

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNIFI MOBILE 99 PROMO WITH DEVICE**

NO.	QUESTION	ANSWER																								
RATE PLAN DETAILS																										
1.	Can you tell us more about unifi Mobile 99 Promo with Device plan?	<ul style="list-style-type: none"> ▪ Starting 17 June 2021, we are offering a new unifi Mobile 99 Promo subscription plan that comes with a discounted monthly commitment fee and a free device. ▪ The unifi Mobile 99 Promo with Device is a special plan that is offered to selected unifi Home Broadband customers, at a discounted monthly commitment fee of RM79 per month with 24 months contract. 																								
2.	What are the differences between this unifi Mobile 99 Promo with Device plan with the current unifi Mobile 99 Promo?	<ul style="list-style-type: none"> ▪ The differences between unifi Mobile 99 Promo with Device and the current unifi Mobile 99 Promo for unifi Home Broadband customers are as follows: <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="background-color: black; color: white;">Pre-requisite</th> <th colspan="2" style="background-color: #cccccc;">unifi Home Broadband customers</th> <th style="background-color: #cccccc;">Without unifi Home Broadband customers</th> </tr> <tr> <th style="background-color: black; color: white;">Mobile Plan</th> <td style="background-color: #cccccc;">unifi Mobile 99 Promo</td> <td style="background-color: #cccccc;">*unifi Mobile 99 Promo with Device</td> <td style="background-color: #cccccc;">unifi Mobile 99 Promo</td> </tr> </thead> <tbody> <tr> <th style="background-color: black; color: white;">Monthly commitment before discount</th> <td style="text-align: center;">RM99</td> <td style="text-align: center;">RM99</td> <td style="text-align: center;">RM99</td> </tr> <tr> <th style="background-color: black; color: white;">Monthly Promotional Price (after discount)</th> <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> <td style="text-align: center;">RM 79 per month (exclusive of 6% ST)</td> </tr> <tr> <th style="background-color: black; color: white;">Monthly Hotspot (LTE)</th> <td style="text-align: center;">10GB</td> <td style="text-align: center;">20GB</td> <td style="text-align: center;">10GB</td> </tr> <tr> <th style="background-color: black; color: white;">Contract Period</th> <td style="text-align: center;">No contract</td> <td style="text-align: center;">24 months</td> <td style="text-align: center;">No contract</td> </tr> </tbody> </table>	Pre-requisite	unifi Home Broadband customers		Without unifi Home Broadband customers	Mobile Plan	unifi Mobile 99 Promo	*unifi Mobile 99 Promo with Device	unifi Mobile 99 Promo	Monthly commitment before discount	RM99	RM99	RM99	Monthly Promotional Price (after discount)	RM59 per month (exclusive of 6% ST)	RM 79 per month (exclusive of 6% ST)	RM 79 per month (exclusive of 6% ST)	Monthly Hotspot (LTE)	10GB	20GB	10GB	Contract Period	No contract	24 months	No contract
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3.	<p>What makes this unifi Mobile 99 Promo with Device plan special?</p>	<ul style="list-style-type: none"> You can subscribe to our unifi Mobile 99 Promo with Device for unlimited data, calls and texts at a promotional price of RM79/month (exclusive of 6% ST): <table border="1" data-bbox="683 607 1369 1283"> <thead> <tr> <th colspan="2">unifi Mobile 99 Promo with Device</th> </tr> </thead> <tbody> <tr> <td>RM20 Discount on Monthly Commitment</td> <td>√</td> </tr> <tr> <td>FREE Device</td> <td>√</td> </tr> <tr> <td>Upfront Waiver</td> <td>√</td> </tr> <tr> <td>FREE 1 Year Screen Protection (for the first year and for one-time claim)</td> <td>√</td> </tr> <tr> <td>20GB LTE Monthly Hotspot</td> <td>√</td> </tr> <tr> <td> EARLY BIRD PROMO! FREE access to Viu for 6 months <ul style="list-style-type: none"> Limited vouchers For registrations from 17 – 30th June only </td> <td>√</td> </tr> </tbody> </table>	unifi Mobile 99 Promo with Device		RM20 Discount on Monthly Commitment	√	FREE Device	√	Upfront Waiver	√	FREE 1 Year Screen Protection (for the first year and for one-time claim)	√	20GB LTE Monthly Hotspot	√	EARLY BIRD PROMO! FREE access to Viu for 6 months <ul style="list-style-type: none"> Limited vouchers For registrations from 17 – 30th June only 	√
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REGISTRATION AND ELIGIBILITY																
4.	<p>Who are eligible for this unifi Mobile 99 Promo with Device plan?</p>	<ul style="list-style-type: none"> unifi Mobile 99 Promo with Device is offered to selected unifi Home Broadband customers. To sign up to the plan, you must fulfil the criteria as specified below: <ol style="list-style-type: none"> 18 years old and above Not blacklisted by any mobile operator Subscribed to not more than five (5) lines with unifi Mobile Postpaid plans unifi Home Broadband account with length of stay of more than six (6) months 														
5.	<p>Will I be charged with any upfront payment when I subscribe to this unifi Mobile 99</p>	<ul style="list-style-type: none"> There will be no upfront payment. 														

	Promo with Device plan?	
6.	I am a foreigner. Can I subscribe to this unifi Mobile 99 Promo with Device plan?	<ul style="list-style-type: none"> ▪ Yes, however a deposit of RM300 is applicable for non-Malaysians.
7.	Will there be a limit to the maximum number of lines I can subscribe with this unifi Mobile 99 Promo with Device plan?	<ul style="list-style-type: none"> ▪ Yes, you are entitled to subscribe to only one (1) line per NRIC or passport for this plan.
8.	My contract with unifi Home Broadband is still active. Can I sign up this unifi Mobile 99 Promo with Device plan?	<ul style="list-style-type: none"> ▪ Yes, you are allowed to sign up to unifi Mobile 99 Promo with Device as long as you fulfil the eligibility criteria. ▪ New contract of this unifi Mobile 99 Promo with Device plan will not affect the current contract of your unifi Home Broadband.
9.	Am I allowed to register this unifi Mobile 99 Promo with Device Plan for my family or friends?	<ul style="list-style-type: none"> ▪ This plan is applicable for the registered owner of unifi Home Broadband only. ▪ Third party registration is not allowed.
10.	I'm an existing unifi Mobile postpaid plan subscriber. Do I get to enjoy the unifi Mobile 99 Promo with Device plan?	<ul style="list-style-type: none"> ▪ Only selected unifi Home Broadband customers are entitled to subscribe to our unifi Mobile 99 Promo with Device plan. You will receive a special invitation from unifi via calls or email if you're selected.
11.	I'm an existing #Bebas prepaid plan subscriber. Do I get to enjoy the unifi Mobile 99 Promo with Device plan?	<ul style="list-style-type: none"> ▪ Only selected unifi Home Broadband customers are entitled to subscribe to our unifi Mobile 99 Promo with Device plan. You will receive a special invitation from unifi via calls or email if you're selected.

12.	<p>I am currently with another mobile service provider. Can I port in by retaining my existing mobile number to unifi Mobile 99 Promo with Device plan?</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								
13.	<p>What are the devices offered under this campaign?</p>	<ul style="list-style-type: none"> ▪ Currently, we are offering two (2) smartphones for your selection: <table border="1" data-bbox="684 721 1334 902" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th data-bbox="687 725 762 779">No</th> <th data-bbox="762 725 1331 779">Models</th> </tr> </thead> <tbody> <tr> <td data-bbox="687 779 762 840">1</td> <td data-bbox="762 779 1331 840">Samsung Galaxy A02</td> </tr> <tr> <td data-bbox="687 840 762 900">2</td> <td data-bbox="762 840 1331 900">Vivo Y12s</td> </tr> </tbody> </table>	No	Models	1	Samsung Galaxy A02	2	Vivo Y12s
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14.	<p>How will I receive the device?</p>	<ul style="list-style-type: none"> ▪ Your SIM card and device will be delivered to your delivery address upon successful sign-up. 						
15.	<p>Can I request for the device to be delivered to other than my billing address?</p>	<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 billing address). 						
16.	<p>Do you offer nationwide delivery service?</p>	<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. 						
17.	<p>Will there be any additional fees for the delivery service?</p>	<ul style="list-style-type: none"> ▪ There is no additional charges for the delivery of the device. 						
18.	<p>How do I check the device delivery status?</p>	<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
19.	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		
20.	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.
21.	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.
22.	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.
23.	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.

24.	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.
25.	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.
26.	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.
27.	Do I need to submit the proof of purchase when file the claim?	<ul style="list-style-type: none"> ▪ No 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.
28.	Do I need to pay additional fee for 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.
29.	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).
30.	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		

31.	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> → RM79 X 12 months = RM948
32.	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
VIU VOUCHER		
33.	How do I claim my voucher of free access to Viu from the Early Bird Promo?	<ul style="list-style-type: none"> ▪ You will receive this offer if you register with the plan during the promotion period (17th to 30th June 2021) only. ▪ The vouchers are limited and on first come first serve basis. You will receive your Viu voucher (promo code) via SMS. ▪ Please follow the below steps to redeem the voucher: <ol style="list-style-type: none"> 1. Launch Viu app from your mobile phone or smart TV 2. Select menu on the top left, then select “Redeem” 3. Key in the Viu promo code received via SMS on the voucher screen to register <p>Please contact Viu customer support via following channels if you encounter problem to redeem the voucher within redemption period (before 1st August);</p> <ul style="list-style-type: none"> ✓ e-mail to: help.my@vuclip.com ✓ Customer Support Hotline: 03 2242 4240 (available from 9am-6pm, Monday to Friday) ✓ Direct message on Facebook: https://www.facebook.com/ViuMalaysia/
34.	What is the validity for the Viu free access?	<ul style="list-style-type: none"> ▪ You will get to enjoy the Viu free access for six (6) months from the voucher redemption date.

35.	When is last day to redeem the Viu voucher?	<ul style="list-style-type: none">▪ All vouchers must be redeemed before 1 August 2021.▪ We would advise you to redeem the voucher as soon as you receive it.
OTHERS		
36.	I have seen this offer, but why am I not offered to subscribe?	<ul style="list-style-type: none">▪ Thank you for your interest, however this offer is only eligible for selected unifi Home Broadband customers.▪ Worry not as we have other offers that will suit your needs.▪ Stay with us and watch out for our promos at unifi.com.my.
37.	Where can I learn more on this unifi Mobile 99 Promo with Device plan?	<ul style="list-style-type: none">▪ Thank you for your interest. If you are eligible for the promotion, you will either receive calls from our agents, or EDM and SMS.