

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNIFI YOUR WORLD – UNIFI MOBILE 99 PROMO CAMPAIGN**

NO	QUESTION	ANSWER												
QUESTIONS ON UNIFI YOUR WORLD – UNIFI MOBILE 99 PROMO														
1.	Can you tell me more about this exclusive offer?	<ul style="list-style-type: none"> Starting from 24th August 2020, we will be having an exclusive offer for all new subscriptions of our unifi Mobile 99. <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th></th> <th style="text-align: center;">unifi Home Broadband Customers</th> <th style="text-align: center;">Non unifi Home Broadband Customers</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Monthly Promotional Price</td> <td style="text-align: center;">RM59 per month (exclusive of 6% ST)</td> <td style="text-align: center;">RM 79 per month (exclusive of 6% ST)</td> </tr> </tbody> </table>		unifi Home Broadband Customers	Non unifi Home Broadband Customers	Monthly Promotional Price	RM59 per month (exclusive of 6% ST)	RM 79 per month (exclusive of 6% ST)						
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Monthly Promotional Price	RM59 per month (exclusive of 6% ST)	RM 79 per month (exclusive of 6% ST)												
2.	What make this offer special?	<ul style="list-style-type: none"> You can get your hands on our unifi Mobile 99 for never-ending data, calls and SMS at a promotional price (exclusive of 6% ST): <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th style="text-align: center;">Type of Customers</th> <th style="text-align: center;">Normal Price</th> <th style="text-align: center;">Promotional Price</th> <th style="text-align: center;">Total Saving</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">unifi Home Broadband Customers</td> <td style="text-align: center;">RM99 per month</td> <td style="text-align: center;">RM59 per month</td> <td style="text-align: center;">Save RM480 per year</td> </tr> <tr> <td style="text-align: center;">Non unifi Home Broadband Customers</td> <td style="text-align: center;">RM99 per month</td> <td style="text-align: center;">RM79 per month</td> <td style="text-align: center;">Save RM240 per year</td> </tr> </tbody> </table> <ul style="list-style-type: none"> Free 10GB LTE Hotspot. This offer comes with NO contract. 	Type of Customers	Normal Price	Promotional Price	Total Saving	unifi Home Broadband Customers	RM99 per month	RM59 per month	Save RM480 per year	Non unifi Home Broadband Customers	RM99 per month	RM79 per month	Save RM240 per year
Type of Customers	Normal Price	Promotional Price	Total Saving											
unifi Home Broadband Customers	RM99 per month	RM59 per month	Save RM480 per year											
Non unifi Home Broadband Customers	RM99 per month	RM79 per month	Save RM240 per year											
3.	Will I be charged with any upfront payment when I subscribe to this unifi Mobile 99 Promo?	<ul style="list-style-type: none"> For customers who are subscribing 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 if you switch your number to us now. 												

NO	QUESTION	ANSWER
4.	Will there be a limit to the maximum number of lines I can subscribe to?	<ul style="list-style-type: none"> ▪ Yes, you are entitled to subscribe up to five (5) lines per NRIC or passport.
5.	I am a foreigner. Can I subscribe to this unifi Mobile 99 Promo?	<ul style="list-style-type: none"> ▪ Yes, however a deposit of RM300 is applicable.
6.	<p>I'm an existing unifi Mobile plan subscriber.</p> <p>Do I get to enjoy the unifi Mobile 99 Promo?</p>	<ul style="list-style-type: none"> ▪ Yes! All new and existing unifi Mobile plan subscribers are welcome to subscribe to our unifi Mobile 99 Promo. ▪ For existing unifi Mobile subscribers, you may request for Change of Plan via our touchpoints as per below: <ul style="list-style-type: none"> ▪ TMpoint outlets nationwide ▪ Live Chat via https://mobile.unifi.com.my/customer/starthere ▪ Live Chat via myunifi app (available on Google Play/Apple Store) ▪ Upon activation of this plan, subscription of any Add-on Passes or any existing promotion (i.e.: Multiline discount, Hotspot Passes, etc.) on your previous unifi Mobile rate plan will be terminated without any refund.
7.	<p>I am currently on another service provider.</p> <p>Can I port in by retaining my existing mobile number to unifi Mobile 99 Promo?</p>	<ul style="list-style-type: none"> ▪ Yes. You can port in and subscribe to our unifi Mobile 99 Promo provided that you do not have any outstanding balance, blacklisted, or under contract with your current mobile service provider. ▪ You may request to port in via our touchpoints as per below: <ul style="list-style-type: none"> ▪ Our portal at https://unifi.com.my/personal/mobile/postpaid ▪ Over-the-counter at any TMpoint outlets nationwide ▪ TM Authorised Dealer (TAD) ▪ 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 three (3) working days for the application to be approved by your existing mobile service provider, including confirmation of your intention via SMS.

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9.	I am an existing #BEBAS prepaid customer, am I entitled to unifi Mobile 99 Promo?	<ul style="list-style-type: none"> Yes, you can request for Change of Plan via our touchpoints as below: <ul style="list-style-type: none"> Live Chat via https://mobile.unifi.com.my/customer/starthere Live Chat via myunifi app (available on Google Play/Apple Store) TMpoint outlets nationwide 				
10.	Can I change to other unifi Mobile plans later?	<ul style="list-style-type: none"> Yes. However, you will no longer enjoy the unifi Mobile 99 promotional price. 				
UNIFI MOBILE 99 AT RM59 FOR UNIFI HOME BROADBAND CUSTOMERS						
ELIGIBILITY FOR UNIFI HOME BROADBAND CUSTOMERS						
11.	Who is eligible to subscribe to this unifi Mobile 99 at RM59 per month?	<ul style="list-style-type: none"> This exclusive offer is eligible to all active unifi Home Broadband customers: <ul style="list-style-type: none"> unifi Fibre unifi Lite (previously known as Streamyx) unifi Air unifi wireless broadband (WTTX) mobile broadband We welcome everyone; Malaysian or Non-Malaysian aged 18 years and above to subscribe to our unifi Mobile 99 Promo at RM59 per month. 				
12.	If my unifi Home Broadband is registered under my Army ID, can I update my ID to NRIC?	<ul style="list-style-type: none"> Yes, you can update your ID to NRIC. Kindly visit the nearest TMpoint to update your ID number. Please make sure to use the same ID number (NRIC, Old IC, Army, Police, Passport) as per your unifi Home Broadband account upon registration of unifi Mobile 99 to enjoy the RM59 per month, otherwise you will be charged RM79 per month instead. Example: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">unifi Home Broadband Registered Account</th> <th style="text-align: center;">unifi Mobile 99 Promo New Registration</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> Name: Ali bin Abu NRIC: 800101-00-1234 </td> <td> <ul style="list-style-type: none"> Name: Ali bin Abu NRIC: 800101-00-1234 </td> </tr> </tbody> </table> One (1) account holder can register up to a maximum of five (5) mobile lines and each lines will enjoy RM59 per month. 	unifi Home Broadband Registered Account	unifi Mobile 99 Promo New Registration	<ul style="list-style-type: none"> Name: Ali bin Abu NRIC: 800101-00-1234 	<ul style="list-style-type: none"> Name: Ali bin Abu NRIC: 800101-00-1234
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		<ul style="list-style-type: none"> ▪ Limited time offer for existing unifi Home Broadband customers: <ul style="list-style-type: none"> ▪ Active unifi Home Broadband customers may subscribe to additional unifi Mobile 99 Promo – Family Edition under a different name (different NRIC) at RM59 per month. ▪ Just bring your latest and active unifi Home Broadband bill to your nearest TMpoint to enjoy this offer. ▪ For more info, please refer to the section on unifi Mobile 99 Promo – Family Edition below.
13.	What happens to my mobile line if my home broadband is suspended?	<ul style="list-style-type: none"> ▪ No changes to your monthly bill during the suspension of any mobile or home broadband account. ▪ You will still enjoy the rate of RM59 per month as long as your home broadband is not terminated.
14.	What happens to my mobile line if my home broadband is not installed?	<ul style="list-style-type: none"> ▪ Your monthly subscription fee for mobile service will be changed to RM79 per month if your home broadband is not installed.
15.	What happens to my mobile line if my home broadband is terminated?	<ul style="list-style-type: none"> ▪ Your monthly subscription fee for mobile service will be changed from RM59 per month to RM79 per month if your home broadband is terminated.
16.	<p>I'm an existing webe RM79 plan subscriber.</p> <p>Do I still enjoy the multiline discount if I subscribe to this unifi Mobile 99 Promo?</p>	<ul style="list-style-type: none"> ▪ We're sorry, upon activation of this plan, subscription of any Add-on Passes (i.e.: Multiline discount, Hotspot Passes, etc.) on your previous unifi Mobile rate plan will be terminated without any refund. ▪ Remaining entitlement of multiline discount will be based on the remaining line that you still maintain under RM79 plan.
17.	I still have a few months contract of unifi Mobile 99 at RM59 with 12 months contract.	<ul style="list-style-type: none"> ▪ Yes, you can request for Change of Plan via our touchpoints as per below: <ul style="list-style-type: none"> ▪ TMpoint outlets nationwide ▪ Live Chat via https://mobile.unifi.com.my/customer/starthere ▪ Live Chat via myunifi app (available on Google Play/Apple Store)

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	<p>Can I subscribe to this new unifi Mobile 99 Promo?</p>	<ul style="list-style-type: none"> ▪ However, you will need to pay for the Early Termination Fee charges of your remaining contract.
18.	<p>What will happen to my mobile plan after the offer ends?</p>	<ul style="list-style-type: none"> ▪ You will still enjoy our unifi Mobile 99 at RM59 per month as long as your home broadband account is active.
<p>BILLING & PAYMENT FOR UNIFI HOME BROADBAND CUSTOMERS</p>		
19.	<p>Will I receive my unifi Home Broadband and unifi Mobile bills in one bill statement?</p>	<ul style="list-style-type: none"> ▪ You will receive separate bills for your unifi Home Broadband and unifi Mobile accounts. ▪ You will need to make separate payments accordingly to your subscribed accounts.

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20.	How does my bill will look like for my unifi Mobile 99 Promo plan?	<ul style="list-style-type: none"> The unifi Mobile 99 Promo will be reflected by the plan name “unifi Mobile 79 unlimited” in your unifi Mobile bill. In your first unifi Mobile bill, any pro-rated usage will be based on RM79 price. Once your unifi Home Broadband and unifi Mobile services are both activated, you will start to enjoy the RM59 per month price in the following month onwards. Example: <i>A unifi Home Broadband customer subscribed to unifi Mobile on 15th August 2020 and received the first bill on 1st September 2020.</i> <table border="1"> <thead> <tr> <th>Plan Name Bill Display</th> <th colspan="3">unifi Mobile 79 unlimited</th> </tr> <tr> <th>Bill Cycle</th> <th>1st Bill</th> <th>2nd Bill</th> <th>3rd Bill</th> </tr> </thead> <tbody> <tr> <td>Bill Date</td> <td>1 September 2020</td> <td>1 October 2020</td> <td>1 November 2020</td> </tr> <tr> <td>Home Broadband Status</td> <td>Active</td> <td>Active</td> <td>Active</td> </tr> <tr> <td>Mobile Line Status</td> <td>Active</td> <td>Active</td> <td>Active</td> </tr> <tr> <td>Prorated Monthly Fee</td> <td>RM43.32* [15/8 – 31/8]</td> <td>-</td> <td>-</td> </tr> <tr> <td>Advanced Monthly Fee</td> <td>RM79.00 [1/9 – 30/9]</td> <td>RM79.00</td> <td>RM79.00</td> </tr> <tr> <td>Advanced Discount</td> <td>(- RM20.00) [1/9 – 30/9]</td> <td>(- RM20.00)</td> <td>(- RM20.00)</td> </tr> <tr> <td>Sub Total</td> <td>RM102.32</td> <td>RM59.00</td> <td>RM59.00</td> </tr> <tr> <td>(6% ST)</td> <td>RM6.14</td> <td>RM3.54</td> <td>RM3.54</td> </tr> <tr> <td>Total Monthly Payment</td> <td>RM108.46</td> <td>RM62.54</td> <td>RM62.54</td> </tr> </tbody> </table> <p><i>*Notes: Prorated will be based on RM79 per month price</i></p>	Plan Name Bill Display	unifi Mobile 79 unlimited			Bill Cycle	1 st Bill	2 nd Bill	3 rd Bill	Bill Date	1 September 2020	1 October 2020	1 November 2020	Home Broadband Status	Active	Active	Active	Mobile Line Status	Active	Active	Active	Prorated Monthly Fee	RM43.32* [15/8 – 31/8]	-	-	Advanced Monthly Fee	RM79.00 [1/9 – 30/9]	RM79.00	RM79.00	Advanced Discount	(- RM20.00) [1/9 – 30/9]	(- RM20.00)	(- RM20.00)	Sub Total	RM102.32	RM59.00	RM59.00	(6% ST)	RM6.14	RM3.54	RM3.54	Total Monthly Payment	RM108.46	RM62.54	RM62.54
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21.	May I know when is my bill date and period of bill cycle?	<ul style="list-style-type: none"> Your bill date is always on the 1st of every month and the cycle is for the full period of the month (e.g. 1st August – bill generated for 1/7/2020 – 31/7/2020.)
22.	I am interested. How do I subscribe to the unifi Mobile 99 Promo at RM59 offer?	<ul style="list-style-type: none"> You can subscribe to the offer via our touchpoints as per below: <ul style="list-style-type: none"> website at unifi.com.my myunifi App TMpoint outlets TM Resellers TM Authorised Dealers (TAD) Please make sure to use the same ID number (NRIC, Old IC, Army, Police, Passport) upon registration of both unifi Home and unifi Mobile account to enjoy the RM59 per month price.
UNIFI MOBILE 99 PROMO – FAMILY EDITION (FOR FAMILY MEMBERS OF UNIFI HOME BROADBAND CUSTOMERS)		
23.	Can you tell me more about this unifi Mobile 99 Promo - Family Edition?	<ul style="list-style-type: none"> For a limited time only, your immediate family members can also enjoy the unifi Mobile 99 Promo at RM59 per month while registering under their own name. Just bring your latest and active unifi Home Broadband bill during the registration of unifi Mobile 99 Promo at your nearest TMpoint to enjoy this offer.
24.	What is the difference between the unifi Mobile 99 Promo and unifi Mobile 99 Promo - Family Edition?	<ul style="list-style-type: none"> unifi Mobile 99 Promo at the price of RM59 is only available for registration with same ID number (NRIC, Old IC, Army, Police, Passport) of both unifi Home Broadband and unifi Mobile account. However, unifi Mobile 99 Promo – Family Edition allows your immediate family members to enjoy the unifi Mobile 99 Promo at RM59 per month while registering under their own name. Each unifi Mobile 99 Promo – Family Edition is independent from the unifi Mobile 99 Promo line.
25.	What are the criteria to subscribe to this unifi Mobile 99 Promo - Family Edition?	<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.

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26.	How many lines can my family members register?	<ul style="list-style-type: none"> ▪ This offer is limited to ten (10) mobile lines per one (1) unifi Home Broadband Account. ▪ Only one (1) line per ID number (NRIC, Old IC, Army, Police, Passport) is allowed.
27.	Is there any contract tied to this plan?	<ul style="list-style-type: none"> ▪ There is no contract tied to this plan.
28.	Do I receive separate bills from other unifi Mobile 99 Promo plan?	<ul style="list-style-type: none"> ▪ Yes, each unifi Mobile 99 Promo – Family Edition will receive its own separate bill to the respective account owner.
29.	How does my bill will look like for my unifi Mobile 99 Promo - Family Edition?	<ul style="list-style-type: none"> ▪ Your unifi Mobile 99 Promo - Family Edition will be reflected as “mobile (Jasa Pack)” in your unifi Mobile bill.
30.	<p>I’m an existing unifi Mobile subscriber.</p> <p>Can I change my current plan to this unifi Mobile 99 Promo - Family Edition?</p>	<ul style="list-style-type: none"> ▪ This offer is only applicable for NEW registrations and the following existing unifi Mobile Postpaid plans: <ul style="list-style-type: none"> ▪ unifi Mobile 19 ▪ unifi Mobile 29 ▪ unifi Mobile 39 ▪ You may request for Change of Plan to unifi Mobile 99 Promo - Family Edition by producing your latest and active unifi Home Broadband bill to any of our touchpoints below: <ul style="list-style-type: none"> ▪ TMpoint outlets ▪ TM Resellers ▪ TM Authorised Dealers (TAD)
31.	<p>I’m currently subscribing to Jasa Pack at RM59 under my name.</p> <p>Can I subscribe to additional lines under unifi Mobile 99 Promo – Family Edition?</p>	<ul style="list-style-type: none"> ▪ We are sorry, the unifi Mobile 99 at RM59, Jasa Pack, Student Pack and unifi Mobile 99 Promo - Family Edition offer are limited to one (1) line per ID number (NRIC, Old IC, Army, Police, Passport) only.

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32.	Where can I subscribe to this plan?	<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)
UNIFI MOBILE 99 AT RM79 FOR NON-UNIFI HOME BROADBAND CUSTOMERS		
33.	How much do I need to pay per month?	<ul style="list-style-type: none"> ▪ For those customers who did not subscribe to our unifi Home Broadband, you may enjoy our unifi Mobile 99 at RM79 per month.
34.	What will happen to my plan after the offer ends?	<ul style="list-style-type: none"> ▪ You will still enjoy our unifi Mobile 99 at RM79 per month after the offer ends.
35.	I don't have unifi Broadband at home. Can I subscribe to unifi Home Broadband and enjoy the RM59 price per month for unifi Mobile?	<ul style="list-style-type: none"> ▪ Yes, provided that you subscribe both unifi Home Broadband and unifi Mobile line within the campaign period. ▪ Please make sure to use the same ID number (NRIC, Old IC, Army, Police, Passport) upon registration of both unifi Home and unifi Mobile account to enjoy the RM59 per month price. ▪ Once both your unifi Home Broadband and unifi Mobile services are activated, you will enjoy the RM59 price per month in the following month onwards.
36.	I am interested. How do I subscribe to the unifi Mobile 99 Promo at RM79 offer?	<ul style="list-style-type: none"> ▪ You can subscribe to the offer via our touchpoints as per below: <ul style="list-style-type: none"> ▪ website at unifi.com.my ▪ myunifi app ▪ TMpoint outlets ▪ TM resellers ▪ TM Authorised Dealers (TAD)
37.	Who should I contact if I need any assistance or enquiries?	<ul style="list-style-type: none"> ▪ Easy, you can contact us via these channels as below: <ul style="list-style-type: none"> ▪ Live Chat via https://mobile.unifi.com.my/customer/starthere ▪ Live Chat via myunifi app (available on Google Play/Apple Store) ▪ TMpoint outlets nationwide