

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
unifi Your World - MOBILE 99 PROMO CAMPAIGN**

NO	QUESTION	ANSWER												
<b>QUESTIONS ON unifi Your World - MOBILE 99 PROMO</b>														
1.	<b>Can you tell me more about this exclusive offer?</b>	<ul style="list-style-type: none"> <li>Starting from <b>24<sup>th</sup> August 2020</b>, we will be having an exclusive offer for all new subscriptions of our unifi Mobile 99.</li> </ul> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th></th> <th>unifi Home Broadband Customers</th> <th>Non unifi Home Broadband Customers</th> </tr> </thead> <tbody> <tr> <td>Monthly Promotional Price</td> <td><b>RM59</b> per month (exclusive of 6% ST)</td> <td><b>RM 79</b> per month (exclusive of 6% ST)</td> </tr> </tbody> </table>		unifi Home Broadband Customers	Non unifi Home Broadband Customers	Monthly Promotional Price	<b>RM59</b> per month (exclusive of 6% ST)	<b>RM 79</b> per month (exclusive of 6% ST)						
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Monthly Promotional Price	<b>RM59</b> per month (exclusive of 6% ST)	<b>RM 79</b> per month (exclusive of 6% ST)												
2.	<b>What is special about this offer?</b>	<ul style="list-style-type: none"> <li>You can get your hands on our unifi Mobile 99 for never-ending data, calls and SMS at a <b>promotional price</b> (exclusive of 6% ST):</li> </ul> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Type of Customers</th> <th>Normal Price</th> <th>Promotional Price</th> <th>Total Saving</th> </tr> </thead> <tbody> <tr> <td>unifi Home Broadband Customers</td> <td><del>RM99</del> per month</td> <td><b>RM59</b> per month</td> <td>Save RM480 per year</td> </tr> <tr> <td>Non unifi Home Broadband Customers</td> <td><del>RM99</del> per month</td> <td><b>RM79</b> per month</td> <td>Save RM240 per year</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>Free 10GB LTE Hotspot.</li> <li>This offer comes with <b>NO</b> contract.</li> </ul>	Type of Customers	Normal Price	Promotional Price	Total Saving	unifi Home Broadband Customers	<del>RM99</del> per month	<b>RM59</b> per month	Save RM480 per year	Non unifi Home Broadband Customers	<del>RM99</del> per month	<b>RM79</b> per month	Save RM240 per year
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3.	<b>Will I be charged with any upfront payment when I subscribe to this unifi Mobile 99 offer?</b>	<ul style="list-style-type: none"> <li>For customers who are subscribing to a new number via unifi.com.my, TM Resellers, TM Authorised Dealers and any TMpoint outlet nationwide, you will be charged with an upfront payment of RM100.</li> <li><b>For a limited time only, we're waiving the upfront payment of RM100 if you switch your number to us now.</b></li> </ul>												

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4.	<p><b>Will there be a limit to the maximum number of lines I can subscribe to?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes, you are entitled to sign up to five (5) lines per IC / passport.</li> </ul>
5.	<p><b>I am a foreigner. Can I subscribe to this unifi Mobile 99 offer?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes, however a deposit of RM300 is applicable.</li> </ul>
6.	<p><b>I'm an existing unifi Mobile plan subscriber.</b></p> <p><b>Do I get to enjoy unifi Mobile 99 offer?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes! All new and existing unifi Mobile plan subscribers are welcome to subscribe to our unifi Mobile 99 offer.</li> <li>▪ For existing unifi Mobile subscribers, you may request for Change of Plan via our touchpoints as per below: <ul style="list-style-type: none"> <li>▪ Tmpoint outlets nationwide</li> <li>▪ Live Chat via <a href="https://mobile.unifi.com.my/customer/starthere">https://mobile.unifi.com.my/customer/starthere</a></li> <li>▪ Live Chat via myunifi app (available on Google Play/Apple Store)</li> </ul> </li> <li>▪ 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.</li> </ul>
7.	<p><b>I am currently on another service provider.</b></p> <p><b>Can I port in by retaining my existing mobile number to unifi Mobile 99 offer?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes. You can port in and subscribe to our unifi Mobile 99 offer provided you do not have any outstanding balance, blacklisted, or under contract with your current mobile service provider.</li> <li>▪ You may request to port in via our touchpoints as per below: <ul style="list-style-type: none"> <li>▪ Our portal at <a href="https://unifi.com.my/personal/mobile/postpaid">https://unifi.com.my/personal/mobile/postpaid</a></li> <li>▪ Over-the-counter at any Tmpoint outlets nationwide</li> <li>▪ TM Authorised Dealer (TAD)</li> <li>▪ TM Resellers nationwide</li> </ul> </li> </ul>

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8.	<b>How long does it take to process my port in?</b>	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ It may take up to three (3) working days for the application to be approved by your existing mobile service provider, including confirmation of your intention via SMS.</li> </ul>
9.	<b>I am an existing #BEBAS prepaid customer, am I entitled to unifi Mobile 99 offer?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you can request for Change of Plan via our touchpoints as per below for further assistance: <ul style="list-style-type: none"> <li>▪ Live Chat via <a href="https://mobile.unifi.com.my/customer/starthere">https://mobile.unifi.com.my/customer/starthere</a></li> <li>▪ Live Chat via myunifi app (available on Google Play/Apple Store)</li> <li>▪ TMpoint outlets nationwide</li> </ul> </li> </ul>
10.	<b>Can I change to other unifi Mobile plans later?</b>	<ul style="list-style-type: none"> <li>▪ Yes. However, you will no longer enjoy the unifi Mobile 99 promotional price.</li> </ul>
<b>unifi MOBILE 99 AT RM59 FOR UNIFI HOME BROADBAND CUSTOMERS</b>		
<b>ELIGIBILITY FOR RM59 PER MONTH OFFER</b>		
11.	<b>Who is eligible to subscribe to this unifi Mobile 99 at RM59 per month offer?</b>	<ul style="list-style-type: none"> <li>▪ This exclusive offer is eligible to all active unifi Home Broadband customers: <ul style="list-style-type: none"> <li>▪ unifi Fibre</li> <li>▪ unifi Lite (previously known as Streamyx)</li> <li>▪ unifi Air</li> <li>▪ unifi wireless broadband (WTTX)</li> <li>▪ mobile broadband</li> </ul> </li> <li>▪ We welcome everyone; Malaysian or Non-Malaysian aged 18 years and above to subscribe to our unifi Mobile 99 at RM59 per month offer.</li> </ul>
12.	<b>My unifi Home Broadband is under my father's name, can I enjoy the RM59 offer?</b>	<ul style="list-style-type: none"> <li>▪ Make sure to use the <b>same</b> ID number (NRIC, Old IC, Army, Police, Passport) as per your unifi Home Broadband account upon registration of unifi Mobile 99 to enjoy the <b>RM59</b> per month price.</li> </ul>

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		<ul style="list-style-type: none"> <li>▪ Example:                             <table border="1" data-bbox="603 409 1442 680" style="margin-left: 20px;"> <thead> <tr> <th data-bbox="603 409 1023 526">unifi Home Broadband Registered Account</th> <th data-bbox="1023 409 1442 526">unifi Mobile 99 Promo New Registration</th> </tr> </thead> <tbody> <tr> <td data-bbox="603 526 1023 680"> <ul style="list-style-type: none"> <li>▪ Name: Ali bin Abu</li> <li>▪ <b>NRIC:</b> 800101-00-1234</li> </ul> </td> <td data-bbox="1023 526 1442 680"> <ul style="list-style-type: none"> <li>▪ Name: Ali bin Abu</li> <li>▪ <b>NRIC:</b> 800101-00-1234</li> </ul> </td> </tr> </tbody> </table> </li> <li>▪ Your unifi Mobile line must be registered using the same ID details as per your unifi Home Broadband account to enjoy the RM59 per month price, otherwise you will be charged RM79 per month instead.</li> <li>▪ One account holder can sign up to a maximum of five (5) mobile lines and each lines will enjoy RM59 per month price.</li> </ul>	unifi Home Broadband Registered Account	unifi Mobile 99 Promo New Registration	<ul style="list-style-type: none"> <li>▪ Name: Ali bin Abu</li> <li>▪ <b>NRIC:</b> 800101-00-1234</li> </ul>	<ul style="list-style-type: none"> <li>▪ Name: Ali bin Abu</li> <li>▪ <b>NRIC:</b> 800101-00-1234</li> </ul>
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13.	<p><b>If my unifi Home Broadband is registered under my Army ID, can I update my ID to NRIC?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes, you can update your ID to NRIC. Kindly visit the nearest TMpoint to update your ID number.</li> </ul>				
14.	<p><b>What happens to my mobile line if my home broadband is suspended?</b></p>	<ul style="list-style-type: none"> <li>▪ No changes to the monthly bill during line suspension of any mobile or home broadband account.</li> <li>▪ You will still enjoy the RM59 per month price as long as your home broadband is not terminated.</li> </ul>				
15.	<p><b>What happens to my mobile line if my home broadband is not installed?</b></p>	<ul style="list-style-type: none"> <li>▪ Your monthly subscription fee for mobile service will be RM79 per month if your home broadband is not installed.</li> </ul>				
16.	<p><b>What happens to my mobile line if my home broadband is terminated?</b></p>	<ul style="list-style-type: none"> <li>▪ Your monthly subscription fee for mobile service will be changed from RM59 per month to RM79 per month if your home broadband is terminated.</li> </ul>				

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17.	<p><b>I'm an existing webe RM79 plan subscriber.</b></p> <p><b>Do I still enjoy the multiline discount if I subscribe to this unifi Mobile 99 offer?</b></p>	<ul style="list-style-type: none"> <li>▪ We're sorry, upon activation of this plan, subscription of any Add-on Passes (i.e.: Multiline discount, Hotspot Passes, etc.) on your previous unifi Mobile rate plan will be terminated without any refund.</li> <li>▪ Remaining entitlement of multiline discount will be based on remaining line that you still maintain under RM79 plan.</li> </ul>
18.	<p><b>I still have a few months contract of unifi Mobile 99 at RM59 with 12 months contract offer.</b></p> <p><b>Can I subscribe to this new unifi Mobile 99 offer?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes, you can request for Change of Plan via our touchpoints as per below: <ul style="list-style-type: none"> <li>▪ TMpoint outlets nationwide</li> <li>▪ Live Chat via <a href="https://mobile.unifi.com.my/customer/starthere">https://mobile.unifi.com.my/customer/starthere</a></li> <li>▪ Live Chat via myunifi app (available on Google Play/Apple Store)</li> </ul> </li> <li>▪ However you will need to pay for the Early Termination Fee (ETP) charges of your remaining contract.</li> </ul>
19.	<p><b>What will happen to my mobile plan after the offer ends?</b></p>	<ul style="list-style-type: none"> <li>▪ You will still enjoy our unifi Mobile 99 at RM59 per month as long as your home broadband account is active.</li> </ul>
<b>BILLING &amp; PAYMENT FOR RM59 PER MONTH OFFER</b>		
20.	<p><b>Will I receive my unifi Home Broadband and unifi Mobile bills in one bill statement?</b></p>	<ul style="list-style-type: none"> <li>▪ You will receive <b>separate bills</b> for your unifi Home Broadband and unifi Mobile accounts.</li> <li>▪ You will need to make a separate payments accordingly to your subscribed accounts.</li> </ul>

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21.	How does my bill will look like?	<ul style="list-style-type: none"> <li>The unifi Mobile 99 Promo will be reflected by the plan name “<b>unifi Mobile 79 unlimited</b>” in your unifi Mobile bill.</li> <li>In your first unifi Mobile bill, any <b>pro-rated usage</b> will be <b>based on RM79 price</b>.</li> <li>Once unifi Home Broadband and unifi Mobile services are both activated, you will enjoy the RM59 per month price in the <b>following month onwards</b>.</li> <li>Example: <i>unifi Home Broadband customer subscribed unifi Mobile on 15<sup>th</sup> August 2020 and received the first bill on 1<sup>st</sup> September 2020.</i></li> </ul> <table border="1"> <thead> <tr> <th>Plan Name Bill Display</th> <th colspan="3">unifi Mobile 79 unlimited</th> </tr> <tr> <th>Bill Cycle</th> <th>1<sup>st</sup> Bill</th> <th>2<sup>nd</sup> Bill</th> <th>3<sup>rd</sup> Bill</th> </tr> </thead> <tbody> <tr> <td>Bill Date</td> <td>1 September 2020</td> <td>1 October 2020</td> <td>1 November 2020</td> </tr> <tr> <td>Home Broadband Status</td> <td>Active</td> <td>Active</td> <td>Active</td> </tr> <tr> <td>Mobile Line Status</td> <td>Active</td> <td>Active</td> <td>Active</td> </tr> <tr> <td>Prorated Monthly Fee [15/8 – 31/8]</td> <td>RM43.32*</td> <td>-</td> <td>-</td> </tr> <tr> <td>Advanced Monthly Fee [1/9 – 30/9]</td> <td>RM79.00</td> <td>RM79.00</td> <td>RM79.00</td> </tr> <tr> <td>Advanced Discount [1/9 – 30/9]</td> <td>(- RM20.00)</td> <td>(- RM20.00)</td> <td>(- RM20.00)</td> </tr> <tr> <td>Sub Total</td> <td><b>RM102.32</b></td> <td><b>RM59.00</b></td> <td><b>RM59.00</b></td> </tr> <tr> <td>(6% ST)</td> <td>RM6.14</td> <td>RM3.54</td> <td>RM3.54</td> </tr> <tr> <td><b>Total Monthly Payment</b></td> <td>RM108.46</td> <td>RM62.54</td> <td>RM62.54</td> </tr> </tbody> </table> <p><i>*Notes: Prorated will be based on RM79 per month price</i></p>	Plan Name Bill Display	unifi Mobile 79 unlimited			Bill Cycle	1 <sup>st</sup> Bill	2 <sup>nd</sup> Bill	3 <sup>rd</sup> Bill	Bill Date	1 September 2020	1 October 2020	1 November 2020	Home Broadband Status	Active	Active	Active	Mobile Line Status	Active	Active	Active	Prorated Monthly Fee [15/8 – 31/8]	RM43.32*	-	-	Advanced Monthly Fee [1/9 – 30/9]	RM79.00	RM79.00	RM79.00	Advanced Discount [1/9 – 30/9]	(- RM20.00)	(- RM20.00)	(- RM20.00)	Sub Total	<b>RM102.32</b>	<b>RM59.00</b>	<b>RM59.00</b>	(6% ST)	RM6.14	RM3.54	RM3.54	<b>Total Monthly Payment</b>	RM108.46	RM62.54	RM62.54
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22.	<b>May I know when is my bill date and period of bill cycle?</b>	<ul style="list-style-type: none"> <li>▪ 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 August – bill generated for 1/7/2020 – 31/7/2020.)</li> </ul>
23.	<b>I am interested. How do I subscribe to the unifi Mobile 99 at RM59 offer?</b>	<ul style="list-style-type: none"> <li>▪ You can subscribe to the offer via our touchpoints as per below: <ul style="list-style-type: none"> <li>▪ website at unifi.com.my</li> <li>▪ myunifi App</li> <li>▪ TMpoint outlets</li> <li>▪ TM resellers</li> <li>▪ TM Authorised Dealers (TAD)</li> </ul> </li> <li>▪ Make sure to use the same ID number (NRIC, Old IC, Army, Police, Passport) upon registration of both unifi Home and unifi Mobile account to enjoy the RM59 per month price.</li> </ul>
<b>unifi MOBILE 99 AT RM79 FOR NON UNIFI HOME BROADBAND CUSTOMERS</b>		
24.	<b>How much do I need to pay per month?</b>	<ul style="list-style-type: none"> <li>▪ For those who did not subscribe to our unifi Home Broadband, you may enjoy our unifi Mobile 99 at RM79 per month.</li> </ul>
25.	<b>What will happen to my plan after the offer ends?</b>	<ul style="list-style-type: none"> <li>▪ You will still enjoy our unifi Mobile 99 at RM79 per month after the offer ends.</li> </ul>
26.	<b>I don't have unifi Broadband at home. Can I subscribe to unifi Home Broadband and enjoy the RM59 per month price?</b>	<ul style="list-style-type: none"> <li>▪ Yes, provided that you subscribe both unifi Home Broadband and unifi Mobile line within the campaign period.</li> <li>▪ Make sure to use the same ID number (NRIC, Old IC, Army, Police, Passport) upon registration of both unifi Home and unifi Mobile account to enjoy the RM59 per month price.</li> <li>▪ Once unifi Home Broadband and unifi Mobile services are both activated, you will enjoy the RM59 per month price in the <b>following month onwards.</b></li> </ul>
27.	<b>I am interested. How do I subscribe to the unifi Mobile 99 at RM79 offer?</b>	<ul style="list-style-type: none"> <li>▪ You can subscribe to the offer via our touchpoints as per below: <ul style="list-style-type: none"> <li>▪ website at unifi.com.my</li> <li>▪ myunifi App</li> <li>▪ TMpoint outlets</li> <li>▪ TM resellers</li> <li>▪ TM Authorised Dealers (TAD)</li> </ul> </li> </ul>