

FREQUENTLY ASKED QUESTIONS ON EXCLUSIVE unifi MOBILE BIZ PLAN FOR BUSINESS CUSTOMERS

NO	QUESTION	ANSWER						
FREQUENTLY ASKED QUESTIONS ON EXCLUSIVE unifi MOBILE BIZ PLAN FOR BUSINESS CUSTOMERS								
1. unifi Mobile Biz Unlimited Plan @RM59 for unifi Biz Broadband Customers								
1.	Can you tell me more about this exclusive offer?	<ul style="list-style-type: none"> We're happy to announce an exclusive offer on our unifi Mobile Biz plan for all unifi SME (Small & Medium Enterprise) customers. Customers can apply this plan and enjoy never-ending data, calls and SMS at a promo price as below: <table border="1" data-bbox="555 909 1533 1115"> <thead> <tr> <th>Offer</th><th>unifi Biz & Biz Broadband Customers</th><th>Non unifi Biz & Biz Broadband Customers</th></tr> </thead> <tbody> <tr> <td>Monthly Price (RM)</td><td>RM59 per month (exclusive of 6% ST)</td><td>RM79 per month (exclusive of 6% ST)</td></tr> </tbody> </table> All lines will be registered under the company BRN or other business registration number. 	Offer	unifi Biz & Biz Broadband Customers	Non unifi Biz & Biz Broadband Customers	Monthly Price (RM)	RM59 per month (exclusive of 6% ST)	RM79 per month (exclusive of 6% ST)
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Monthly Price (RM)	RM59 per month (exclusive of 6% ST)	RM79 per month (exclusive of 6% ST)						
2.	What are the criteria to sign up for this plan?	<ul style="list-style-type: none"> All unifi SMEs customers with unifi broadband subscriptions: <ul style="list-style-type: none"> unifi Biz Biz Broadband unifi Air Biz 						
3.	When is the campaign period?	<ul style="list-style-type: none"> The campaign will run beginning <u>24th September 2020</u>. So hurry and subscribe to the plan now! 						
4.	Will I be tied to any contract?	<ul style="list-style-type: none"> This special offer comes with NO contract. 						
5.	This is interesting! Can you guide me on how to subscribe to the plan?	<ul style="list-style-type: none"> You may proceed to subscribe this new promotion of unifi Mobile Biz plan by walk-in to any of our TMpoint outlets nationwide or to contact TM SME Consultants/Account Executives that you know. You are required to bring valid documentations and other company details as below: 						

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		<p>a. Photocopy of company director/authorised signatory's NRIC (both sides)/ Passport (for Non-Malaysians)</p> <p>b. Company Authorisation Letter for non-director authorised signatory</p> <p>c. Original or certified true copy of certified documents (whichever applicable):</p> <table><tr><th>Group Customer</th><th>Supporting Document Requirement</th></tr><tr><td>Enterprise ,PLC & Partnership</td><td>Owner IC Front & Back,SSM Form A & B, and Registration form with customer Stamping.</td></tr><tr><td>Sdn Bhd & Berhad</td><td>Director IC Front & Back,SSM Form 9,24& 49, Registration form with customer Stamping and PIC IC Front & Back.</td></tr><tr><td>NGO & Society</td><td>Chairman or President IC Front & Back,Copy of ROS and Registration Form with customer Stamping.</td></tr></table> <p>d. If you are a non-Malaysian, please bring along your Identification Card / Passport together with:</p> <ul style="list-style-type: none">➤ An Authorisation Letter containing the following;<ul style="list-style-type: none">1) Identification Card Number/Passport Number (for non-Malaysians)2) Staff Number3) Company Name4) Company Business Registration Number (BRN)▪ This authorisation letter needs to be endorsed with an official company seal that displays the BRN number.	Group Customer	Supporting Document Requirement	Enterprise ,PLC & Partnership	Owner IC Front & Back,SSM Form A & B, and Registration form with customer Stamping.	Sdn Bhd & Berhad	Director IC Front & Back,SSM Form 9,24& 49, Registration form with customer Stamping and PIC IC Front & Back.	NGO & Society	Chairman or President IC Front & Back,Copy of ROS and Registration Form with customer Stamping.
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NGO & Society	Chairman or President IC Front & Back,Copy of ROS and Registration Form with customer Stamping.									
6.	How many lines can I subscribe to under this plan?	<ul style="list-style-type: none">▪ This plan allows you to subscribe an unlimited number of unifi Mobile Biz lines per BRN and every line will enjoy the price of RM59.								
7.	Can I transfer my existing number to this plan?	<ul style="list-style-type: none">▪ Yes, you may port-in your number from your current service provider provided your current number is registered under your company's BRN.▪ Port-in can take place after clearing all your outstanding dues (if any), not blacklisted and free from any contracts.								

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> You can also apply for the port-in at any of our TMPoint outlets nationwide and via TM SME Consultant assigned to your company.
8.	I am currently subscribing to unifi Mobile Biz 99/79. Can I change my current plan?	<ul style="list-style-type: none"> Yes you can. All current unifi Mobile Biz 99/79 subscribers are allowed to change their plan to unifi Mobile Biz @ RM59 promo offer. You can request for the Change of Plan via our touchpoints as per below: <ul style="list-style-type: none"> TMpoint outlets nationwide Live Chat Please note that there will be a 45 days minimum tenure for every change of plan 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.
9.	Can I maintain my current mobile number if I change my mobile plan?	<ul style="list-style-type: none"> Your current mobile number will be retained although the mobile plan has been changed.
10.	How long does it take to process my port-in request application?	<ul style="list-style-type: none"> TM will assist you to request for the port-in from your current service provider as soon as all your outstanding payment has been cleared. Your current service provider might take about (5) working days to approve this.
11.	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 at this link https://unifi.com.my/mobile/postpaid/coverage
13.	What happens to the Mobile Biz lines if my company's broadband line is <u>suspended</u>?	<ul style="list-style-type: none"> You will still enjoy the RM59 offer as long as the company's unifi Biz Broadband account is not terminated.
14.	What happens to my Mobile Biz lines if my company's broadband is	<ul style="list-style-type: none"> Customer will enjoy the promo price of RM59 as long as the Biz Broadband account is active.

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	<u>terminated?</u>	<ul style="list-style-type: none">However, if the company’s unifi Biz Broadband account is terminated, the unifi Mobile Biz subscription fee will be changed from RM59 to RM79.												
15.	As a new unifi Biz Broadband customer, what will happen if my broadband is not installed?	<ul style="list-style-type: none">Your unifi Mobile Biz monthly subscription fee will be RM79 per month if your company unifi Biz Broadband is not installed.You will enjoy the RM59 promo price on the following month’s bill after the unifi Biz Broadband line has been installed.												
Billing and Payment For unifi Mobile Biz @ RM59 Per Month														
16.	Will I receive my unifi Biz Broadband and unifi Mobile Biz bills in one bill statement?	<ul style="list-style-type: none">You will receive separate bills for your unifi Biz Broadband and unifi Mobile Biz accounts.You will need to make separate payments accordingly to your subscribed accounts.												
17.	How will my bill look like?	<ul style="list-style-type: none">The unifi Mobile Biz Promo will be reflected by the plan name “unifi mobilebiz 79” in your unifi Mobile bill, but with RM20 discount if you are existing broadband customers.In your first unifi Mobile Biz bill, any pro-rated usage will be based on the RM79 price.Once unifi Biz Broadband and unifi Mobile Biz services are both activated, you will enjoy the RM59 per month promo price (RM20 discount) in the following month onwards.Example: unifi Biz Broadband customer subscribed unifi Mobile Biz on 15th August 2020 and received the first bill on 1st September 2020. <table><tr><td>Plan Name Bill Display</td><td colspan="3">unifi Mobile Biz 79 unlimited plan</td></tr><tr><td>Bill Cycle</td><td>1st Bill</td><td>2nd Bill</td><td>3rd Bill</td></tr><tr><td>Bill Date</td><td>1 September 2020</td><td>1 October 2020</td><td>1 November 2020</td></tr></table>	Plan Name Bill Display	unifi Mobile Biz 79 unlimited plan			Bill Cycle	1 st Bill	2 nd Bill	3 rd Bill	Bill Date	1 September 2020	1 October 2020	1 November 2020
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18.	May I know when is my bill date and the bill cycle period?	<ul style="list-style-type: none">Your unifi Mobile Biz bill date is always on the 1st of every month and the bill cycle is for the full period of the month (e.g. 1st August – bill generated for 1/8/2020 – 31/8/2020.)																																
2. unifi Mobile Biz Unlimited Plan @RM79 for unifi for NON unifi Biz Broadband Customers																																		
19.	How much do I need to pay per month?	<ul style="list-style-type: none">Companies which do not have a unifi Biz Broadband account can apply this mobile plan and enjoy never-ending data, calls and SMS at a promo price of RM79 (excluding 6% SST).																																
20.	I don't have a unifi Biz Broadband line at my office. Can I subscribe to unifi Biz Broadband and enjoy the RM59 per month price?	<ul style="list-style-type: none">Yes you can, provided that you subscribe both unifi Biz Broadband and unifi Mobile Biz line within the campaign period.You can visit the nearest TMpoint and subscribe both services. Make sure to bring along related documents for the unifi Biz Broadband and unifi Mobile Biz new line applications.Once both unifi Biz Broadband and unifi Mobile Biz services are activated,																																

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		you will enjoy the RM59 per month promo price in the following month onwards.
Calls and SMS		
21.	What are the type of calls included in plan?	<ul style="list-style-type: none"> All domestic calls & SMS to our mobile number and other mobile operators. All domestic calls to national fixed line numbers.
22.	What type of calls and SMSes are excluded in this plan?	<ul style="list-style-type: none"> Additional charges are applicable to these calls and SMSes: <ol style="list-style-type: none"> Calls to 1300 / 1700 / 1600 / 1MOCC numbers 080 - Prefix number for border calls to Brunei Calls to Special Number International Calls (IDD) and SMS from Malaysia Voice calls & SMS roaming outside Malaysia <p>Bulk SMS blast using device is not allowed.</p>
23.	Do I need to request for a specific SIM card size (e.g. micro SIM or Nano SIM) prior to making payment?	<ul style="list-style-type: none"> Don't worry. All our SIM card comes in three (3) built-in sizes (mini/standard, micro, and Nano) that would fit in any phone models.
MOBILE DATA		
24.	I can't use my SIM card. What do I need to do?	<ul style="list-style-type: none"> We are already working with various phone manufacturers to support automatic configuration setting when you insert your mobile SIM. You will receive a notification within a few minutes upon insertion of the mobile SIM into your phone. This notification is to set the Access Point Name (APN) to 'unifi' on your phone configuration: If you have not received the notification, you can manually set the APN to 'unifi' on your phone. Simply go to "Setting > More/Mobile > Access Point Name".

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25.	What will happen if I don't change the APN to 'unifi'?	<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: Starting 15 September 2017 onwards, customers travelling overseas are required to update their APN to 'unifi' to be able to connect to Data Service while roaming. 												
26.	Can I use my phone as a hotspot?	<ul style="list-style-type: none"> Yes, you can. This plan comes with free 10GB LTE hotspot and you may purchase an additional 1GB hotspot at RM15 (excluding 6% ST) or 500Mbps hotspot at RM8 (excluding 6% ST) if you require more quota. This pass is activated immediately upon purchase. 												
27.	How many devices can I connect using the hotspot pass?	<ul style="list-style-type: none"> There is no limitation on the number of devices for you to use your hotspot. However, for best unifi Mobile experience, we strongly recommend you to connect up to a maximum of five (5) devices only. 												
VOICE														
28.	What are the voice features included in this plan?	<ul style="list-style-type: none"> This plan comes with the following voice features: <ol style="list-style-type: none"> Call Hold Call Waiting Missed Call Notification 												
29.	What are the voice features not supported in this plan?	<ul style="list-style-type: none"> This plan does not include the following voice features: <ol style="list-style-type: none"> Voicemail Call Forwarding Multi-party call Enabling Private Number Display on your outgoing calls 												
30.	What are the call charges for special numbers?	<ul style="list-style-type: none"> There will be some charges applicable for special numbers. You may view the charges below: <table> <tr> <th>NUMBER</th><th>SERVICE DESCRIPTION</th><th>CHARGES (EXCLUDING 6% ST)</th></tr> <tr> <td>12273</td><td>mobile Careline 1CARE</td><td>FREE</td></tr> <tr> <td>999 / 112</td><td>Malaysian Emergency Response Services</td><td>FREE</td></tr> <tr> <td>(03) 7956 8144 (KL) (03) 7956 8145 (KL)</td><td></td><td></td></tr> </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)		
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		<div><div><div>(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)</div><div><table><tr><td>1-800</td><td>Toll Free Hotline Numbers</td><td>FREE</td></tr><tr><td>13777</td><td>Jabatan Air Negeri Sabah (JANS)</td><td>FREE</td></tr><tr><td>100</td><td>TM Customer Careline</td><td>FREE</td></tr><tr><td>15999</td><td>Talian Nur & Childline</td><td>FREE</td></tr><tr><td>1051</td><td>Time Announcement</td><td>RM 0.15 /min</td></tr><tr><td>15454</td><td>TNB</td><td>RM 0.15 /min</td></tr><tr><td>15300</td><td>Pengurusan Air Selangor</td><td>RM 0.15 /min</td></tr><tr><td>103</td><td>TM Directory Assistance Service</td><td>RM 0.15 /min</td></tr><tr><td>15500</td><td>PIAM Careline</td><td>RM 0.15 /min</td></tr></table></div></div></div> <div><div>▪ For premium numbers/hotlines, you'll enjoy:</div><table><tr><th>PREMIUM HOTLINE</th><th>CHARGES (EXCLUDING 6% ST)</th></tr><tr><td>1-300</td><td>RM 0.15 /min</td></tr><tr><td>1-700</td><td>RM 0.15 /min</td></tr></table></div>	1-800	Toll Free Hotline Numbers	FREE	13777	Jabatan Air Negeri Sabah (JANS)	FREE	100	TM Customer Careline	FREE	15999	Talian Nur & Childline	FREE	1051	Time Announcement	RM 0.15 /min	15454	TNB	RM 0.15 /min	15300	Pengurusan Air Selangor	RM 0.15 /min	103	TM Directory Assistance Service	RM 0.15 /min	15500	PIAM Careline	RM 0.15 /min	PREMIUM HOTLINE	CHARGES (EXCLUDING 6% ST)	1-300	RM 0.15 /min	1-700	RM 0.15 /min	BEFRIENDERS	FREE
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	features that are not supported in this plan?	
UPFRONT PAYMENT POLICY, DEPOSIT AND CREDIT LIMIT		
33.	What is an upfront payment?	<ul style="list-style-type: none"> You will need to pay an upfront fee of RM100 when you subscribe to this plan at any TMpoint outlets nationwide. Don't worry, the fee will be offset in your first bill. For a limited time only, we're waiving the upfront payment of RM100 for all Mobile Number Portability (MNP) customers.
34.	I am a non-Malaysian, how would I receive my deposit upon termination?	For non-Malaysians, you are required to pay a deposit of RM500 per line activation. Your refund will be transferred into your preferred bank account within three (3) months / 90 days upon termination. Kindly provide us with your banking details via our support channels or at any TMpoint outlet nationwide upon successful termination.
35.	What is the credit limit per line?	<ul style="list-style-type: none"> The default credit limit per line is RM300.
36.	Can I increase my credit limit?	<ul style="list-style-type: none"> Yes. You can increase your credit limit via our self-help portal at https://mobile.unifi.com.my/customer/starthere, mobilecare@unifi app or simply walk in to any TMpoint nationwide.
37.	Can I decrease my credit limit?	<ul style="list-style-type: none"> Yes. You can reduce your credit limit to the default Credit Limit via our self-help portal at https://mobile.unifi.com.my/customer/starthere, mobilecare@unifi app or walk in to any TMpoint nationwide.
38.	Will I be notified if my outstanding balance exceeded the credit limit?	<ul style="list-style-type: none"> Yes. You will be notified when your account reaches 80% and 100% of credit limit utilisation via SMS and your registered email.
39.	What if my outstanding balance exceeded the credit limit?	<ul style="list-style-type: none"> If your outstanding balance exceeded the credit limit, you will not be able to use our service.
40.	How much do I need to pay to restore my services if it is	<ul style="list-style-type: none"> You are required to pay a minimum of 75% of your unbilled and / or billed amount to restore your mobile services.

NO	QUESTION	ANSWER
	barred due to exceeding the credit limit?	
41.	Will there be a credit check done when I apply for this plan?	<ul style="list-style-type: none"> Yes, the credit check will be done via CTOS.
42.	How do I cancel my subscription?	<ul style="list-style-type: none"> We're sorry to see you leaving. If you really have decided to cancel your subscription, termination can be done via Live Chat on https://unifi.com.my/chat/index.html, mobilecare@unifi app or TMpoint, prior to clearing all your outstanding balance.
43.	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 balance is more than RM10.
ACCEPTABLE USE POLICY		
44.	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 our mobile services for peer-to-peer downloads at 64kbps speed.
45.	Am I allowed to use the never-ending voice minutes to make calls for any commercial purpose? (E.g. by contact centres)?	<ul style="list-style-type: none"> Unfortunately, no. You are ONLY allowed to make calls for personal purposes within the set acceptable user policy.
46.	Can I perform bulk SMS or SMS blasting using the mobile plan?	<ul style="list-style-type: none"> Unfortunately, no. You are ONLY allowed to send text messages for personal purposes within the set acceptable user policy.
INTERNATIONAL DIRECT DIAL (IDD) – SERVICE		
47.	What is IDD?	<ul style="list-style-type: none"> International Direct Dial or IDD allows you to make calls or send SMSes to

NO	QUESTION	ANSWER
		overseas numbers from your unifi Mobile Biz number in Malaysia.
48.	How do I activate the IDD service? Is there any deposit required?	<ul style="list-style-type: none"> The IDD service is enabled by default with no deposit required.
49.	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.
50.	What is the rate for IDD?	<ul style="list-style-type: none"> Please refer to our IDD rates HERE.
INTERNATIONAL ROAMING – SERVICES		
51.	What is International Roaming?	<ul style="list-style-type: none"> International roaming allows you to make / receive calls, send messages, access email and mobile Internet in over 180 countries across the world.
52.	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 destination overseas.
53.	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 mobilecare@unifi app or walk in to any TMpoint outlets nationwide. A deposit of RM300 is required for activation. Note: RM300 is applicable to Malaysian as well as Non-Malaysian. The deposit will be refunded to you upon termination, provided there is no outstanding balance in your account.
54.	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 prior to travelling.

NO	QUESTION	ANSWER
55.	What does the Data Roam Pass offer?	<ul style="list-style-type: none"> ▪ The pass gives you mobile Internet browsing when you are travelling overseas, allowing you to send off important emails while staying in touch with your business associates. ▪ It is enabled until 12 midnight of the city you are in for only RM38 (exclusive of 6% ST) a day.
56.	What is the validity of the Data Roam Pass?	<ul style="list-style-type: none"> ▪ The Data Roam pass is valid until midnight of the city you are in. For example, if you're visiting Thailand, your data roam pass expires at 12:00 am, Bangkok time.
57.	I've reached the limit for my data! How can I continue surfing while I'm still roaming?	<ul style="list-style-type: none"> ▪ Don't worry, you can purchase additional Data Roam Pass via https://mobile.unifi.com.my/ir
58.	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.
59.	How do I unsubscribe from a Data Roam Pass?	<ul style="list-style-type: none"> ▪ You don't need to unsubscribe the Data Roam Pass as it will expire at the midnight of the city you are in.
60.	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.
61.	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 your usage via https://mobile.unifi.com.my/ir anywhere anytime.
62.	I have purchased	<ul style="list-style-type: none"> ▪ Unfortunately, the Data Roam Pass is country-specific. If you're travelling

NO	QUESTION	ANSWER
	Data Roam Pass in Singapore. Can I use the same pass in Thailand on the same day?	to multiple countries in a day, you'll need to activate a data roam in each country and browse through their respective preferred operators.
63.	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.
64.	Why is my Data Roam Pass not working in certain countries?	<ul style="list-style-type: none"> You have to check the Access Point Name (APN) setting of your phone first. The APN setting should be "unifi". To check and change the APN, please follow the steps below. Android models <ol style="list-style-type: none"> Settings > More > Mobile networks/Cellular networks > Access point names OR Settings > Mobile networks > Access Point Names Click "Edit the Access Point Names" and change the Access Point Name to "unifi". Leave other fields as-is and Save the new setting. Reboot your phone if necessary. iOS models <ol 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 your phone if necessary. Alternatively, please send "Data" to "22288" short code to allow the Internet settings to be pushed to your phone before travelling overseas. This SMS is zero-charged.
65.	How much will I be charged when I make calls or 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.

BILLS AND PAYMENT

NO	QUESTION	ANSWER
66.	How will I receive my monthly bill?	<ul style="list-style-type: none"> You will receive the monthly bill through your registered e-mail via https://mobile.unifi.com.my/selfcare/profile
67.	When is my bill date and 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 April – bill generated for 1/4/18 – 30/4/18.)
68.	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 https://mobile.unifi.com.my/selfcare/profile.
69.	Where can I pay my bills?	<ul style="list-style-type: none"> All payments are to be made to 'webe digital sdn. bhd.' via the available touchpoints as follows: <ul style="list-style-type: none"> <u>Internet Banking</u> <ul style="list-style-type: none"> JomPAY online at Internet and Mobile banking with your Current, Saving and Credit Card account Biller Code: 3608 Ref Code: Your mobile 9-digit account number <u>Autopay</u> <ul style="list-style-type: none"> Sign-up for Autopay using Visa, MasterCard or AMEX Credit Card at https://mobile.unifi.com.my/selfcare/profile Note: <i>Credit card with issuing country from Malaysia, Singapore and Brunei ONLY.</i> <u>Selfcare</u> <ul style="list-style-type: none"> Mobile Unifi Portal - https://mobile.unifi.com.my/ Mobile Unifi App - myunifi (download via Apple's App store or Android's Google Play) Note: <i>Using debit/credit card (Master Card/ Visa Card/ Amex) or FPX (Current & Saving Accounts)</i> <u>Walk-in & Over the Counter Payment</u> <ul style="list-style-type: none"> <u>Pos Malaysia (Cash only)</u> <u>TMpoint via Kiosk (Cash only)</u> <u>TM Authorized Dealer (TAD) (Cash only)</u> <u>TM Authorized Reseller Outlet (Cash only)</u> PayNow dealer outlet – Sabah & Sarawak ONLY (Cash only). CIMB Bank: Account Number is 98953 followed by your mobile account number. For example, if your mobile account number is 123456789, then your mobile CIMB Account Number is 98953123456789. <u>e-wallet</u> <ul style="list-style-type: none"> <u>Boost App</u>

NO	QUESTION	ANSWER
70.	Which payee should I choose when I make payment via online, ATM and cash deposit machine?	<ul style="list-style-type: none"> Please select 'webe digital sdn. bhd.' when you make payment via online, ATM and cash deposit machine.
NETWORK & DEVICE		
71.	How do I connect to your LTE network?	<ul style="list-style-type: none"> We encourage you to use a smartphone that supports Band 5 services and to always enable the LTE setting on your phone in order for you to experience the best quality of service.
72.	How do I check if my phone supports Band 5 services?	<ul style="list-style-type: none"> Please visit https://unifi.com.my/mobile/postpaid/phone-compatibility and select to view if your device is under the suggested phone category.
73.	What if my current phone doesn't support Band 5 services?	<ul style="list-style-type: none"> Our mobile plan can be used on all phone models; however, we encourage you to use a smartphone that supports Band 5 services to experience the best quality of service.
74.	Where can I use my mobile services?	<ul style="list-style-type: none"> Our mobile services are available nationwide within coverage areas.
75.	How do I get further enquiries on this plan?	<p>Easy, feel free to reach us via our digital channels such as:</p> <ul style="list-style-type: none"> Visit unifi portal at unifi.com.my Community at https://community.unifi.com.my/ Facebook at facebook.com/weareunifi Twitter at @helpmeunifi Live Chat via https://mobile.unifi.com.my/customer/starthere Live Chat via mobilecare@unifi app (available on Google Play/Apple Store) Contact TM Call center at TM100 <ul style="list-style-type: none"> You can also visit any of the TMpoint outlets nationwide or contact our TM SME Consultants for further assistance