FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
unifi MOBILE PREPAID #BEBAS
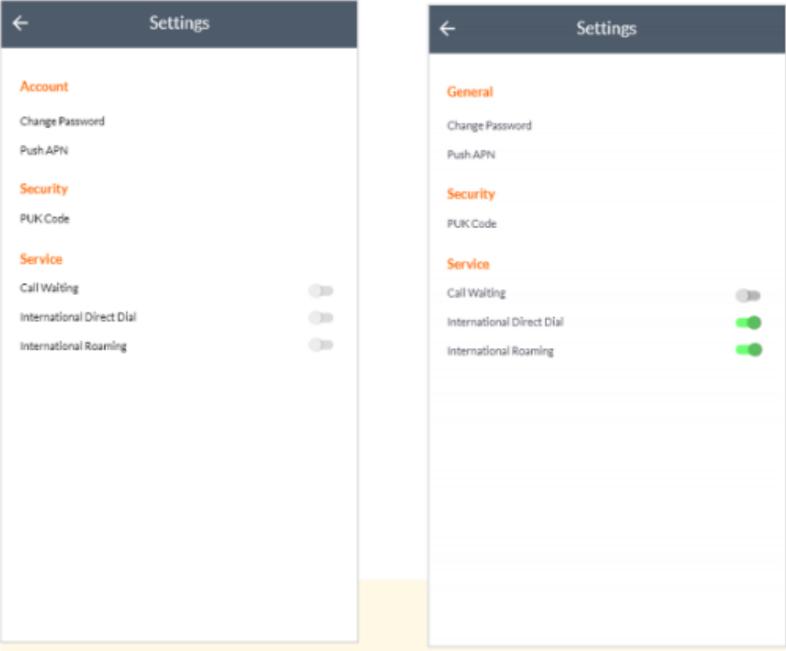
NO	QUESTION	ANSWER
		ACTIVATION & STAY ACTIVE!
1.	**How do I activate my SIM?**	▪ Just insert the SIM into your mobile phone or device to activate your SIM. 1. For **self-collection and delivery**, your SIM will be activated upon your SIM card connected to unifi network. 2. Otherwise, your SIM will be auto-activated 30 days from date SIM card was collected from TM outlets or from the SIM card was successfully deliver to you. 3. For **switch over customer**, the SIM will be auto-activated upon successful switching from the other mobile operator. 4. You will receive an activation freebies once you have successfully connected to the network.
2.	**How to configure my phone data settings?**	▪ Configuring your phone data setting is easy, just insert your unifi Mobile prepaid #BEBAS SIM and follow the step by step guide below: 1. Go to "Settings" 2. Choose "Mobile Network" or Cellular Network" 3. Choose "Access Point Name" 4. Press "Add" or "+" button to change your APN 5. Type "unifi" in the "Name" and "APN" fields 6. Save the settings and select "unifi" as default 7. For help "Live Chat" with us via mobile@unifi app.
3.	**Is there an expiry period for my starter pack freebies data?**	▪ There is no expiry period for starter pack freebies data.
4.	**If I buy and activate my unifi Mobile prepaid #BEBAS at 11.30 pm, what time my data will be expired?**	▪ Your data will expire within 24 hours which means, your data will expire at 11.30 pm later.

NO	QUESTION	ANSWER
5.	**How do I keep my line active?**	▪ It's simple. Just make any outgoing usage, reload or purchase any of the add-ons within 90 days from your last purchase and/or usage date.
6.	**What if there is still unutilized balance and no necessity to reload – this makes the line inactive? What about making calls?**	▪ Making any calls, sending SMS or browsing will keep your line active.
7.	**What if I don't use, buy any add-ons, or perform a reload within 90 days from the last transaction date?**	▪ If you have not made any outgoing usage, buy any add-ons, or perform a reload within 90 days, your line will be terminated on day 91. ▪ All remaining balance (reload and add-ons) in the account will be forfeited and non-refundable.
8.	**Will I be notified if I buy and use any add-ons?**	▪ Definitely! You'll receive SMS notifications. You can also keep track of your purchase and usage via the mobile@unifi app.

9.	**How do I reload?**	▪ You can reload your account ONLY via mobile@unifi app:
		
		  ▪ Step 1: Click 'reload' at mobile@unifi app dashboard
		  ▪ Step 2: Choose reload denomination from RM10, RM30, RM50 or RM100
		  ▪ Step 3: Select the payment channel and complete the payment process
		
		▪ The amount will be automatically added to your account balance.

10.	**What are the channels for me to make payments for reload?**	▪ Our payment channels for reload are:
		  ▪ Online Banking (FPX) (Malaysia local banks only)
		  ▪ Debit/Credit Card (Any local card with Visa/Master logo)
		  ▪ Pay4Me (third party reload)
		  ▪ Reload Voucher (soft pin reload)

NO	QUESTION	ANSWER
11.	**If I have multiple cards, can I have a default card as the preferred card to perform reload?**	▪ You can choose any card as your default card from "Manage Card". Please refer below: ▪ If you do not determine your default card, your most recent card will be automatically chosen as the default card in your next reload.
12.	**What is the maximum value/limit of money I can have in my account balance?**	▪ There will be no maximum value/limit set for your account balance.
13.	**Is there any expiry period to my account balance?**	▪ As long as you continue to use the SIM with any outgoing usage, reload or purchase add-ons, your account balance will remain active.
14.	**Is there a special expiry period for all reload denominations?**	▪ Any reload denomination that you choose will have no specific expiry period as long as you keep your line active within 90 days from the last purchase and (or) usage date.
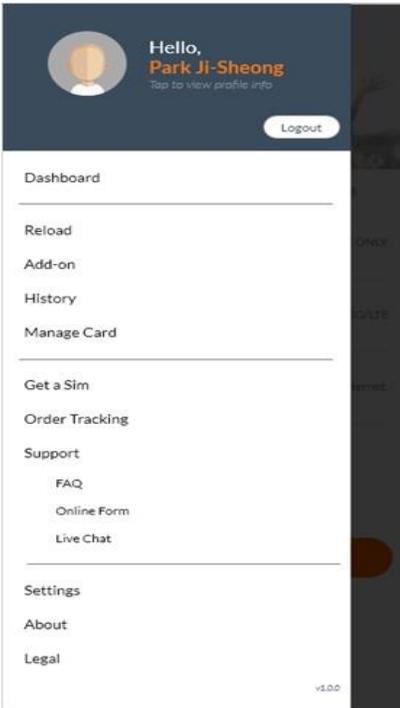
NO	QUESTION	ANSWER
15.	**What will happen to my remaining quota after account termination?**	▪ All remaining quota will be forfeited upon termination and not refundable.
16	**How do I buy data add-ons?**	▪ You can ONLY buy data add-ons via mobile@unifi app.
17.	**How many types of data add-ons are available?**	▪ There are nine (9) types of data add-ons: See table below. **Note:** ** For **Call** rate, it will be deducted based on 1 second per block*
18.	**I have purchased 60 minutes comm pass and have utilized 15 seconds for calls. How much will I be charged?**	▪ For Call rate, it will be deducted based on 1 second per block. Your comm pass now will be deducted in 15 seconds only.

DATA ADD-ONS	RM	EXPIRY
8GB High Speed (4GB High Speed + 4GB Basic/High Speed)	50	No
4GB High Speed (2GB High Speed + 2GB Basic/High Speed)	30	No
2GB High Speed (1GB High Speed + 1GB Basic/High Speed)	15	No
1GB Basic Data (1GB Basic Data)	13	No
BEBAS 2Hours (Unlimited Data for LTE Coverage)	1	After 2 hours
BEBAS Daily (Unlimited Data for LTE Coverage)	3	24 hours
BEBAS Weekly (Unlimited Data for LTE Coverage)	20	7 days
*200 mins	20	No
*60 mins	7	No

NO	QUESTION	ANSWER
19.	**I have made 10 seconds calls. How much will I be charged?**	▪ In this case since our rate is one (1) cent per block, you'll be charged 3 cents. The calculation as per below:- (Per minute/ 60 seconds) * call duration = (20 cents/ 60 seconds) * 10 seconds = 0.0033 * 10 seconds = RM 0.03
20.	**I am an existing #BEBAS customer and have purchased the 60 mins and 60 SMS comm pass before 18 July 2019. Am I still entitled for one (1) second per block rate?**	▪ In this case, you are not entitled to one (1) second per block rate. Your call rates will be based on 60 seconds per block.
21.	**Will I receive any notifications for my data quota balance?**	▪ Yes! You will receive notifications via SMS upon successful purchase and when your balance is running out. As an example, we will notify you if your data quota balance reach 80% and 100%.

22.	**What is the priority of usage if I purchase a few data add-ons?**	▪ Your data add-ons will be deducted according to this priority sequence:
		  i. Preloaded free data
		  ii. High Speed data
		  iii. Basic/High Speed data
		  iv. Basic data

23.	**How do I buy calls & SMS add-ons?**	▪ You can buy calls & SMS add-on via the mobile@unifi app.
24.	**How do I buy roaming add-ons?**	▪ You can purchase roaming add-ons via the mobile@unifi app. ▪ Please ensure to activate the roaming service via the app as well.

NO	QUESTION	ANSWER