



**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
unifi MOBILE BIZ 59 & 39 FOR SME**

NO	QUESTION	ANSWER															
QUESTIONS ON unifi MOBILE BIZ 59 & 39 FOR SME																	
GETTING TO KNOW																	
1.	What's the offering for unifi Mobile Biz 59 & 39?	<ul style="list-style-type: none"> ▪ unifi Mobile 59 & 39 are quota plans. Details are as below: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th style="text-align: center;">Plan</th> <th style="text-align: center;">Price/month</th> <th style="text-align: center;">Data</th> <th style="text-align: center;">Voice (mins)</th> <th style="text-align: center;">Text (SMS)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Unifi Mobile Biz 59</td> <td style="text-align: center;">RM59</td> <td style="text-align: center;">10GB LTE</td> <td style="text-align: center;">100</td> <td style="text-align: center;">25</td> </tr> <tr> <td style="text-align: center;">Unifi Mobile Biz 39</td> <td style="text-align: center;">RM39</td> <td style="text-align: center;">5GB LTE</td> <td style="text-align: center;">50</td> <td style="text-align: center;">25</td> </tr> </tbody> </table> 	Plan	Price/month	Data	Voice (mins)	Text (SMS)	Unifi Mobile Biz 59	RM59	10GB LTE	100	25	Unifi Mobile Biz 39	RM39	5GB LTE	50	25
Plan	Price/month	Data	Voice (mins)	Text (SMS)													
Unifi Mobile Biz 59	RM59	10GB LTE	100	25													
Unifi Mobile Biz 39	RM39	5GB LTE	50	25													
2.	Who is eligible to subscribe to unifi Mobile Biz plan?	<ul style="list-style-type: none"> ▪ All Malaysian businesses with valid Business Registration Number (BRN) are eligible to subscribe to the package. 															
3.	Where can I subscribe the unifi Mobile Biz plans?	<ul style="list-style-type: none"> ▪ You can subscribe to the plan at the nearest TMpoint. Don't forget to bring along all your relevant business documents for registration purposes. 															
4.	What documents do I need to bring during the registration?	<ul style="list-style-type: none"> ▪ Eligible applicants are required to bring valid documentations and other company details as below: <ol style="list-style-type: none"> a. Photocopy of company director/authorised signatory's NRIC (both sides)/Passport (for Non-Malaysians) b. If you're an existing TM customer, please bring along your latest bill that is registered under your company name/Business Registration Number (BRN) c. Company Authorisation Letter for non-director authorised signatory d. Original or certified true copy of certified documents (whichever applicable): 															

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NGO/ Association/ Corporation/ Embassy/ Government	Documents issued by relevant authorities											
5.	What are the requirements needed to subscribe to unifi Mobile Biz plan?	<ul style="list-style-type: none"> We will first do a credit evaluation on your application. If your name is not blacklisted in CTOS or TM database, we will then proceed to process your application. 										
6.	Who are the authorized individuals from the company that can subscribe to unifi Mobile Biz plan?	<ul style="list-style-type: none"> Only the company's authorised director can fill up the application form to subscribe to unifi Mobile Biz plan. However, you are also allowed to appoint a representative with an authorisation letter to represent the company to subscribe for this plan. 										
7.	How many lines can I subscribe?	<ul style="list-style-type: none"> With our unifi Mobile Biz plan, there is no limit to the number of lines you can subscribe to. The only difference is that depending on the number of lines requested, and the existing lines with unifi, the sign up process may be slightly different. If you would like to request or already have exceeded 10 unifi Mobile Biz lines, then your request will be handled by a SME sales consultant. For customers who do not require more than 10 unifi Mobile Biz lines, you can simply walk into any TMpoint outlets nationwide. 										
8.	Can I sign up to unifi Mobile Biz plan as individual?	<ul style="list-style-type: none"> The unifi Mobile Biz plan is actually meant for business owners that have a Business Registration Number (BRN) only. For individual application for personal account, you can subscribe to our unifi mobile plan for your personal use. For further info on the package, visit unifi website at https://mobile.unifi.com.my/home/whats-new. 										

NO	QUESTION	ANSWER
9.	I'm interested to subscribe to the plan, how can I port in to unifi Mobile Biz plan?	<ul style="list-style-type: none"> ▪ Great! You can port over your existing line to unifi Mobile Biz simply by subscribing to the plan. We'll take care of the rest of the steps and handle the entire port in process for you. We will request for the port in on your behalf from your existing service provider. ▪ The process may take up to 14 days to be approved.
10.	Can I change my current unifi Mobile Biz 99 plan to any of the unifi Mobile Biz quota plans?	<ul style="list-style-type: none"> ▪ At the moment, the change of plans are not possible. ▪ Stay tuned as we will be updating you once we have this feature available.
11.	My port in request was rejected. What should I do next?	<ul style="list-style-type: none"> ▪ Don't worry, drop us a message on Live Chat in unifi self care portal or myunifi app.or come and meet us at any of our TMpoint nationwide. We'll be happy to assist.
12.	Where are the unifi mobile coverage areas?	<ul style="list-style-type: none"> ▪ We are literally everywhere, and are constantly expanding our LTE coverage areas. Find out if your area are available with unifi coverage by checking our coverage map HERE.
13.	Is there a contract for unifi Mobile Biz quota plan?	<ul style="list-style-type: none"> ▪ Good news! You will not be tied to any contract for this plan.
14.	What are included in my unifi Mobile Biz quota plan?	<ul style="list-style-type: none"> ▪ All of the plans will include a quota allocation that covers the following: <ol style="list-style-type: none"> 1. Domestic mobile data 2. Domestic calls 3. Domestic SMS
15.	What type of calls andSMSes are included inthe unifi Mobile Biz quota plan?	<ul style="list-style-type: none"> ▪ All domestic calls and SMS to our unifi Mobile Biz numbers and the othermobile operators. ▪ All domestic calls to national fixed line numbers.
16.	What type of calls andSMSes are excluded from the unifi Mobile Biz quota plan?	<ul style="list-style-type: none"> ▪ Additional charges are applicable to these calls and SMSes: <ol style="list-style-type: none"> a. Calls to 1300 / 1700 / 1600 / 1MOCC numbers b. 080-Prefix number for border calls to Brunei c. Calls to Special Number d. International Calls (IDD) and SMS from Malaysia e. Voice calls & SMS roaming outside Malaysia
17.	Do I need to request fora specific SIM card size(e.g. micro SIM or nanoSIM) prior to making payment?	<ul style="list-style-type: none"> ▪ All our SIM cards come with three (3) built-in sizes (mini/ standard, micro,and nano) that would fit in any phone models.

NO	QUESTION	ANSWER
18.	I can't use my SIM card.What do I need to do?	<p>We are already working with various phone manufacturers to support automatic configuration setting when you insert the SIM card. You will receive a notification within a few minutes after you insert the SIM card into your phone. This notification is to set the Access Point Names (APN) to "unifi" on your phone configuration.</p> <ul style="list-style-type: none"> If you have not received the notification, you can set the APN to "unifi" manually on your phone. Go to "Setting > More/Mobile > Access Point Name".
19.	Can I transfer my line to another business entity or individual?	<ul style="list-style-type: none"> Currently we do not allow transfer of ownership; any new business entity will have to register for a unifi Mobile Biz plan on its own.
20.	I lost my mobile phone.How can I request to suspend my line and request for a new SIM?	<ul style="list-style-type: none"> Suspension of line/account can be done at any TMpoint and must be done by the registered account holder. You may assign a representative to terminate but he/she must be accompanied with the company's authorisation letter.
21.	I would like to terminate one of my lines. How can I request for termination?	<ul style="list-style-type: none"> You can terminate your line at any TMpoint nationwide. You may assign a representative to terminate but he/she must be accompanied with the company's authorisation letter.
22.	What will happen if I don't change the APN to "unifi" when I'm travelling overseas?	<ul style="list-style-type: none"> You may not be able to use the service. Hence, we would encourage you to change the setting immediately. Important: For customers who are travelling overseas, you must update your APN to "unifi" to be able to connect to data service while roaming.
MOBILE DATA		
23.	What is inclusive of my domestic mobile Internet?	<ul style="list-style-type: none"> You will get to enjoy the allocated LTE mobile data as per plans purchased within Malaysia.
24.	Can I use my phone as a hotspot?	<ul style="list-style-type: none"> Yes, you can as long as your subscribed / purchased data quota is still available.
25.	How many devices can I connect using the hotspot?	<ul style="list-style-type: none"> There is no limitation on the number of devices for you to use your hotspot. However, for the best unifi Mobile experience, we strongly recommend you to use up to a maximum of five (5) devices.

NO	QUESTION	ANSWER																		
26.	What happens if my usage exceeds the allocated data purchased?	<ul style="list-style-type: none"> ▪ Your data speed will be throttled down to 128kbps. ▪ To continue enjoying high-speed mobile internet, you may choose to purchase our Add-On Data via the unifi self care portal or myunifi app. 																		
VOICE																				
27.	What voice features are included in the plans?	<ul style="list-style-type: none"> ▪ The unifi Mobile Biz plans come with the following voice features: <ol style="list-style-type: none"> 1. Call Hold 2. Call Waiting 3. Missed Call Notification 																		
28.	What voice features are not supported in my plan?	<ul style="list-style-type: none"> ▪ The unifi Mobile Biz plans do not include the following voice features: <ol style="list-style-type: none"> 1. Voicemail 2. Call Forwarding 3. Multi-party call 4. Enabling Private Number Display on your outgoing calls 																		
29.	What are the call charges for special numbers?	<ul style="list-style-type: none"> ▪ The call charges are as below: <table border="1" data-bbox="502 965 1501 2157" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th data-bbox="502 965 790 1084">NUMBER</th> <th data-bbox="790 965 1217 1084">SERVICE DESCRIPTION</th> <th data-bbox="1217 965 1501 1084">CHARGES (EXCLUDING 6% ST)</th> </tr> </thead> <tbody> <tr> <td data-bbox="502 1084 790 1140">12273</td> <td data-bbox="790 1084 1217 1140">mobile Careline 1CARE</td> <td data-bbox="1217 1084 1501 1140">FREE</td> </tr> <tr> <td data-bbox="502 1140 790 1227">999 / 112</td> <td data-bbox="790 1140 1217 1227">Malaysian Emergency Response Services</td> <td data-bbox="1217 1140 1501 1227">FREE</td> </tr> <tr> <td data-bbox="502 1227 790 2022">(03) 7956 8144 (KL) (03) 7956 8145 (KL) (04) 281 5161 (Penang) (04) 281 1108 (Penang) (07) 331 2300 (Johor Bahru) (05) 547 7933 (Ipoh) (05) 547 7955 (Ipoh) (06) 952 0313 (Muar) (06) 954 0313 (Muar) (06) 632 1772 (Seremban) (06) 632 1773 (Seremban) (082) 242 800 (Kuching) (088) 255 788 (Kota Kinabalu) (088) 259 788 (Kota Kinabalu) (06) 284 2500 (Melaka)</td> <td data-bbox="790 1227 1217 2022">BEFRIENDERS</td> <td data-bbox="1217 1227 1501 2022">FREE</td> </tr> <tr> <td data-bbox="502 2022 790 2078">1-800</td> <td data-bbox="790 2022 1217 2078">Toll Free Hotline Numbers</td> <td data-bbox="1217 2022 1501 2078">FREE</td> </tr> <tr> <td data-bbox="502 2078 790 2157">13777</td> <td data-bbox="790 2078 1217 2157">Jabatan Air Negeri Sabah (JANS)</td> <td data-bbox="1217 2078 1501 2157">FREE</td> </tr> </tbody> </table> 	NUMBER	SERVICE DESCRIPTION	CHARGES (EXCLUDING 6% ST)	12273	mobile Careline 1CARE	FREE	999 / 112	Malaysian Emergency Response Services	FREE	(03) 7956 8144 (KL) (03) 7956 8145 (KL) (04) 281 5161 (Penang) (04) 281 1108 (Penang) (07) 331 2300 (Johor Bahru) (05) 547 7933 (Ipoh) (05) 547 7955 (Ipoh) (06) 952 0313 (Muar) (06) 954 0313 (Muar) (06) 632 1772 (Seremban) (06) 632 1773 (Seremban) (082) 242 800 (Kuching) (088) 255 788 (Kota Kinabalu) (088) 259 788 (Kota Kinabalu) (06) 284 2500 (Melaka)	BEFRIENDERS	FREE	1-800	Toll Free Hotline Numbers	FREE	13777	Jabatan Air Negeri Sabah (JANS)	FREE
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30.	What do I do if the voice usage exceeds the allocated minutes?	<ul style="list-style-type: none"> You will be charged RM0.15 for every additional minute used. Don't worry, we will notify you on your usage. To continue enjoying high-speed mobile internet, you may choose to purchase additional minutes together and SMS from our Add-On Calls & SMS via the unifi self care portal or myunifi app. 																																			

NO	QUESTION	ANSWER
SMS		
31.	What are the SMS features included in the plans?	<ul style="list-style-type: none"> ▪ You can do all these SMS features: <ol style="list-style-type: none"> 1. Send SMS to domestic mobile numbers / short code 2. Receive bank TACs (Transactional Authorisation code) 3. OTT SMS (e.g. WhatsApp) 4. Emergency SMS services
32.	What are the SMS features not supported in the plans?	<ul style="list-style-type: none"> ▪ This SMS features will be charged separately: <ul style="list-style-type: none"> ▪ SMS to 1300, 1700, 1600, 121, 1MOCC numbers ▪ Any non-domestic/international number, which includes 02 and 080 prefix number for border calls to Singapore or Brunei ▪ Sending SMS while roaming outside of Malaysia ▪ Sending international SMS from Malaysia
33.	What if I need to use more SMS than the allocated number of SMSes from my plan?	<ul style="list-style-type: none"> ▪ You will be charged RM0.15 for every subsequent SMS sent (regardless whether it is successfully delivered or not). ▪ To continue enjoying the service, you may choose to purchase additional SMS and minutes from our Add-On Calls & SMS unifi self care portal or myunifi app.
34.	Will I get charged when I reply SMS to short code number? Example: 60001	<ul style="list-style-type: none"> ▪ Yes, charges may incur for replying to short code SMS. Please read carefully and do not reply to suspicious SMS.
Add-on		
35.	What are the validity of the Add-Ons?	<ul style="list-style-type: none"> ▪ The validity for each Add-on is up to 30 days. ▪ This means that the Add-Ons purchased can be used 30 days from the date of purchase.
36.	Will there be a limit to the number of times I can purchase the Add-Ons in a month?	<ul style="list-style-type: none"> ▪ You have the freedom to purchase all Add-Ons as many times as you want, provided it does not exceed your account Credit Limit.
37.	Can I still use the balance of Data, SMS and Voice from the Add-Ons after the expiry?	<ul style="list-style-type: none"> ▪ Unfortunately, you will not be able to use your Add-On balance after the expiry date. ▪ However, if you have purchased additional Add-Ons BEFORE the expiry date, your unused balance will follow the new expiry date. This means that you will be able to use the balance from the previous Add-Ons together with the allocation from the new Add-Ons. For overlapping multiple Add-Ons purchase, the maximum extended validity of expiry date is up to 90 days from the first Add-Ons purchase.

38.	Can I purchase multiple Add-Ons at any one time?	<ul style="list-style-type: none"> ▪ Yes! If you purchase additional Add-Ons BEFORE the expiry date, your unused balance will follow the new expiry date. This means that you will be able to use the balance from the previous Add-On together with the allocation from the new Add-Ons. ▪ For overlapping multiple Add-Ons purchase, the maximum extended validity of expiry date is up to 90 days from the first Add-Ons purchase.
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UPFRONT PAYMENT POLICY, DEPOSIT AND CREDIT LIMIT

39.	What is an upfront payment?	<ul style="list-style-type: none"> ▪ The upfront payment is a fee that will be used to offset the charges in your first bill.
40.	I am a non-Malaysian. How much do I need to pay for line activation?	<ul style="list-style-type: none"> ▪ Non-Malaysians are required to pay a deposit of RM500 per line for service activation.
41.	How do I activate the International Roaming (IR) service? Will I get my refund upon termination?	<ul style="list-style-type: none"> ▪ You may activate the IR service via Live Chat in unifi self care portal or myunifi app or walk-in to any TMpoint. A deposit of RM300 is required and will be refund back to you upon your account termination.
42.	I am a non-Malaysian, how would I receive my deposit upon termination?	<ul style="list-style-type: none"> ▪ Your refund will be transferred into your bank account within three (3) months / 90 days upon termination. Kindly provide us with your banking details via our support channels upon successful termination.
43.	When will I receive the refund?	<ul style="list-style-type: none"> ▪ Three (3) months / 90 days upon terminating the services.
44.	What is the credit limit per line?	<ul style="list-style-type: none"> ▪ The default credit limit per line is RM300.
45.	Can I increase my credit limit?	<ul style="list-style-type: none"> ▪ Yes. You can do so through Live Chat at in unifi self care portal or myunifi app.or walk-in to any TMpoint nationwide.
46.	Can I decrease my credit limit?	<ul style="list-style-type: none"> ▪ Yes. You can decrease your credit limit to the default credit limit through Live Chat in unifi self care portal or myunifi app.or walk-in to any TMpoint nationwide.
47.	Will I be notified if my balance exceeded the credit limit?	<ul style="list-style-type: none"> ▪ Yes. You will be notified when your account reaches 80% and 100% creditlimit utilisation via SMS and your registered email.
48.	What if my balance exceeded the credit limit?	<ul style="list-style-type: none"> ▪ You will not be able to use the service upon exceeding your credit limit.
49.	How much do I need to pay to restore my services, if it is barred due to credit limit?	<ul style="list-style-type: none"> ▪ You will have to pay a minimum of 75% of your unbilled and / or billed amount to restore your services.

50.	Will I be subjected to a credit check when I subscribe to unifi?	<ul style="list-style-type: none"> Yes. You will be subjected to the standard telco credit check (CTOS) when you subscribe to unifi Mobile Biz plan. You will be exempted from credit check if you're an existing TM (unifi Business or Streamyx Business) subscriber.
51.	How do I cancel my subscription?	<ul style="list-style-type: none"> If you decide to cancel your subscription, just walk-in to any TMpoint nationwide. You may assign a representative to terminate but he/she must be accompanied with the company's authorisation letter.
52.	Will I be refunded if there is an extra payment in my account?	<ul style="list-style-type: none"> Yes. We will refund you of any extras if your account has more than RM10.
ACCEPTABLE USE POLICY		
53.	Can I use my service to download peer-to-peer content (e.g. torrent files)?	<ul style="list-style-type: none"> Yes. You can use unifi Mobile Biz services for peer-to-peer downloads at 64kbps speed.
54.	Am I allowed to use the allocated voice minutes to make calls for commercial purpose?	<ul style="list-style-type: none"> Yes. You can use unifi Mobile Biz calls services for commercial purposes but subject to the Acceptable Use Policy.
55.	Can I perform bulk SMS or blast solicited / unsolicited SMS using the unifi Mobile Biz SMS service?	<ul style="list-style-type: none"> You are only allowed to send text messages set within the Acceptable Use policy.
56.	Am I allowed to use the plan in a non – LTE phone?	<ul style="list-style-type: none"> We encourage you to use an LTE phone (Band 5 device) to fully experience the unifi 4G service. You may refer to unifi.com.my/mobile to see if your device is supported by unifi 4G network.
57.	Am I allowed to do tethering or provide hotspot so that the internet service can be shared with others?	<ul style="list-style-type: none"> Yes, with the plans, you have the freedom to share your mobile internet experience with others as long as your usage does not exceed your quota allocation.

DISCOUNTS		
58.	Do I get broadband bundle discounts if I'm an existing TM broadband business subscriber?	<ul style="list-style-type: none"> ▪ Sorry, there are no discounts applicable at the time being for existing TM Broadband customers for the plans – unifi Mobile Biz 59 and unifi MobileBiz 39.
59.	Do I get multi-line discounts if I've purchased five (5) lines or more in one single account?	<ul style="list-style-type: none"> ▪ Unfortunately the multi-line discount does not apply for unifi Mobile Biz quota plan.
60.	Will there also be a discount with pre-existing services like tethering?	<ul style="list-style-type: none"> ▪ Unfortunately, currently there is no discount for pre-existing services (i.e.tethering). Other additional charges remain the same.
INTERNATIONAL DIRECT DIAL (IDD) – SERVICE		
61.	What is IDD?	<ul style="list-style-type: none"> ▪ International Direct Dial or IDD allows you to make calls or send SMSes to your loved ones overseas from your unifi Mobile Biz number in Malaysia.
62.	How do I activate IDD? Is there any deposit required?	<ul style="list-style-type: none"> ▪ IDD service is enabled by default with no deposit required.
63.	How do I make an international call?	<ul style="list-style-type: none"> ▪ To make an international call, dial 00, followed by the country code you are calling, the area or city code, and the phone number. ▪ For example, if you're contacting someone in Brazil, (country code 55), in the city of Rio de Janeiro (city code 21), dial 00 - 55 - 21 - XXXX-XXXX ▪ For your convenience, you can also replace 00 with + e.g. +55 21 XXX-XXXX
64.	What is the rate for IDD?	<ul style="list-style-type: none"> ▪ Please refer to our IDD rates HERE.
INTERNATIONAL ROAMING – SERVICES		
65.	What is International Roaming?	<ul style="list-style-type: none"> ▪ International Roaming allows you to get connected wherever you are, any country, any time zone!

66.	Can I use International Roaming immediately upon signing up for unifi Mobile Biz?	<ul style="list-style-type: none"> Unfortunately, you will need to request to enable International Roaming. You can do this via Live Chat in unifi self care portal or myunifi app.or walk-in to any TMpoint. However, please take note that a deposit of RM300 per line may be imposed.
67.	How do I prevent myself from unknown charges when I'm roaming?	<ul style="list-style-type: none"> You are recommended to switch off the "Data Roaming" feature in your smart phone setting before you reach your overseas destination.
INTERNATIONAL ROAMING – MOBILE INTERNET (DATA ROAM PASS & DATA ROAM 20MB PASS)		
68.	Can I use data roaming services when travelling overseas?	<ul style="list-style-type: none"> Yes, but you will need to activate the International Roaming services.
69.	What does the Data Roam Pass offer?	<ul style="list-style-type: none"> The Data Roam Pass allows you to access the Internet to send off that important business email or stay in touch with your business associates and of course your family.
70.	What is the validity of the Data Roam Pass?	<ul style="list-style-type: none"> The pass is valid until midnight of the city you are in. e.g. If you're visiting Thailand, your data roam pass expires at 12:00 a.m., Bangkok time.
71.	I've reached the limit for my data! How can I continue surfing while I'm still roaming?	<ul style="list-style-type: none"> Of course you can! You can purchase additional Data Roam Pass via unifi self care portal or myunifi app.
72.	Will I be informed when my subscription is successful?	<ul style="list-style-type: none"> Yes. You will receive an SMS notification when your Data Roam Pass has been successfully activated for both auto subscriptions and pass renewals.
73.	How do I unsubscribe from a Data Roam Pass?	<ul style="list-style-type: none"> There is no need to unsubscribe the Data Roam Pass as it will expire at the midnight of the city you are in.
74.	Is the Data Roam Pass compatible with any phone model? (i.e. iPhone/Blackberry/Android/ Windows)	<ul style="list-style-type: none"> Yes. It works with any phone models.

75.	How do I keep track of my Data Roam Pass usage and expiry date?	<ul style="list-style-type: none"> ▪ You will receive an SMS notification once you've exceeded the quota, and when it expires. You can also keep track of them via unifi self care portal or myunifi app.
76.	I have purchased Data Roam Pass in Singapore. Can I use the same pass in Thailand on the same day?	<ul style="list-style-type: none"> ▪ Unfortunately, the Data Roam Pass is country-specific. If you're travelling to multiple countries in a day, you'll need to activate a data roam in each country and browse through their respective preferred operators.
77.	How much will I be charged if I use my mobile Internet overseas without a Data Roam Pass?	<ul style="list-style-type: none"> ▪ You will be charged at pay-per-use rate of RM 49/MB.
78.	Why is my Data Roam Pass not working in certain countries?	<ul style="list-style-type: none"> ▪ Please check the Access Point Name (APN) setting of your phone first. The APN setting should be "unifi". ▪ To check and change, please follow the steps below: <ul style="list-style-type: none"> ▪ <u>Android models:</u> <ul style="list-style-type: none"> ▪ Settings > More > Mobile networks/Cellular networks > Accesspoint names OR Settings > Mobile networks > Access Point Names ▪ Click "Edit the Access Point Names" and change the APN to "unifi" Leave other fields as-is and Save the new setting. Reboot your phone if necessary. ▪ <u>iOS models:</u> <ul style="list-style-type: none"> ▪ Settings > Mobile Data > Mobile Data Network OR Settings > Cellular > Cellular Data Network. ▪ Tap the Access Point Name field and change to "unifi". ▪ Leave other fields as-is and Save the new setting. Reboot yourphone if necessary. ▪ Alternatively, please send "Data" to "22288", the short code to allow theInternet settings to be pushed to your phone. This SMS will be zero- charged.

INTERNATIONAL ROAMING – VOICE & SMS

79.	What is the charges when I make or receive calls and SMS while roaming?	<ul style="list-style-type: none"> ▪ The voice and SMS charges vary according to the country you are roaming in. The charging block for voice call is 60 seconds per block. Refer HERE. ▪ However, you will not be charged when you receive SMS when traveling overseas
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80.	How much will I be charged for making calls and sending SMS to satellite numbers (e.g.: Inmarsat) or countries not included in Mobile Biz list?	<ul style="list-style-type: none"> You will be charged at pay-per-use rate of RM75 per min and RM0.50 per SMS sent.
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BILLING & PAYMENT		
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81.	How will I receive my monthly bill?	<ul style="list-style-type: none"> You will receive the monthly bill through your registered e-mail or you may access it via unifi self care portal or myunifi app.
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82.	Can I request for a hardcopy bill?	<ul style="list-style-type: none"> We support the environmental friendly way and you will only be receiving an e-bill. You may print the hardcopy bill via unifi self care portal.
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83.	Where can I pay my bills?	<ul style="list-style-type: none"> You may pay your bills via the following channels. For full details, you may refer here.
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Online		
1. www.unifi.com.my	Current/Saving Account, Debit/Credit Card	
2. myunifi app	Current/Saving Account, Debit/Credit Card	
3. JomPAY via internet banking	Ref – 1: Account number	
	Biller Code: 8888 (unifi Home and unifi Mobile)	
	Biller Code: 2345 (Streamyx and telephony) Visit www.JomPAY.com.my	
Autopay		
1. www.unifi.com.my	Debit or Credit Card (Visa and MasterCard)	
2. myunifi app		
E-Wallet		
1. Boost App	eWallet credit (visit www.myboost.com.my)	
2. Touch 'n Go App	eWallet credit (visit www.tngdigital.com.my/)	
3. Shopee	eWallet credit (visit https://shopee.com.my)	
4. BigPay	eWallet credit (visit https://www.bigpayme.com/)	
5. Lazada	eWallet credit (visit https://www.lazada.com.my/)	
Counter		
TM Authorised Dealer (TAD)	Cash, Debit/Credit Card or Cheque (view location)	
1. POS Malaysia	Cash (View location)	
2. Ejen Bank Berdaftar BSN (EBB)	Cash (view location)	
3. Epay	Cash (view location)	
4. ONEPAY (M1)	Cash (view location)	
5. 7-Eleven	Cash (view location)	
6. 99 Speedmart	Cash (view location)	
7. KK Mart	Cash (view location - KL)	
	Cash (view location - Selangor)	
	Cash (view location - Other state)	
8. myNEWS	Cash (view location)	
Kiosk and ATM		
1. TMpoint	Cash, Debit/Credit Card or Cheque (view location)	
2. PayQuik	Cash (view location)	

		3. JomPAY via ATM	Debit Card (visit www.JomPAY.com.my)
84.	What is the biller code that I should enter when I make bill payment for unifi Mobile postpaid via JomPAY?	<ul style="list-style-type: none"> ▪ Effective 22 September 2021, unifi Mobile customers need to select biller code “8888” when making payment via JomPAY. ▪ If you wish to make bill payment via JomPAY from your preferred internet banking, please follow the steps below (Disclaimer: The steps described below may differ for each bank): <ul style="list-style-type: none"> ➢ Login to your internet banking portal ➢ Click on Pay & Transfer ➢ Click on Make a one-off payment ➢ Click on Pay from and choose your options ➢ Click and select JomPAY ➢ Enter the Biller Code: 8888 ➢ Key in your mobile new 10-digit account number ➢ Enter the bill amount to be paid 	
85.	Can I still make payment in CIMB-online, ATM and cash deposit machine after 22 September 2021?	<ul style="list-style-type: none"> ▪ We regret to inform that effective 22 September 2021, unifi Mobile postpaid will no longer support payment through CIMB. Do check out our new payment channels and choose your preferred channel. 	
86.	Which payment channel will be closed after 22 September 2021?	<ul style="list-style-type: none"> ▪ Both CIMB and EA-PayNow Dealer outlets will no longer accept unifi Mobile postpaid bill payment. Do check out our new payment channels. 	
87.	Which payee should I choose when I make payment via online, ATM & cash deposit machine?	<ul style="list-style-type: none"> ▪ Please select biller name “unifi” when making a payment 	

TRANSFER OF OWNERSHIP AND CHANGE OF PLANS

88.	Can I transfer my unifi Mobile biz 99 / 59 / 39 to others?	<ul style="list-style-type: none"> We're sorry, you're not able to transfer your line at the moment. 							
89.	I have several lines under my account. Can I transfer one / more lines to others?	<ul style="list-style-type: none"> We're sorry, you're not able to transfer these lines at the moment. 							
90.	I am currently subscribing to unifi Mobile Biz 99 / 59 / 39. Can I change my line to other unifi Mobile Biz plan?	<ul style="list-style-type: none"> Yes, you can. You may raise your request via live chat at unifi Self-care portal or myunifi app or walk-in to any TMpoints. Please note that there will be a 45 days minimum tenure for every change of plan. You may choose to change to any of the plans under unifi Mobilebiz: <table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 25%;">Data</td> <td rowspan="2" style="width: 25%;">UNLIMITED</td> <td style="width: 25%;">10 GB <small>(9GB LTE + 1GB 3G)</small></td> <td style="width: 25%;">5 GB <small>(4GB LTE + 1GB 3G)</small></td> </tr> <tr> <td>Voice (mins)</td> <td>100mins</td> <td>50mins</td> </tr> </table>	Data	UNLIMITED	10 GB <small>(9GB LTE + 1GB 3G)</small>	5 GB <small>(4GB LTE + 1GB 3G)</small>	Voice (mins)	100mins	50mins
Data	UNLIMITED	10 GB <small>(9GB LTE + 1GB 3G)</small>	5 GB <small>(4GB LTE + 1GB 3G)</small>						
Voice (mins)		100mins	50mins						
91.	Am I eligible for the plan upgrade or downgrade?	<ul style="list-style-type: none"> Yes, absolutely! Just be sure that you do not have any outstanding balance in your unifi Mobile Postpaid account. 							
92.	Will there be any charge imposed for the Change of Plan?	<ul style="list-style-type: none"> There will be no charge imposed for change of plans request. You need not provide any upfront payment, however an advanced payment might be needed and will be reflected in your first month bill. The amount will be offset against your following month bills. 							
NETWORK & DEVICE									
93.	What is LTE network and how is the coverage?	<ul style="list-style-type: none"> Our LTE network is leveraging on 850 MHz spectrum. We are actively expanding our LTE network and currently focusing on Klang Valley and Johor Bahru. Our team members are working tirelessly to expand our LTE network day-by-day so you could enjoy the best LTE experience. 							
94.	What if my current phone is not a certified phone model?	<ul style="list-style-type: none"> unifi Mobile Biz services can be used on all phone models, however we encourage you to use our certified (Band 5) phone to experience the best quality of service. 							

95.	Where can I use my Mobile Biz services?	<ul style="list-style-type: none">▪ Our mobile services are available nationwide within coverage areas.
96.	How do I check if my area is under LTE coverage?	<ul style="list-style-type: none">▪ You can check the LTE coverage HERE.
97.	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none">▪ Easy, feel free to reach us via TM's digital channels such as:▪ Live Chat with us via unifi Self-care portal at unifi.com.my or myunifi app▪ You can also visit any of the TMpoint outlets nationwide for further assistance.

