrier billing as the payment option for Google Play.
10.	**Who do I contact if I have a question about the things I purchased using Direct Carrier Billing?**	Think of your purchases like going to a store. If you bought it from an app developer – it's best to ask them about it. Don't worry though – it's a simple thing to do with our never ending data.

11.	**What specific terms and conditions are applicable to Direct Carrier Billing Service?**	This service is governed by the Terms of use for unifi Mobile #BEBAS's Direct Carrier Billing Service for Google Play™ found on unifi Mobile 's website. By enabling this service on Google Play Store, you agree to the Terms of Service.
12.	**Who can access my personal data?**	We take your privacy seriously, which is why only people authorised by the law – or that you authorise – can see your data. We're protective of our members!
13.	**Can I use Direct Carrier Billing on my android tablet?**	Sure, as long as your android tablet have SMS module enabled.
14.	**Can I block my number from using DCB?**	Yes, you may do so by contacting our customer support via mobile@unifi app.
SETUP		
1.	**How do I enable Direct Carrier Billing service in Google Play™?**	• Access Google Play™ app with your phone. • Go to Menu > Account > Payment methods > Use unifi Mobile billing.
2.	**Do I have to setup every time I want to use this service?**	No, you are only required to perform the setup once.
3.	**What is the password protection feature in Google Play™?**	It's our way of helping you to make sure that you really want to buy whatever it is you're looking at. To turn on the password protection: 1. Open the Google Play™ app on your mobile device. Go to the Menu icon > Settings. 2. Select "Require authentication for purchases" and choose a setting. 3. Complete the setup by following the on-screen instructions.
4.	**How do I disable Direct Carrier Billing for Google Play™?**	We wouldn't recommend disabling it because you will need to fill in your details again, not just your password every time you want to make an app purchase. If you really want to though, here's how: 1. Sign in to your account at https://wallet.google.com/manage. 2. Select the 'Payment Methods' option. 3. Remove the 'Use Direct Carrier Billing for Google Play' option. • Note: If customer insist, CA can request to block the MSISDN via CRMS.

PAYMENT/ PURCHASE		
1.	**How much is my purchase limit?**	The default purchase limit is RM100/month. However, this will also be depending on your unifi Mobile #BEBAS Account Balance.
2.	**Can I use an alternative payment method once I enable Direct Carrier Billing?**	Yes, you can select any payment method of your choice at the time of purchase.
3.	**Can I purchase apps using other currencies via Direct Carrier Billing?**	No, all apps and in-app purchases via Direct Carrier Billing should be made in RM.
4.	**How do you charge for Google Play™ purchases?**	Your purchases will be deducted from your Unifi Mobile #BEBAS account balance.
5.	**Can I pay using Direct Carrier Billing while roaming?**	Yes, however, do take note that roaming charges apply.
6.	**Other than unifi Mobile #BEBAS transaction history, do I receive an invoice or receipt for each purchase from Google as well?**	You'll receive an invoice/receipt from Google in your email account used on mobile device at the time of purchase. The receipt will display the transaction info such as item name, date of transaction, support contacts and price breakdown. You can also login to Google Wallet (http://wallet.google.com) website to check your transaction history.
7.	**Switch SIM Card / Mobile Operator.** **I changed my SIM card and Direct Carrier Billing option is not shown.**	If you replace the SIM card in your device with a SIM card from another operator, you will not be able to use carrier billing service from unifi Mobile #BEBAS. But if you replace the SIM Card with another SIM card from unifi Mobile #BEBAS, you may be eligible to use carrier billing service. Note: Replacing a SIM card will initiate the verification and provisioning process. Please ensure that your device is connected to mobile network and not Wi-Fi for data access.
8.	**How do I enable Direct Carrier Billing service if I have changed my number / SIM card?**	If you changed your SIM card or number, you will need to ensure your phone is provisioned to use this service. Please connect your device to mobile network for data access instead of Wi-Fi for the mobile service verification and provisioning to be completed.

REFUNDS		

1.	**Can I refund apps purchased?**	We've got you covered through a 2 hour cooling off period. After that, you'd need to speak to the app developer.
2.	**Can I refund in-app purchases?**	No, Google's refund policy doesn't allow for refunds of in-app purchase through the app store. However, you may contact the developer directly to request for a refund, though there are no guarantees.
3.	**How do I know when I get my refund?**	You will receive the refund notification via email from the merchant and it will be displayed in the mobile@unifi app.
4.	**Do I have to pay to re-download the app that I have purchased?**	No, just download it from the app store with the same Gmail account that you use to purchase the app. This applies when you switch your device as well.
5.	**How long does it take to get my full refund?**	You will be refunded within 5 working days.
SERVICE ACCESS		
1.	**Do I need a unifi Mobile #BEBAS mobile data connection to purchase content on Google Play Store?**	During the initial setup of Direct Carrier Billing Service for digital content purchase, you will need to be logged on to unifi Mobile #BEBAS's 3G/4G network. Once the setup is successfully completed, you may download the app over Wi-Fi connection or unifi Mobile 's 3G/4G network.
2.	**Is it possible to purchase content and charge to your phone bill when roaming?**	You can only purchase content in Roaming Network if you have already setup Direct Carrier Billing service on your mobile service in your home network.
3.	**Can purchases be made via PC / Mac?**	No, Direct Carrier Billing Service is available for purchases made from Android mobile devices only.