FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
unifi MOBILE 59, 39, 29 & 19

NO	QUESTION	ANSWER
**QUESTIONS ON unifi MOBILE 59, 39, 29 & 19**	
**GETTING TO KNOW**	
1.	**Is there any latest offering from unifi for mobile segment?**	▪ Yes! We have designed four (4) mobile plans to suit the spending pattern and mobile internet consumption of every member in your household, so that all your household members can be seamlessly connected as they go about with their daily activities. ▪ There are four (4) new plans for you to choose from: ▪ unifi Mobile 59 ▪ unifi Mobile 39 ▪ unifi Mobile 29 ▪ unifi Mobile 19
2.	**How much do the plans cost?**	▪ You may choose from the following, for the plan that best suits your needs:

Plan	Monthly commitment	Data (Total)	Voice (mins)	Text (SMS)
unifi Mobile 59	RM59	10GB	100	25
unifi Mobile 39	RM39	5GB	50	25
unifi Mobile 29	RM29	3GB	50	25
unifi Mobile 19	RM19	2GB	5	25

▪ We understand the different needs of every member of your household, hence our plans are designed to suit your spending pattern and mobile internet consumption.

▪ We assure you that your mobility experience will be further enhanced and enriched as we offer more solutions for you to stay connected with unifi, even when you are on-the-go.

NO	QUESTION	ANSWER
3.	**Who is eligible to subscribe to these plans?**	▪ All of you! We welcome everyone; Malaysian or Non-Malaysian aged 18 years and above to subscribe to our unifi Mobile 59, 39, 29 and 19.
4.	**I am interested. How do I subscribe to the plans?**	▪ You may subscribe to the plans at all of our touchpoints below: o website at unifi.com.my o myunifi app o TMpoint outlets o TM resellers

NO	QUESTION	ANSWER
		○ TM Authorised Dealers (TAD) Note: Order cancellation is not allowed once order is submitted.
5.	**Can I cancel my order?**	▪ We're sorry, order cancellation is not allowed once you have submitted your order.
6.	**Will there be a limit to the maximum of lines I can subscribe to?**	▪ Yes, you are entitled to sign up to a maximum of five (5) lines per IC.
7.	**I'm an existing unifi Mobile 99 subscriber. Do I get to enjoy these unifi Mobile plans too?**	▪ Of course! All NEW and existing unifi Mobile 99 members are welcomed to subscribe to our new plans at RM59/month, RM39/month, RM29/month and RM19/month (excluding 6% ST). ▪ Simply choose the plan that best fits your need!
8.	**Can I port in to unifi Mobile plans**	▪ Yes. You can port in and subscribe to unifi Mobile plans provided you do not have any outstanding balance, blacklisted, or under contract with your current mobile service provider. ▪ You may request to port in via our portal at https://unifi.com.my/personal/mobile/postpaid, over-the-counter at any TMpoint outlets nationwide, TM Authorised Dealer (TAD) and TM Resellers nationwide.
9.	**How long does it take to process my port in?**	▪ We will request the port in on your behalf from your existing mobile service provider as soon as the payment of all outstanding balances have been made. It may take up to five (5) business days for the application to be approve by your existing mobile service provider.

unifi MOBILE PLANS

NO	QUESTION	ANSWER
10.	**Can you tell me more about each plan?**	▪ unifi Mobile plans cater to the needs of every family members and offer freedom for everyone based on their individual needs. ▪ Kindly refer below to choose the plan that best suits you:

Rate Plan Name	Monthly commitment	Data (GB)	Calls (mins)	Text (SMS)	Credit Limit	Upfront Payment
unifi Mobile 59	RM59	10GB	100	25	RM500	RM100
unifi Mobile 39	RM39	5GB	50	25	RM250	RM50
unifi Mobile 29	RM29	3GB	50	25	RM250	RM50
unifi Mobile 19	RM19	2GB	5	25	RM250	RM50

NO	QUESTION	ANSWER
		▪ You also have the options to purchase Add-Ons as follows:

Add-Ons	Description		
Data	RM13 1GB Basic Data	RM15 2GB	RM30 4GB
Calls & Text (SMS)	RM10 60 mins + 60 Text (SMS)	RM30 200 mins + 200 Text (SMS)	

▪ You may purchase an additional 2-hour hotspot at RM6 (exclusive of 6% ST), 500MB hotspot at RM8 (exclusive of 6% ST) or 1GB hotspot at RM15 (exclusive of 6% ST) when you are in our LTE network coverage areas.

▪ However, if you do not wish to purchase the Add-Ons when your quota is exhausted, you can still enjoy our text (SMS) and calls at RM 0.15/text (SMS) and RM 0.15/min respectively. You may also continue to surf at the speed of up to 128kbps.

▪ This pass is activated immediately upon purchase.

▪ *Price shown is excluding 6% ST*

NO	QUESTION	ANSWER
11.	**What is included in the plans?**	▪ All of the plans will include a quota allocation that covers the following: 1. Domestic mobile data 2. Domestic calls 3. Domestic text (SMS)
12.	**What type of calls and texts (SMSes) are included in the plans?**	▪ All domestic calls & text (SMS) to our mobile plan and other mobile operators ▪ All domestic calls to national fixed line numbers
13.	**What type of calls and texts (SMSes) are excluded in the plans?**	▪ Additional charges are applicable to these calls and text (SMS): 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 texts (SMS) from Malaysia 5. Voice calls & text roaming outside Malaysia
14.	**Do I need to request for a specific SIM card size (e.g. micro SIM or nano SIM) prior to making payment?**	▪ Don't worry. All our SIM card comes in three (3) built-in sizes (mini/ standard, micro, and nano) that would fit into any phone models.

NO	QUESTION	ANSWER
15.	**I can't use my SIM card. What do I need to do?**	▪ We are already working with various phone manufacturers to support automatic configuration setting when you insert the 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".
16.	**What will happen if I don't change the APN to 'unifi'?**	▪ 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.
DATA		
17.	**What is inclusive of my domestic mobile data?**	▪ You will get to enjoy the allocated LTE as per plans purchased within Malaysia.
18.	**Can I use my phone as a hotspot?**	▪ Yes, you can as long as your subscribed / purchased data quota is still available.
19.	**How many devices can I connect using the hotspot?**	▪ 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 use up to a maximum of five (5) devices.
20.	**What happens if my usage exceeds the allocated data purchased?**	▪ 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 unifi Self Care portal at https://unifi.com.my or myunifi app.
VOICE		
21.	**What voice features are included in the plans?**	▪ The unifi Mobile plans come with the following voice features: 1. Call Hold 2. Call Waiting 3. Missed Call Notification
22.	**What voice features are not supported in my plans?**	▪ The unifi Mobile plans **do not** include the following voice features: 1. Voicemail 2. Call Forwarding 3. Multi-party call 4. Enabling Private Number Display on your outgoing calls

NO	QUESTION	ANSWER
23.	**What are the call charges for special numbers?**	▪ There will be some charges applicable for special numbers. You may view the charges below:

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
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

▪ For premium numbers/hotlines, you'll enjoy:

PREMIUM HOTLINE	CHARGES (EXCLUSIVE OF 6% ST)
1-300	RM 0.15 /min
1-700	RM 0.15 /min

NO	QUESTION	ANSWER
24.	**What do I do if the voice usage exceeds the allocated minutes?**	▪ 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 text (SMS) from our Add-On Calls & text (SMS) via unifi Self Care portal at https://unifi.com.my or myunifi app.

NO	QUESTION	ANSWER
		TEXT (SMS)
25.	**What are the texts (SMS) features included in the plans?**	▪ You can do all these: 1. Send text (SMS) to domestic mobile numbers / short code 2. Receive bank TACs (Transactional Authorisation code) 3. OTT text (SMS) (e.g. WhatsApp) 4. Emergency text (SMS) services
26.	**What are the texts (SMS) features not supported in the plans?**	▪ Unfortunately, we do not support the Multimedia Messaging Service (MMS).
27.	**What if I need to use more text (SMS) than the allocated number of texts from my plans?**	▪ You will be charged RM0.15 for every subsequent text (SMS) sent (regardless if it's successfully delivered or not). ▪ To continue enjoying high-speed mobile internet, you may choose to purchase additional text (SMS) and minutes from our Add-On Calls & text (SMS) via unifi Self Care portal at https://unifi.com.my or myunifi app.
28.	**Will I get charged when I reply text (SMS) to short code number? Example: 60001**	▪ Yes, charges may incur for replying to short code text (SMS). Please read carefully and do not reply to suspicious text (SMS).
		ADD-ONS
29.	**What are the validity of the Add-Ons?**	▪ 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.
30.	**Will there be a limit to the number of times I can purchase the Add-Ons in a month?**	▪ You have the freedom to purchase all Add-Ons as many times as you want provided it does not exceed your account Credit Limit.
31.	**Can I still use the balance of Data, Text (SMS) and Voice from the Add-Ons after the expiry?**	▪ 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.

NO	QUESTION	ANSWER
32.	**Can I purchase multiple Add-Ons at any one time?**	▪ 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.
	UPFRONT PAYMENT, DEPOSIT AND CREDIT LIMIT POLICY	
33.	**What is an upfront payment requirement for unifi Mobile subscription?**	▪ For customers who subscribe to a new number for any of unifi Mobile plans below, you will be charged an upfront payment. ▪ Please refer below table for the upfront payment charges: <table><tr><th>RATE PLAN NAME</th><th>UPFRONT PAYMENT</th></tr><tr><td>unifi Mobile 59</td><td>RM100</td></tr><tr><td>unifi Mobile 39</td><td>RM50</td></tr><tr><td>unifi Mobile 29</td><td>RM50</td></tr><tr><td>unifi Mobile 19</td><td>RM50</td></tr></table> ▪ **For a limited time only, we're waiving the upfront payment for all Mobile Number Portability (MNP) customers.**
34.	**I am a non-Malaysian, how would I receive my deposit upon?**	▪ For non-Malaysians, you are required to pay a deposit of RM300 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 during termination request. We will not be able to process refund request without the completed banking details. ▪ Refund can only be done under the same account owner, third party transfer request will not be entertained (same ID used for unifi Mobile account and bank account owner). ▪ Note: Direct bank transfer request can only be done to locally registered banks.
35.	**What is the credit limit per line?**	▪ The credit limit of these plans varies as illustrated below: <table><tr><th>RATE PLAN NAME</th><th>CREDIT LIMIT</th></tr><tr><td>unifi Mobile 59</td><td>RM500</td></tr><tr><td>unifi Mobile 39</td><td>RM250</td></tr><tr><td>unifi Mobile 29</td><td>RM250</td></tr><tr><td>unifi Mobile 19</td><td>RM250</td></tr></table>

NO	QUESTION	ANSWER
36.	**Can I increase my credit limit?**	• Yes. You can increase your credit limit via our unifi Self Care portal at https://unifi.com.my or myunifi app.or simply walk in to any TMpoint nationwide.
37.	**Can I decrease my credit limit?**	• Yes. You can reduce your credit limit to the default Credit Limit via unifi Self Care portal at https://unifi.com.my or myunifi app.or walk in to any TMpoint nationwide.
38.	**Will I be notified if my outstanding balance exceeded the credit limit?**	• Yes. You will be notified when your account reaches 80% and 100% of credit limit utilisation via text (SMS) and your registered email.
39.	**What if my outstanding balance exceeded the credit limit?**	• Unfortunately, you will not be able to use our service upon exceeding your credit limit.
40.	**How much do I need to pay to restore my services if it is barred due to exceeding the credit limit?**	• You will have to pay a minimum of 75% of your unbilled and / or billed amount to restore your mobile services.
41.	**Is there any charges when my line is suspended?**	• YES, there is a RM10 service suspension fee if your line(s) is suspended due to non-payment. • Reconnection fee is required to reactivate any account barred due to overdue bills. It will be charged in the next bill statement.
42.	**How do I cancel my subscription?**	• You can cancel your subscription via Live Chat at myunifi app or unifi Self Care portal, or walk-in to the nearest TMpoint outlet, prior to clearing all your outstanding balance. • Kindly provide us with your banking details via our support channels or at any TMpoint outlet nationwide during termination request. We will not be able to process refund request without the completed banking details.
43.	**Will I be refunded if there is an extra payment in my account?**	• Yes. We will refund you of any extras if your account balance is more than RM10. • Your refund will be transferred into your preferred bank account within three (3) months / 90 days upon termination. • Refund can only be done under the same account owner, third party transfer request will not be entertained (same ID used for unifi Mobile account and bank account owner). Note: Direct bank transfer request can only be done to locally registered banks.

NO	QUESTION	ANSWER
	iMESSAGE & FACETIME	
44.	**How do I activate iMessage and Facetime via unifi Mobile?**	▪ Insert your unifi Mobile SIM and configure your iPhone settings: 1. Go to "Settings". 2. Select "Message" or "Facetime". 3. Enable "iMessage" or "Facetime" toggle function 4. Click "OK" on the message prompt. ▪ It is highly recommended that you activate the iMessage and Facetime services by using your Apple ID.
45.	**Will I be charged for my iMessage and FaceTime activation?**	▪ unifi Mobile supports the iMessage and FaceTime services for Apple's iOS users. ▪ You will be charged RM0.50 (excluding 6% ST) for each text (SMS) activation attempt triggered by iMessage or FaceTime via your Apple device using your mobile number. ▪ The charges will be applicable under these scenarios as well: ▪ Each time you re-insert your unifi Mobile SIM card ▪ Each time you update your iOS software ▪ However, there will be no charges for successful activation of iMessage or FaceTime via your Apple device using your Apple ID. Hence, it is highly recommended that you activate iMessage and Facetime services by using your Apple ID.
46.	**I have successfully activated my iMessage or FaceTime service. Will I be charged for every messages, voice/video call sent/made?**	▪ Don't worry, you will not be charged for the use of iMessage or FaceTime service such as sending messages, or making voice/video call to anyone. ▪ You will only be charged RM0.50 (excluding 6% ST) for each text (SMS) activation attempt triggered by iMessage or FaceTime via your Apple device using your mobile number. ▪ Once you have activated the service, you can use it for FREE!
47.	**Help me! I can't activate my iMessage and FaceTime. The function keeps disabling itself automatically.**	▪ You may visit Apple Inc.'s official site for guidelines on error activation of iMessage and FaceTime service.
48.	**My attempts to activate my iMessage and FaceTime services still failed after several attempts. Will I be charged for the**	▪ Unfortunately, you will be charged for each text (SMS) activation attempt triggered by iMessage or FaceTime, if attempted using your mobile number.

NO	QUESTION	ANSWER
	multiple erroneous attempts?	▪ To avoid you from bill shock at the end of the bill cycle, our system will monitor the activation attempts triggered by your device and cap it at a maximum of 5 times per month.
49.	**What happens if I still fail to activate my iMessage and FaceTime services but I am being charged anyways?**	▪ We apologise for the inconvenience. If you're experiencing this, please contact us via Live Chat at unifi Self Care portal at https://unifi.com.my or myunifi app, Facebook at facebook.com/unifimobile/ or Twitter at @helpmeunifi. ▪ But don't worry, we will assist to review your case and waive the charges from your bill.
50.	**How will the charges appear in my unifi Mobile bill?**	▪ You will see an itemised charges tagged as 'Apple Services' in your unifi Mobile monthly bill statement.
	ACCEPTABLE USE POLICY	
51.	**Can I use my service to download peer-to-peer content (e.g. torrent files)?**	▪ Yes. You can use our mobile services for peer-to-peer downloads at 64kbps speed.
52.	**Am I allowed to use allocated voice minutes to make calls for commercial purpose? (e.g. by contact centres)?**	▪ Unfortunately, no. You are ONLY allowed to make calls for personal purposes within the set acceptable user policy.
53.	**Can I perform bulk text (SMS) or text (SMS) blasting using the mobile plan?**	▪ Unfortunately, no. You are ONLY allowed to send text (SMS) messages for personal purposes within the set acceptable user policy.
54.	**Am I allowed to use the plan on a smartphone that doesn't support Band 5 services?**	▪ Yes, you are. However, we highly encourage you to use a smartphone that supports Band 5 services to fully experience our unifi LTE service. You may refer to https://unifi.com.my/mobile/postpaid/phone-compatibility.html to check if your device is supported by unifi LTE network. ▪ If you're not using the smartphone as listed above, your line may be suspended upon making calls in excess of 2000 minutes and/or 5GB Data. This is covered under our Acceptable Use Policy as stated in our service Terms and Conditions (T&C).
	INTERNATIONAL DIRECT DIAL (IDD) SERVICE	

NO	QUESTION	ANSWER
55.	**What is IDD?**	▪ International Direct Dial or IDD allows you to make calls or send texts (SMS) to overseas numbers from your number in Malaysia.
56.	**How do I activate the IDD service? Is there any deposit required?**	▪ The IDD service is enabled by default with no deposit required.
57.	**How do I make an international call?**	▪ 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.
58.	**What is the rate for IDD?**	▪ You may refer to IDD rates HERE.
	**INTERNATIONAL ROAMING – MOBILE INTERNET** **(DATA ROAM PASS & DATA ROAM 100/250/500MB PASS)**	
59.	**What is International Roaming?**	▪ International roaming allows you to make / receive calls, send messages, access email and mobile Internet in over 180 countries across the world.
60.	**How do I activate the International Roaming (IR) service? Will I get my refund upon termination?**	▪ You may activate the IR service via myunifi 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.
61.	**How do I prevent myself from unknown charges when I'm roaming?**	▪ You are recommended to switch off the "Data Roaming" feature in your smart phone setting before you reach your destination overseas.
62.	**Can I use data roaming services when travelling overseas?**	▪ Yes, but you will need to activate the International Roaming services prior to travelling.
63.	**What does the Data Roam Pass offer?**	▪ The pass gives you mobile Internet browsing when you are travelling overseas. It is enabled until 12 midnight of the city you are in for only RM38 (exclusive of 6% ST) a day.
64.	**How do I subscribe to the Data Roam Pass?**	▪ You can automatically enjoy Data Roam Pass RM38 (exclusive of 6 % ST) upon data usage more than 1MB worldwide and be sure to roam on our preferred network to enjoy this feature.

NO	QUESTION	ANSWER
65.	**What is the validity of the Data Roam Pass?**	▪ The Date Roam pass is valid until midnight of the city you visit For example, if you're visiting Thailand, your data roam pass expires at 12:00 am, Bangkok time.
66.	**I've reached the limit for my data! How can I continue surfing while I'm still roaming?**	▪ Don't worry, you can purchase additional Data Roam Pass via unifi.com.my/ir
67.	**Will I be informed when my subscription is successful?**	▪ Yes. You will receive a text (SMS) notification when your Data Roam Pass has been successfully activated for both auto subscriptions and pass renewals.
68.	**In which countries are the Data Roam Pass available?**	▪ You can check the availability by selecting a country here https://home.unifi.com.my/personal/mobile/roaming
69.	**Can I re-subscribe to any available Data Roam Pass to continue my Internet browsing?**	▪ Yes. You may subscribe the below top-up passes to continue your Internet browsing. <table><tr><td>PRODUCT NAME</td><td>QUOTA</td><td>PRICE</td><td>VALIDITY</td></tr><tr><td>Top-up Data Roam 100MB</td><td>100MB</td><td>RM10</td><td>1 day till midnight</td></tr></table> *Price shown is exclusive of 6% ST*
70.	**Can I subscribe to Top-up Data Roam Pass 100MB at RM10 upon arriving at the visiting country?**	▪ No. You are not allowed to subscribe Data Roam Pass 100MB at RM10 without the subscription of Data Roam Pass RM38. *Price shown is excluding 6% ST*
71.	**How do I unsubscribe from a Data Roam Pass?**	▪ You don't need to unsubscribe the Data Roam Pass as it will expire at the midnight of the city you are in.
72.	**Is the Data Roam Pass compatible with any phone model? (i.e. iPhone/Blackberry/ Android/ Windows)**	▪ Yes. It works with any phone models.
73.	**How do I keep track of my Data Roam Pass usage and expiry date?**	You will receive a text (SMS) notification once you've exceeded the quota, and when it expires. You can also keep track of your usage via unifi.com.my/ir anywhere anytime.
74.	**I have purchased Data Roam Pass in Singapore. Can I use**	▪ No. 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.

Note: The product/pricing table in row 69 is reproduced as an HTML sub-table above.

NO	QUESTION	ANSWER
	the same pass in Thailand on the same day?	
75.	**How much will I be charged if I use my mobile Internet overseas without a Data Roam Pass?**	▪ You will be charged at pay-per-use rate of RM49/MB.
76.	**Will I be charged for using inflight roaming service (AeroMobile)?**	▪ You will be charged at pay-per-use rate of RM1 for 10kb.
77.	**Why is my Data Roam Pass not working in certain countries?**	▪ Please 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** 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** 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 Te is zero-charged.
	INTERNATIONAL ROAMING – VOICE & TEXT (SMS)	
78.	**How much will I be charged when I make or receive calls and text (SMS) while roaming?**	▪ The voice and text (SMS) charges vary according to the country you are roaming in. The charging block for voice call is 60 seconds per block. Refer https://home.unifi.com.my/personal/mobile/roaming ▪ However, you will not be charged when you receive text (SMS) when traveling overseas.
79.	**How much will I be charged for making**	▪ You will be charged at pay-per-use rate of RM75 per min and RM0.50 per text (SMS) sent.

NO	QUESTION	ANSWER
	calls and sending text (SMS) to Satellite numbers (e.g.: Inmarsat) or countries not included in our mobile plan's list?	
	BILLING & PAYMENT	
80.	**How will I receive my monthly bill?**	▪ You will receive the monthly bill through your registered e-mail. Alternatively, you can view all your bills in unifi Self Care portal at https://unifi.com.my.
81.	**When is my bill date and bill cycle?**	▪ Your bill date is subjected to the nearest billing period and will be on a 30-day bill cycle.
82.	**Can I request for a hardcopy bill?**	▪ 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 https://unifi.com.my
83.	**Why is there a change in bill payment channel for unifi Mobile postpaid?**	▪ We have streamlined the payment channels to serve both unifi Home and unifi Mobile customers. You may proceed to make bill payment via unifi Home's payment channel.
84.	**I am currently subscribed to both unifi Home and unifi Mobile services, can I make a single bill payment or do I still need to make separate bill payment for each of the services?**	▪ It depends on the number of accounts you have based on the scenario as below: ▪ If you have separate accounts for unifi Home and unifi Mobile services, the bill payment must be made to each of the designated account number for the respective services. ▪ If you have one (1) account number for both unifi Home and unifi Mobile service and you receive one single bill for both of the services, you can make a single payment to the assigned account number.
85.	**How do I know my account number?**	▪ Your 10-digit account number will be updated in your account profile in unifi portal or myunifi app.

NO	QUESTION	ANSWER
86.	**Where can I pay my bills?**	▪ You can pay for both unifi Home or unifi Mobile services via the below channels:

Online	
1. www.unifi.com.my	Current/Saving Account, Debit/Cred Card
2. myunifi app	Current/Saving Account, Debit/Cred Card
3. JomPAY via internet banking	Ref – 1: Account number
	Biller Code: 8888 (unifi Home and Mobile)
	Biller Code: 2345 (Streamyx and telephony) Visit www.JomPAY.com.my

Autopay	
1. www.unifi.com.my 2. myunifi app	Debit or Credit Card (Visa and MasterCard)
	Note: We're sorry that new autopay subscription is not available until furthe notice. Existing unifi Mobile autopay subscribers may modify or deactivate t subscription via myunifi app or unifi Se Care portal.

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/)

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)

NO	QUESTION	ANSWER
		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)

87.	**What is the biller name that I should choose when I make bill payment for unifi Mobile postpaid via e-Wallet Partner and TMpoint kiosk?**	▪ Please select biller name "unifi" with biller code "8888" when making a payment.
		
		▪ 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)*:
		
		   a. Login to your internet banking portal
		   b. Click on Pay & Transfer
		   c. Click on Make a one-off payment
		   d. Click on Pay from and choose your options
		   e. Click and select JomPAY
		   f. Enter the Biller Code: 8888
		   g. Key in your mobile new 10-digit account number
		   h. Enter the bill amount to be paid

88.	**Am I allowed to make a single payment under unifi for my mobile broadband and mobile services?**	▪ We have streamlined the payment channels to serve both unifi Home and unifi Mobile customers. ▪ If you have separate accounts for unifi Home and unifi Mobile services, the bill payment must be made to each of the designated account number for the respective services. ▪ If you have one (1) account number for both unifi Home and unifi Mobile service and you receive one single bill for both of the services, you can make a single payment to the assigned account number.
	TRANSFER OF OWNERSHIP AND CHANGE OF PLANS	
89.	**Can I transfer my unifi Mobile 59, 39, 29 or 19 line to others?**	▪ Yes, you can transfer your line to another customer. Please proceed to the nearest TMpoint outlet together with the transferee (the customer to be transferred to).
90.	**I have several lines under my account. Can I transfer one / more lines to others?**	▪ Yes, you can transfer one or more lines.

NO	QUESTION	ANSWER
91.	**I am currently subscribed to unifi Mobile 59 / 39 / 29 / 19. Can I change my line to other unifi Mobile plan; unifi 99?**	▪ Yes, you can. Please Live Chat with us via myunifi app or walk-in to the nearest TMpoint outlet.
92.	**Am I allowed to change my plan if the present one does not suit my need?**	▪ Yes, you can. You can choose from our current available plans at https://home.unifi.com.my/mobile. ▪ Please note that there will be a 45 days minimum tenure for every change of plan.
93.	**Am I eligible for the plan upgrade or downgrade?**	▪ Yes, absolutely! Just be sure that you do not have any outstanding balance in your unifi Mobile Postpaid account.
94.	**Will there be any charge imposed for the Change of Plan?**	▪ There will be no charge imposed for change of plans request.
	NETWORK & DEVICE	
95.	**How do I connect to your LTE network?**	▪ 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.
96.	**How do I check if my phone supports Band 5 services?**	▪ Please visit https://unifi.com.my/mobile/postpaid/phone-compatibility and select to view if your device is under the suggested phone category.
97.	**What if my current phone doesn't support Band 5 services?**	▪ 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.
98.	**Where can I use my mobile services?**	▪ Our mobile services are available nationwide within coverage areas.
99.	**How do I check if my area is under LTE coverage?**	▪ You can check the LTE coverage HERE.
100.	**How do I get further enquiries on unifi**	▪ Easy, feel free to reach us via our digital channels such as: ▪ LiveChat via unifi.com.my or myunifi app ▪ Tweet us @helpmeunifi

NO	QUESTION	ANSWER
	Mobile 59, 39, 29 and 19?	▪ Message us at facebook.com/weareunifi ▪ Or simply visit any of the TMpoint outlets nationwide for further assistance.