

**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 REMAJA 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" data-bbox="684 378 1370 777" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="2" style="background-color: black; color: white; text-align: center;">unifi Mobile 99 Promo with Device</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">RM20 Discount on Monthly Commitment</td> <td style="text-align: center; vertical-align: middle;">√</td> </tr> <tr> <td style="padding: 5px;">FREE Device</td> <td style="text-align: center; vertical-align: middle;">√</td> </tr> <tr> <td style="padding: 5px;">FREE 1 Year Screen Protection (for the first year and for one-time claim)</td> <td style="text-align: center; vertical-align: middle;">√</td> </tr> <tr> <td style="padding: 5px;">20GB LTE Monthly Hotspot</td> <td style="text-align: center; vertical-align: middle;">√</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	√
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	√											
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.	<p>Will there be a limit to the maximum number of lines I can subscribe with this PAKEJ PERANTI KELUARGA MALAYSIA?</p>	<ul style="list-style-type: none"> ▪ Yes, you are entitled to subscribe to TWO (2) line per NRIC or passport for this package.
9.	<p>My contract with unifi Home Broadband is still active. Can I sign up this PAKEJ PERANTI KELUARGA MALAYSIA?</p>	<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.
10.	<p>Am I allowed to register to this PAKEJ PERANTI KELUARGA MALAYSIA for my family or friends?</p>	<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.
11.	<p>I'm an existing unifi Mobile postpaid plan subscriber. Do I get to enjoy PAKEJ PERANTI KELUARGA MALAYSIA?</p>	<ul style="list-style-type: none"> ▪ Only unifi Home Broadband customers are entitled to subscribe to our PAKEJ PERANTI KELUARGA MALAYSIA.
12.	<p>I'm an existing #Bebas prepaid plan subscriber. Do I get to enjoy PAKEJ PERANTI KELUARGA MALAYSIA?</p>	<ul style="list-style-type: none"> ▪ Only unifi Home Broadband customers are entitled to subscribe to our PAKEJ PERANTI KELUARGA MALAYSIA.
13.	<p>I am currently with another mobile service provider. Can I port in by retaining my existing mobile number to PAKEJ PERANTI KELUARGA MALAYSIA?</p>	<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. ▪ If you have received a call, eDM or SMS from us and have indicated your interest, rest assured you will be put on the waiting list. We will contact you once the offer is available for port-in.

DEVICE AND DELIVERY

14.	What are the devices offered under this campaign?	<ul style="list-style-type: none"> ▪ Currently, we are offering two (2) smartphones for your selection: <table border="1" data-bbox="684 311 1332 490"> <thead> <tr> <th data-bbox="684 311 762 365">No</th> <th data-bbox="762 311 1332 365">Models</th> </tr> </thead> <tbody> <tr> <td data-bbox="684 365 762 427">1</td> <td data-bbox="762 365 1332 427">Samsung Galaxy A02</td> </tr> <tr> <td data-bbox="684 427 762 490">2</td> <td data-bbox="762 427 1332 490">Vivo Y12s</td> </tr> </tbody> </table>	No	Models	1	Samsung Galaxy A02	2	Vivo Y12s
No	Models							
1	Samsung Galaxy A02							
2	Vivo Y12s							
15.	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. 						
16.	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). 						
17.	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. 						
18.	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. 						
19.	How do I check the device delivery status?	<ul style="list-style-type: none"> ▪ You may track the device delivery status via: <ol style="list-style-type: none"> 1. Self-care Portal https://selfcare.unifi.com.my <ol style="list-style-type: none"> a. Log in to the portal b. Click “Order Status” tab 2. myunifi app <ol style="list-style-type: none"> a. Log in to the app b. Click “Activity” at the top right icon c. Trace delivery status 3. Live Chat with our agents 						
20.	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 for identity verification purposes, failing which you may not be allowed to collect the product. ▪ Third-party collection is strictly not allowed. 						

DEVICE REPLACEMENT AND SCREEN PROTECTION		
21.	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.
22.	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.
23.	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.com.my 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.
24.	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.
25.	Is there any additional charges for replacement of defective device	<ul style="list-style-type: none"> ▪ There is no additional charges for defective device reported within 24 hours.

	reported within 24 hours?	
26.	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.
27.	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.
28.	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.
29.	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.
30.	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).
31.	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		

32.	<p>How much is the penalty amount if I breach or terminate the plan within the contract period?</p>	<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> → RM79 X 12 months = RM948
33.	<p>Under what circumstances that I will be charged with the penalty?</p>	<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
34	<p>Who should I contact if I need any assistance or enquiries?</p>	<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.