

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
PAKEJ PERANTI KELUARGA MALAYSIA - UNIFI MOBILE 99 PROMO WITH DEVICE**

NO.	QUESTION	ANSWER										
RATE PLAN DETAILS												
1.	What is PAKEJ PERANTI KELUARGA MALAYSIA?	<ul style="list-style-type: none"> ▪ PAKEJ PERANTI KELUARGA MALAYSIA is a limited-time offering initiated by the Malaysian Communications and Multimedia Commission (MCMC) and supported by TM through unifi and other telcos in Malaysia. ▪ Under this initiative, unifi offers a special unifi Mobile plan with device to selected unifi Home Broadband customers at a discounted monthly commitment fee of RM79 per month with a 24 months contract. 										
2.	How long is the promotion period?	<ul style="list-style-type: none"> ▪ The promotion period runs from 15th October 2021 until 15th April 2022. 										
3.	What are the differences between this “PAKEJ PERANTI KELUARGA MALAYSIA” & unifi Mobile 99 Promo with Device plan?	<ul style="list-style-type: none"> ▪ PAKEJ PERANTI KELUARGA MALAYSIA allows customers to subscribe to TWO (2) lines per NRIC. 										
4.	What makes PAKEJ PERANTI KELUARGA MALAYSIA special?	<ul style="list-style-type: none"> ▪ You can subscribe to our PAKEJ PERANTI KELUARGA MALAYSIA for unlimited data, calls and texts at a promotional price of RM79/month (excluding 6% ST): <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="2" style="text-align: center;">unifi Mobile 99 Promo with Device</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">RM20 Discount on Monthly Commitment</td> <td style="text-align: center;">√</td> </tr> <tr> <td style="text-align: center;">FREE Device</td> <td style="text-align: center;">√</td> </tr> <tr> <td style="text-align: center;">FREE 1 Year Screen Protection (for the first year and for one-time claim)</td> <td style="text-align: center;">√</td> </tr> <tr> <td style="text-align: center;">20GB LTE Monthly Hotspot</td> <td style="text-align: center;">√</td> </tr> </tbody> </table>	unifi Mobile 99 Promo with Device		RM20 Discount on Monthly Commitment	√	FREE Device	√	FREE 1 Year Screen Protection (for the first year and for one-time claim)	√	20GB LTE Monthly Hotspot	√
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REGISTRATION AND ELIGIBILITY		
5.	Who are eligible for this PAKEJ PERANTI KELUARGA MALAYSIA?	<ul style="list-style-type: none"> ▪ PAKEJ PERANTI KELUARGA MALAYSIA is offered to unifi Home Broadband customers. ▪ To sign up for this package, you must fulfil the criteria specified below: <ol style="list-style-type: none"> 1. 18 years old and above 2. Not blacklisted by any mobile operator 3. Subscribed to not more than five (5) lines with unifi Mobile Postpaid plans
6.	Will I be charged with any upfront payment when I subscribe to this PAKEJ PERANTI KELUARGA MALAYSIA?	<ul style="list-style-type: none"> ▪ Please note that you will need to pay a RM300 Device Upfront Payment that will be credited and off set against your monthly bill until the amount is depleted. ▪ However, you will enjoy exclusion on the upfront payment if your Home Broadband account: - <ol style="list-style-type: none"> 1. Length of stay is more than SIX (6) months 2. No outstanding bill 3. Account remains active for the past three (3) months
7.	I am a foreigner. Can I subscribe to this PAKEJ PERANTI KELUARGA MALAYSIA?	<ul style="list-style-type: none"> ▪ Yes, however a deposit of RM300 is applicable for non-Malaysians.
8.	I am a foreigner, how would I receive my deposit upon termination?	<ul style="list-style-type: none"> ▪ Non-Malaysians are required to pay a deposit of RM300 per line activation. ▪ The amount will be refunded within three (3) months or 90 days upon line termination into your preferred bank. ▪ You may provide your banking details via our support channels or at any TMpoint outlet nationwide upon successful termination.
9.	Will there be a limit to the maximum number of lines I can subscribe with this PAKEJ PERANTI KELUARGA MALAYSIA?	<ul style="list-style-type: none"> ▪ Yes, you are entitled to subscribe to TWO (2) line per NRIC or passport for this package.
10.	My contract with unifi Home Broadband is still active. Can I sign up this PAKEJ PERANTI KELUARGA MALAYSIA?	<ul style="list-style-type: none"> ▪ Yes, you are allowed to sign up to PAKEJ PERANTI KELUARGA MALAYSIA as long as you fulfil the eligibility criteria. ▪ New contract of this PAKEJ PERANTI KELUARGA MALAYSIA will not affect the current contract of your unifi Home Broadband.

11.	Am I allowed to register to this PAKEJ PERANTI KELUARGA MALAYSIA for my family or friends?	<ul style="list-style-type: none"> ▪ This package is applicable for the registered owner of unifi Home Broadband only. ▪ Third party registration is not allowed.
12.	I'm an existing unifi Mobile postpaid plan subscriber. Do I get to enjoy PAKEJ PERANTI KELUARGA MALAYSIA?	<ul style="list-style-type: none"> ▪ Only unifi Home Broadband customers are entitled to subscribe to our PAKEJ PERANTI KELUARGA MALAYSIA.
13.	I'm an existing #Bebas prepaid plan subscriber. Do I get to enjoy PAKEJ PERANTI KELUARGA MALAYSIA?	<ul style="list-style-type: none"> ▪ Only unifi Home Broadband customers are entitled to subscribe to our PAKEJ PERANTI KELUARGA MALAYSIA.
14.	I am currently with another mobile service provider. Can I port in by retaining my existing mobile number or change of plan to PAKEJ PERANTI KELUARGA MALAYSIA?	<ul style="list-style-type: none"> ▪ Thank you for your interest. At the moment, the offer is available to unifi Home Broadband customers with unifi Mobile plans only. ▪ We are only allowed for new registration via the below channels: <ul style="list-style-type: none"> a) via online – please fill in the online registration form available at https://unifi.com.my/UYWcampaignCLM?slofCode=CLMP03. Our agents will be contacting you for confirmation and they will assist you with the onward process. b) Any 'TMPPoint outlets nationwide. ▪ Change of plan and Mobile Number Portability (MNP) will be made available from 5th Dec 2021 onwards.
DEVICE AND DELIVERY		
15.	What are the devices offered under this campaign?	<ul style="list-style-type: none"> ▪ Currently, we are offering our customers with Vivo Y12s smartphone under this campaign.
16.	How will I receive the device?	<ul style="list-style-type: none"> ▪ Your SIM card and device will be delivered to your delivery address upon successful sign-up.
17.	Can I request for the device to be delivered to other than my billing address?	<ul style="list-style-type: none"> ▪ Yes, you can put a request for the device to be sent to your preferred mailing address (other than the billing address).

18.	Do you offer nationwide delivery service?	<ul style="list-style-type: none"> ▪ Yes, the delivery service is available nationwide. Please expect the device to reach you within seven (7) working days.
19.	Will there be any additional fees for the delivery service?	<ul style="list-style-type: none"> ▪ There is no additional charges for the delivery of the device.
20.	How do I check the device delivery status?	<ul style="list-style-type: none"> ▪ You may track the device delivery status via live chat with our agents.☺
21.	Can I assign someone else to receive the order on my behalf?	<ul style="list-style-type: none"> ▪ The order will be delivered by our courier partner to the recipient and address as indicated in the customer order confirmation. ▪ Upon delivery, you will need to present your NRIC (Original Document) for <u>i</u>identity verification purposes, failing which you may not be allowed to collect the product. ▪ <u>Third-party</u> collection is strictly not allowed.
DEVICE REPLACEMENT AND SCREEN PROTECTION		
22.	What if I received a defective device along with the delivery process? Will I get a replacement for it?	<ul style="list-style-type: none"> ▪ In the event that you have received a defective device, please lodge a report to us within 24 hours upon receiving it. ▪ You will get a one-to-one replacement for defective device. ▪ If the report is made after 24 hours; the case will fall under warranty process and will be based on reported defect after assessment by device manufacturer.
23.	What happens if I receive the wrong device model?	<ul style="list-style-type: none"> ▪ In the event that you have received a wrong device model, please lodge a report to us within 24 hours upon receiving it. ▪ You will get a one-to-one replacement for the wrong device model.

24.	Where should I make the report for defective device?	<ul style="list-style-type: none"> ▪ We strongly advise to inspect the device upon receiving it as defects on device need to be identified and reported within 24 hours. ▪ If the device is found defective, please lodge a report to us via Live Chat at unifi.com.my or mobilecare@unifi app for tracking purposes. ▪ We will arrange for collection of the device and replace it with a new device. ▪ For reports on defective device after 24 hours, please refer to the device manufacturers directly.
25.	How long does it take for a device replacement?	<ul style="list-style-type: none"> ▪ Please allow up to seven (7) working days for us to arrange for a replacement. This is subject to stock availability and location.
26.	Is there any additional charges for replacement of defective device reported within 24 hours?	<ul style="list-style-type: none"> ▪ There is no additional charges for defective device reported within 24 hours.
27.	What is the total coverage for screen protection offered with this plan?	<ul style="list-style-type: none"> ▪ You will enjoy free one-time screen replacement during the coverage period for 12 months.
28.	How do I file a claim for screen protection?	<ul style="list-style-type: none"> ▪ You may file your claim by calling our partner; Bolttech support at 03-92124314 from Monday to Sunday (including Public Holiday, 9am – 6pm) or email them at servicerequest@bolttech.my.
29.	Do I need to submit the proof of purchase when filing the claim?	<ul style="list-style-type: none"> ▪ No supporting documents will be required. ▪ Please ensure that you provide sufficient information as requested during claim process. ▪ Only the registered owner of the unifi Mobile line can file the claim.
30.	Do I need to pay additional fee for the screen replacement?	<ul style="list-style-type: none"> ▪ You are entitled to enjoy free one-time screen replacement during the coverage period for 12 months.

31.	How long is the process for screen replacement?	<ul style="list-style-type: none"> ▪ This is subject to your current location: <ol style="list-style-type: none"> 1. For Klang Valley or Metro Cities (Penang & JB), please allow six (6) to 24 hours. 2. For other areas, please allow 24 hours to a maximum of three (3) days depending on the parts availability and logistics (especially Sabah & Sarawak).
32.	Do I need to return the device after my contract ends?	<ul style="list-style-type: none"> ▪ You can keep the device after your contract ends.
PENALTY		
33.	How much is the penalty amount if I breach or terminate the plan within the contract period?	<ul style="list-style-type: none"> ▪ If you terminate your line during your contract period, you will be charged with early termination fees based on the remaining months of the contract. ▪ Example as below: <i>Plan Monthly Commitment X Balance Contract Period</i> → <i>RM79 X 12 months = RM948</i>
34.	Under what circumstances that I will be charged with the penalty?	<ul style="list-style-type: none"> ▪ You will be charged with the penalty in the event of: <ol style="list-style-type: none"> 1. Termination of line 2. Termination of contract due to: <ol style="list-style-type: none"> a. Change of Plan b. Change of Ownership 3. Port out 4. Fraud
35.	Who should I contact if I need any assistance or enquiries?	<ul style="list-style-type: none"> ▪ You can contact us via the channels below: <ul style="list-style-type: none"> ➤ Live Chat with us at www.unifi.com.my/chat ➤ mobile@unifi app ➤ Facebook at https://www.facebook.com/weareunifi/ ➤ Twitter at @helpmeunifi ▪ Should you require a face-to-face interaction, you may visit us at any of the TMpoint outlets nationwide.