FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
unifi MOBILE PREPAID
PAYMENT WITH DIRECT CARRIER BILLING

NO	QUESTION	ANSWER
	QUESTIONS ON DIRECT CARRIER BILLING	
1.	**What is Direct Carrier Billing?**	▪ Direct Carrier Billing is a service where you can charge your apps, games and in-app content purchases from the app store through unifi Mobile #BEBAS credit balance.
2.	**What is Google Play Store?**	▪ Google Play Store is an app store for Android devices.
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! ▪ Your purchases on Google Play Store will be deducted from your unifi Mobile #BEBAS credit balance. No debit/credit cards required.
4.	**What kind of content can be purchased using Direct Carrier Billing?**	▪ 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?**	▪ This service is applicable to all unifi Mobile #BEBAS subscribers. Just be sure to perform setup prior to using the service.
6.	**Can I make the purchase when I am using Wi-Fi connection?**	▪ Yes, you can. Just ensure that your SIM card is active and allows sending and receiving of SMS.
7.	**Can I use pay with unifi Mobile #BEBAS on Google account that is set as other country?**	▪ You would need to set your Google account location to Malaysia.

NO	QUESTION	ANSWER
8.	**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.
9.	**Who do I contact if I have questions on purchases that I have made using Direct Carrier Billing?**	▪ If you had purchased the contents from the app provider, it's best to reach out to them for assistance.
10.	**What specific terms and conditions are applicable to Direct Carrier Billing service?**	▪ This service is governed by the Terms and Conditions for unifi Mobile #BEBAS Direct Carrier Billing Service for Google Play found at unifi.com.my/personal/mobile/pay-with-unifi- mobile. ▪ By enabling this service on Google Play Store, you agree to the T&C.
11.	**Who can access my personal data?**	We take your privacy seriously, which is why only parties authorised by the law or individuals that you have authorised can see your data. We're protective of our members!
12.	**Can I use Direct Carrier Billing on my Android tablet?**	▪ Sure, as long as your Android tablet can receive and send SMS (SMS module enabled).
13.	**Can I block my number from using Direct Carrier Billing?**	▪ Yes, just Live Chat with us via unifi.com.my or myunifi app to request for your number to be blocked from this service.
	SETUP	
1.	**How do I enable Direct Carrier Billing service in Google Play?**	1. Launch Google Play app on your mobile device ▪ Go to Menu > Account > Payment methods > Bill my unifi Mobile account

NO	QUESTION	ANSWER
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. Launch Google Play app on your mobile device 2. Go to the Menu icon > Settings 3. Select "Require authentication for purchases" and choose a setting 4. Complete the setup by following the on-screen instructions
4.	**How do I disable Direct Carrier Billing on Google Play?**	▪ We wouldn't recommend disabling it because you will need to fill in your details all over again. ▪ If you really wish to disable it, here's how: 1. Sign in to your account at https://wallet.google.com/manage 2. Select 'Payment Methods' 3. Remove 'Use Direct Carrier Billing for Google Play'
	PAYMENT / PURCHASE	
1.	**How much is my purchase limit?**	▪ The default and maximum purchase limit is RM250/month. This will be part of your unifi Mobile #BEBAS credit balance.

NO	QUESTION	ANSWER
2.	**Can I use an alternative payment method once I enable Direct Carrier Billing?**	▪ Yes, in addition to Direct Carrier Billing via unifi Mobile #BEBAS, you can select other payment method of your choice when making purchases.
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 Ringgit Malaysia (RM).
4.	**How do you charge for purchases in Google Play?**	▪ Your purchases will be deducted from your unifi Mobile #BEBAS credit balance.
5.	**Can I pay using Direct Carrier Billing while roaming?**	▪ Yes, however, do take note that roaming charges apply.
6.	**Are the purchases made in Google Play subject to Service Tax (ST)?**	▪ The purchases in Google Play via Direct Carrier Billing is not subjected to ST.
7.	**Are the purchases made in Google Play subject to Digital Service Tax(DST)?**	▪ With the implementation of DST in Malaysia effective 1 January 2020, the price displayed on Google Play will be inclusive of 6% DST.

NO	QUESTION	ANSWER
8.	**Other than unifi Mobile #BEBAS transaction history, will I receive an invoice or receipt for each purchase from Google?**	▪ You'll receive an invoice/receipt from Google sent to your registered email account used on your mobile device at the time of purchase. ▪ The receipt will display the transaction details such as item description,date of transaction, support contacts and price breakdown. ▪ You can also login to Google Wallet (http://wallet.google.com) to check your transaction history.
9.	**I changed my SIM and the Direct Carrier Billing optionis not shown.**	▪ If you had changed to another mobile carrier, you will not be able to use Direct Carrier Billing service from unifi. ▪ You can only use the service is you are using a SIM from unifi Mobile #BEBAS. *Note: Replacing a SIM will initiate the verification and provisioning process. Please ensure that your device is connectedto mobile network and not Wi-Fi for data access.*
10.	**How do I enable Direct Carrier Billing service if I have changed my number / SIM?**	▪ If you had changed your SIM or number, you will need to ensure that your device 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 any of the apps purchased?**	▪ We've got you covered through a two (2) hour cooling off period. After that, you'll need to speak to the app provider respectively.

NO	QUESTION	ANSWER
2.	**Can I refund my 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 app provider directly to request for a refund.
3.	**How do I know when I get my refund?**	▪ You will receive the refund notification via email from Google.
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 have used to purchase the app. This applies when you switch off your devices as well.

SERVICE ACCESS

NO	QUESTION	ANSWER
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 3G/4G network. ▪ Once the setup is successfully completed, you may download the app over Wi-Fi connection or unifi Mobile #BEBAS 3G/4G network.
2.	**Is it possible to purchase content and charge it to my unifi Mobile bill when roaming?**	▪ You can only purchase content on a 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?**	▪ Unfortunately, Direct Carrier Billing service is available for purchases made from Android mobile devices only.

4.	**Who should I contact if I need any assistance or service inquiry?**	▪ Feel free to reach out to us via our digital channels:
		
		  ▪ Live Chat with us via unifi.com.my or myunifi app
		  ▪ Community at https://community.unifi.com.my/
		  ▪ Facebook at facebook.com/weareunifi
		  ▪ Twitter at @helpmeunifi