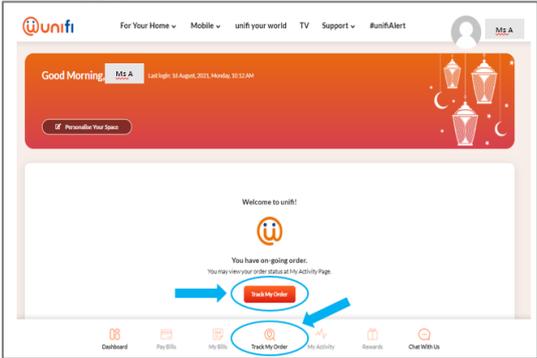
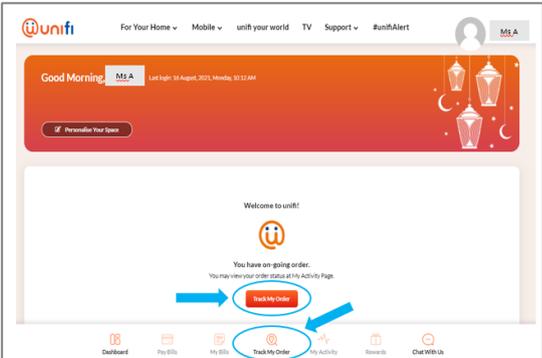


**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
unifi MOBILE DELIVERY RELATED MATTERS**

NO	QUESTION	ANSWER
unifi MOBILE DELIVERY RELATED MATTERS		
1.	How long does it take for the SIM and device delivery after I placed an order?	<p>SIM and DEVICE BUNDLES</p> <ul style="list-style-type: none"> ▪ The Delivery will be made after the orders are confirmed:- <ul style="list-style-type: none"> ➢ within 7 working days for Peninsular Malaysia ➢ within 14 working days for East Malaysia <p>Note: Under certain exception, delivery may be delayed in the event of restrictions of movement, service interruptions or failures beyond unifi Mobile's control. We seek your kind patience on this.</p>
2.	How can I track my order? If it is not updated or reflected, who can I contact?	<p>SIM and DEVICE BUNDLES</p> <ul style="list-style-type: none"> ▪ You will receive the confirmation of your order via email. You may check the status of the delivery via myunifi app or selfcare portal https://unifi.com.my (please refer to 'Track My Order' option)  <ul style="list-style-type: none"> ▪ Alternatively, please live chat us via myunifi app or https://chatbot.unifi.com.my/?noMinimize&platform=myunifi
3.	What should I do if my SIM or device did not arrive within the time frame as promised?	<p>SIM and DEVICE BUNDLES</p> <ul style="list-style-type: none"> ▪ You may check the status of the delivery via myunifi app or selfcare portal https://unifi.com.my (please refer to 'Track My Order' option). There could be delays due to the Movement Control Order or from our delivery partner.  <ul style="list-style-type: none"> ▪ Alternatively, please live chat us via myunifi app or https://chatbot.unifi.com.my/?noMinimize&platform=myunifi

NO	QUESTION	ANSWER
4.	<p>I cannot use the SIM or the device upon receiving it, what should I do? Is there any charges for replacement of faulty SIM or device? (only applicable to DOA)</p>	<p>SIM ONLY</p> <ul style="list-style-type: none"> ▪ If you find the SIM is faulty which is identified as Dead on Arrival (DOA), kindly live chat with us via myunifi app or https://chatbot.unifi.com.my/?noMinimize&platform=myunifi. The delivery for SIM replacement is free of charge (only applicable for DOA). ▪ Alternatively, you can walk in to any nearest TMpoint to obtain a new SIM replacement without any charges. <p>DEVICE BUNDLES ONLY</p> <ul style="list-style-type: none"> ▪ You are advised to inspect the device upon receiving it. If you find the device as Dead on Arrival (DOA), you may lodge a report within 24 hours via Live Chat at myunifi app or https://chatbot.unifi.com.my/?noMinimize&platform=myunifi ▪ We will arrange for collection of the faulty device and replace it with a new device. <p>Definition of Dead on Arrival:</p> <ol style="list-style-type: none"> 1) Unable to switch on the SIM or device 2) Failed Diagnostic [example: device is unable to connect to network (WiFi and mobile network)] 3) Obvious Damage [example: damage such as scratches on device or touch screen is not functioning]
5.	<p>If my SIM or device suddenly does not connect to the network or not useable, what should I do? (only applicable to Return Merchandise Authorisation)</p>	<p>SIM ONLY</p> <ul style="list-style-type: none"> ▪ If you suspect the SIM is spoilt and require a replacement, kindly contact us via live chat https://chatbot.unifi.com.my/?noMinimize&platform=myunifi. Do note that there be delivery charges incurred for SIM replacement. ▪ Alternatively, you can walk in to any nearest TMpoint to obtain the replacement SIM, without any charges. ▪ For <u>postpaid account</u>, there will be an additional charge of RM10.60 for the replacement SIM delivery fees which will be included in your next bill. ▪ For <u>prepaid account</u>, kindly make sure your account e-wallet has a minimum balance of RM10.60 for the deduction of delivery fee. <p>DEVICE BUNDLES ONLY</p> <ul style="list-style-type: none"> ▪ For any warranty claims related to the device, customers are advised to liaise with the respective authorised service centers as listed below: <ol style="list-style-type: none"> a. Samsung: https://www.samsung.com/my/support/category/mobiledevices/mobile-device/ b. Vivo: https://www.vivo.com/my/support
6.	<p>Can you deliver internationally?</p>	<p>SIM and DEVICE BUNDLES</p> <ul style="list-style-type: none"> ▪ At the moment, we only deliver the SIM and device nationwide within Malaysia.

NO	QUESTION	ANSWER
7.	Who will deliver my order?	SIM and DEVICE BUNDLES <ul style="list-style-type: none"> We will engage an external third party for the delivery.
8.	Do I need to be there in person to collect?	SIM and DEVICE BUNDLES <ul style="list-style-type: none"> Yes, as our delivery partner would need to verify your NRIC / ID prior to releasing the SIM and/or device. Our delivery partner may also take a photo of you receiving the SIM and/or device as proof of delivery as well.
9.	How can I change the delivery address if I made a typo error upon placing my order?	SIM and DEVICE BUNDLES <ul style="list-style-type: none"> Please live chat with us via myunifi app or https://chatbot.unifi.com.my/?noMinimize&platform=myunifi to update the correct delivery address so we could inform our delivery partner in a timely manner. Do note that we will not be able to update if the status of the order is 'In Transit' or 'Closed'.
10.	Is there a fee to change my delivery address?	SIM and DEVICE BUNDLES <ul style="list-style-type: none"> There will be an additional charge of RM10.00 after the 3rd failed attempt of delivery.
11.	Can I change my order from delivery to self-pick up or from self-pick up to delivery after my order is confirmed?	SIM ONLY <ul style="list-style-type: none"> Once the delivery mode is confirmed, you are not able to change the mode of delivery. DEVICE BUNDLES ONLY <ul style="list-style-type: none"> At the moment, only delivery option is available.
12.	If I am not available at the point of delivery, what will happen to my order?	SIM and DEVICE BUNDLES <ul style="list-style-type: none"> Our delivery partner will call to reschedule the second delivery. If the attempt of delivery fails three (3) times consecutively, the order will be cancelled. You will need to place a new order again.
13.	When will my billing begin?	SIM ONLY <u>Postpaid Plan</u> <ul style="list-style-type: none"> You will be billed once the SIM has been successfully delivered to you. However, if you have opted to switch your number to unifi Mobile, your bill will only start charging upon successful switching to unifi Mobile. <u>Prepaid Plan</u> <ul style="list-style-type: none"> The account will be activated once the SIM card is connected to unifi Mobile network. Otherwise, your SIM will be auto-activated 30 days upon successful delivery to you. DEVICE BUNDLES ONLY <u>New Registration</u> <ul style="list-style-type: none"> We will only start charging once the SIM and device have been successfully delivered to you. <u>Change of Plan</u>

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> ▪ We will start charging based on the new registered plan upon completed transaction in our system.
14.	Can I cancel my order once it is confirmed?	SIM and DEVICE BUNDLES <ul style="list-style-type: none"> ▪ Cancellation is only allowed if the status order is in 'New' or has not been closed by our delivery partner. ▪ Please note cancellation is also subject to the status of the order in our system.
15.	Will I get my refund once I cancel the order?	SIM and DEVICE BUNDLES <ul style="list-style-type: none"> ▪ If an advance payment has been made for your new postpaid plan or device, you will be able to request for refund if the balance amount is above RM10.00. This is subject to deduction of outstanding or Early Termination Penalty or admin fee amount, if any. ▪ Do note that there will be a RM10.60 administrative fee to process your order cancellation in the refund. ▪ Kindly proceed to provide us the account details for the refund and the refund will be made within 90 days of the request. ▪ For prepaid plan, there will be no refund on the SIM pack or delivery charge.