

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
unifi MOBILE
CHANGE OF PLANS FROM #BEBAS PREPAID TO UNIFI MOBILE POSTPAID**

NO	QUESTION	ANSWER									
QUESTIONS ON unifi MOBILE CHANGE OF PLANS (PREPAID TO POSTPAID)											
GETTING TO KNOW											
1.	Who is eligible for the change of unifi Mobile plan?	<ul style="list-style-type: none"> ▪ Change of plans is applicable for all unifi Mobile #BEBAS prepaid customers. ▪ #BEBAS customers can request for change of plan type; from unifi Mobile #BEBAS prepaid plan to unifi Mobile postpaid plan (prepaid to postpaid). 									
2.	How do I be eligible for the change of plan?	<ul style="list-style-type: none"> ▪ For the request to change the plan type, just be sure that you follow the pre-requisite below: <ol style="list-style-type: none"> a) An active #BEBAS prepaid account without any outstanding fee / being blacklisted b) Sufficient credit balance in #BEBAS mobile account i.e. RM50 for changing the plan to unifi Mobile 39 c) Existing unifi Mobile postpaid customers with less than five (5) lines in a single account ▪ Please note that the change of plans is not available for unifi Mobile postpaid plan to unifi Mobile #BEBAS (postpaid to prepaid). 									
3.	Am I allowed to change my current #BEBAS prepaid plan to any unifi Mobile postpaid plans?	<ul style="list-style-type: none"> ▪ Yes, you can request to change your unifi Mobile #BEBAS prepaid plans to any of the postpaid plans below: <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">Customer's Current Plan</th> <th style="text-align: center;">New Plan</th> </tr> </thead> <tbody> <tr> <td rowspan="5" style="text-align: center; vertical-align: middle;">unifi Mobile #BEBAS</td> <td style="text-align: center;">unifi Mobile 99 (Ultimate)</td> </tr> <tr> <td style="text-align: center;">unifi Mobile 99 at RM59 (Ultimate) <i>- Limited time offer</i></td> </tr> <tr> <td style="text-align: center;">unifi Mobile 59 (Value)</td> </tr> <tr> <td style="text-align: center;">unifi Mobile 39 (Value)</td> </tr> <tr> <td style="text-align: center;">unifi Mobile 29 (Value)</td> </tr> <tr> <td style="text-align: center;">unifi Mobile 19 (Value)</td> </tr> </tbody> </table> 	Customer's Current Plan	New Plan	unifi Mobile #BEBAS	unifi Mobile 99 (Ultimate)	unifi Mobile 99 at RM59 (Ultimate) <i>- Limited time offer</i>	unifi Mobile 59 (Value)	unifi Mobile 39 (Value)	unifi Mobile 29 (Value)	unifi Mobile 19 (Value)
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4.	How can I request for the COP from #BEBAS to unifi Mobile Postpaid?	<ul style="list-style-type: none"> ▪ You can request through 2 channels; <ul style="list-style-type: none"> • walk in to the nearest TMpoint; or • Live Chat with us via mobile@unifi apps 									
5.	Is there a limit to the number of lines	<ul style="list-style-type: none"> ▪ Yes, you are allowed to change up to a maximum of five (5) lines per IC. 									

NO	QUESTION	ANSWER								
	allowed for the change of plan?									
6.	What if I already have unifi Mobile postpaid account with maximum of five (5) lines? Can I still change my #BEBAS plan and register it under the same account?	<ul style="list-style-type: none"> Yes, you can. However, you need to terminate one of your postpaid lines before you can request for the plan change. 								
7.	I would like to terminate my current #BEBAS prepaid plan. Could you help to process this?	<ul style="list-style-type: none"> We're sorry to see you leave. Perhaps you would like to consider trying out unifi Mobile postpaid plans. You can Live Chat with us via mobile@unifi apps. 								
8.	When will my change of plan be effective?	<ul style="list-style-type: none"> Your plan change will be reflected within 30 minutes, subject to your account still being active without any outstanding fee / blacklisted. Please also ensure that you have sufficient credit balance in your #BEBAS account. 								
9.	Will there be any fee charged for the change of plan?	<ul style="list-style-type: none"> There will be no fee imposed for your request to change your plan. However, you are required to have a minimum balance in your #BEBAS account as per below table. <table border="1" data-bbox="635 1357 1477 1697"> <thead> <tr> <th data-bbox="635 1357 979 1397">Item</th> <th data-bbox="979 1357 1477 1397">Charges</th> </tr> </thead> <tbody> <tr> <td data-bbox="635 1397 979 1469">Upfront Payment</td> <td data-bbox="979 1397 1477 1469">unifi Mobile 59 / 99 – RM100 unifi Mobile 19 / 29 / 39 – RM50</td> </tr> <tr> <td data-bbox="635 1469 979 1509">Deposit</td> <td data-bbox="979 1469 1477 1509">Non-Malaysian – RM300</td> </tr> <tr> <td data-bbox="635 1509 979 1697">Balance Treatment</td> <td data-bbox="979 1509 1477 1697">Your remaining amount in #BEBAS account will be credited to the new unifi Mobile postpaid account and treated as bill payment</td> </tr> </tbody> </table> For example, if the customer has more than the minimum balance required in the main account, the balance will be transferred to his/her new unifi Mobile postpaid account as a bill payment. This amount will be off set in his/her next postpaid bill. Example: <i>Minimum balance required in main account = RM350 (#BEBAS)</i> <i>Actual balance in main account = RM400 (#BEBAS)</i> 	Item	Charges	Upfront Payment	unifi Mobile 59 / 99 – RM100 unifi Mobile 19 / 29 / 39 – RM50	Deposit	Non-Malaysian – RM300	Balance Treatment	Your remaining amount in #BEBAS account will be credited to the new unifi Mobile postpaid account and treated as bill payment
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NO	QUESTION	ANSWER
		<p><i>Amount to be transferred to postpaid account as bill payment = RM400 – RM350 = RM50 (new unifi Mobile postpaid)</i></p>
10.	<p>I have just made the request to change my plan (prepaid to postpaid). I would now like to request for upgrade / downgrade of my plan.</p>	<ul style="list-style-type: none"> ▪ Yes, you can. However, please take note that the subsequent change can only be done after 45 days from your current change of plan.
11.	<p>What happens to unutilised #BEBAS add-ons purchased before the change to unifi Mobile postpaid plan?</p>	<ul style="list-style-type: none"> ▪ Please ensure that you have utilised all unifi Mobile #BEBAS add-ons. ▪ Any unutilised #BEBAS add-on / freebies will expired and will not be extended to your new unifi Mobile postpaid plan.
12.	<p>How do I read my new unifi Mobile postpaid plan's bill?</p>	<ul style="list-style-type: none"> ▪ Your new unifi Mobile postpaid plan's bill date is always on the 1st of every month and the cycle is for the pro-rated period during the change of plan followed by the full period of the month <p>Example: Plan change is requested and successfully performed on 15th of March, the next bill generated on 1st April will contain the pro-rated charges for the period from 15/3/20 to 31/3/20 and the advance charges 1/4/20 – 30/4/20).</p>
13.	<p>Do I need to request for a new SIM upon the change of plan?</p>	<ul style="list-style-type: none"> ▪ That's the best part! You can enjoy the change of plan without going through the trouble of changing your SIM.
14.	<p>I have placed a deposit for International Roaming activation (non-Malaysian). What happens to any deposit that has been collected prior to change of plan?</p>	<ul style="list-style-type: none"> ▪ Don't worry, all deposit collected will remain and reflected in your bill accordingly after your plan changes.
15.	<p>Will there be any changes in my credit limit for the change of plan?</p>	<ul style="list-style-type: none"> ▪ Please note that your credit limit will follow your newly changed plan. <p>Example: If you have changed your plan from #BEBAS to unifi Mobile 59, your new credit limit will be RM500. Likewise, the new credit limit will be adjusted accordingly based on your new Mobile postpaid plan.</p>

NO	QUESTION	ANSWER
16.	Is there any cooling period for the change of plan?	<ul style="list-style-type: none">▪ Yes, there will be 45 days minimum tenure for every change of plan.
17.	Who should I contact if I need any assistance or service inquiry?	<ul style="list-style-type: none">▪ Easy, you can contact us via:<ul style="list-style-type: none">• Live Chat with us at mobile@unifi apps• Facebook at https://www.facebook.com/weareunifi/• Twitter at @helpmeunifi• You can also visit any of the TMpoint outlets nationwide for further assistance.