

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

NO	QUESTION	ANSWER						
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" style="margin: 10px auto; width: 80%;"> <thead> <tr> <th style="text-align: center;">Offer</th> <th style="text-align: center;">unifi Biz & Biz Broadband Customers</th> <th style="text-align: center;">Non unifi Biz & Biz Broadband Customers</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Monthly Price (RM)</td> <td style="text-align: center;">RM59 per month (exclusive of 6% ST)</td> <td style="text-align: center;">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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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"> ▪ There's no validity period. Subscribe now and start enjoying a worry-free mobile service plan. 						
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: <ul style="list-style-type: none"> a. Photocopy of company director/authorised signatory's NRIC (both sides)/ Passport (for Non-Malaysians) b. Company Authorisation Letter for non-director authorised signatory c. Original or certified true copy of certified documents (whichever applicable): 						

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		<table border="1" data-bbox="547 353 1469 907"> <thead> <tr> <th data-bbox="547 353 1007 477">Group Customer</th> <th data-bbox="1007 353 1469 477">Supporting Document Requirement</th> </tr> </thead> <tbody> <tr> <td data-bbox="547 477 1007 595">Enterprise ,PLC & Partnership</td> <td data-bbox="1007 477 1469 595">Owner IC Front & Back,SSM Form A & B, and Registration form with customer Stamping.</td> </tr> <tr> <td data-bbox="547 595 1007 752">Sdn Bhd & Berhad</td> <td data-bbox="1007 595 1469 752">Director IC Front & Back,SSM Form 9,24& 49, Registration form with customer Stamping and PIC IC Front & Back.</td> </tr> <tr> <td data-bbox="547 752 1007 907">NGO & Society</td> <td data-bbox="1007 752 1469 907">Chairman or President IC Front & Back,Copy of ROS and Registration Form with customer Stamping.</td> </tr> </tbody> </table> <p data-bbox="571 943 1528 1003">d. If you are a non-Malaysian, please bring along your Identification Card / Passport together with:</p> <ul style="list-style-type: none"> <li data-bbox="563 1010 1528 1043">➤ An Authorisation Letter containing the following; <ol style="list-style-type: none"> <li data-bbox="611 1043 1528 1077">1) Identification Card Number/Passport Number (for non-Malaysians) <li data-bbox="611 1077 834 1111">2) Staff Number <li data-bbox="611 1111 874 1144">3) Company Name <li data-bbox="611 1144 1281 1178">4) Company Business Registration Number (BRN) <li data-bbox="515 1211 1489 1272">▪ 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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6.	How many lines can I subscribe to under this plan?	<ul style="list-style-type: none"> <li data-bbox="515 1317 1536 1377">▪ 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"> <li data-bbox="515 1458 1536 1518">▪ Yes, you may port-in your number from your current service provider provided your current number is registered under your company's BRN. <li data-bbox="515 1559 1536 1619">▪ Port-in can take place after clearing all your outstanding dues (if any), not blacklisted and free from any contracts. <li data-bbox="515 1659 1536 1720">▪ You can also apply for the port-in at any of our TMPoint outlets nationwide and via TM SME Consultant assigned to your company. 								

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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		
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 can make the payments together according 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 an 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 and received the first bill on 1st September.

NO	QUESTION	ANSWER
18.	May I know when is my bill date and the bill cycle period?	<ul style="list-style-type: none"> ▪ You may check out your bill cycle when you receive your first bill.
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 promoprice 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, you will enjoy the RM59 per month promo price in the following month onwards.

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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"> 1. Calls to 1300 / 1700 / 1600 / 1MOCC numbers 2. 080 - Prefix number for border calls to Brunei 3. Calls to Special Number 4. International Calls (IDD) and SMS from Malaysia 5. 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: 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"> 1. Call Hold 2. Call Waiting 3. 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"> 1. Voicemail 2. Call Forwarding 3. Multi-party call 4. 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 border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">NUMBER</th> <th style="text-align: center;">SERVICE DESCRIPTION</th> <th style="text-align: center;">CHARGES (EXCLUDING 6% ST)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">12273</td> <td>mobile Careline 1CARE</td> <td style="text-align: center;">FREE</td> </tr> <tr> <td style="text-align: center;">999 / 112</td> <td>Malaysian Emergency Response Services</td> <td style="text-align: center;">FREE</td> </tr> <tr> <td style="text-align: center;">(03) 7956 8144 (KL) (03) 7956 8145 (KL)</td> <td></td> <td></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)		
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SMS																																						
31.	What are the SMS features included in this plan?	<ul style="list-style-type: none"> ▪ You can enjoy 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 that are not supported in this plan?	<ul style="list-style-type: none"> ▪ We do not support the Multimedia Messaging Service (MMS). 																																				

NO	QUESTION	ANSWER
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.
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 myunifi 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 unifi.com.my, myunifi 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 barred due to exceeding the credit limit?	<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
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, myunifi 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 overseas numbers from your unifi Mobile Biz number in Malaysia.

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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 Riode 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.
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.

NO	QUESTION	ANSWER
56.	What is the validity of the Data Roam Pass?	<ul style="list-style-type: none"> The Date 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 passrenewals.
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 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.
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.

NO	QUESTION	ANSWER
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"> 1. Settings > More > Mobile networks/Cellular networks > Access point names OR Settings > Mobile networks > Access Point Names 2. Click "Edit the Access Point Names" and change the Access Point Name to “unifi”. 3. Leave other fields as-is and Save the new setting. 4. Reboot your phone if necessary. ▪ iOS models <ol style="list-style-type: none"> 1. Settings > Mobile Data > Mobile Data Network OR Settings > Cellular > Cellular Data Network. 2. Tap the Access Point Name field and change to “unifi”. 3. Leave other fields as-is and Save the new setting. 4. 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		
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.
67.	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.

NO	QUESTION	ANSWER																		
68.	Where can I pay my bills?	<ul style="list-style-type: none"> You can pay for unifi Mobile services via the below channels. For more information, please refer here. 																		
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NO	QUESTION	ANSWER
69.	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 (<i>Disclaimer: The steps described below may differ for each bank</i>): <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
NETWORK & DEVICE		
70.	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.
71.	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.
72.	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.
73.	Where can I use my mobile services?	<ul style="list-style-type: none"> ▪ Our mobile services are available nationwide within coverage areas.
74.	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 myunifi app (available on Google Play/AppStore) ▪ 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