

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
NEW unifi MOBILE PREPAID #BEBAS**

NO	QUESTION	ANSWER												
NETWORK & DEVICE														
1.	<p>How can I best enjoy new unifi Mobile prepaid #BEBAS?</p>	<ul style="list-style-type: none"> ▪ You will need to use a smartphone that supports Band 5 services (850MHz) and turn on your phone's 4G settings to fully enjoy our service. This will enrich your mobile internet experience whenever you are using the service at our LTE network areas. <p>If you are unsure whether which phone is supported, you may refer to device manufacturer's local website instead and search for the keywords "Band 5", "B5" or "850MHz" under the LTE connectivity.</p> <ul style="list-style-type: none"> ▪ You may refer to the example below: <div data-bbox="526 995 1344 1539" style="border: 1px solid black; padding: 5px;"> <p style="text-align: center; margin: 0;">Galaxy Note8</p> <p style="font-size: 0.8em; margin: 0;">HIGHLIGHTS DESIGN S PEN CAMERA PERFORMANCE PHONE+ ACCESSORIES SPEC+</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; padding: 5px;">Network/Bearer</td> <td style="width: 33%; padding: 5px;">Number of SIM Dual-SIM</td> <td style="width: 33%; padding: 5px;">SIM size Nano-SIM (4FF)</td> </tr> <tr> <td style="padding: 5px;"></td> <td style="padding: 5px;">SIM Slot Type SIM 1 + Hybrid (SIM or MicroSD)</td> <td style="padding: 5px;">Infra 2G GSM, 3G WCDMA, 3G TD-SCDMA, 4G LTE FDD, 4G LTE TDD</td> </tr> <tr> <td style="padding: 5px;">2G GSM GSM850, GSM900, DCS1800, PCS1900</td> <td style="padding: 5px;"></td> <td style="padding: 5px;">3G UMTS B1(2100), B2(1900), B4(AWS), B5(850), B8(900)</td> </tr> <tr> <td style="padding: 5px;">3G TD-SCDMA B34(2010), B39(1880)</td> <td style="padding: 5px;"></td> <td style="padding: 5px;">4G FDD LTE B1(2100), B2(1900), B3(1800), B4(AWS), B5(850), B7(2600), B8(900), B12(700), B13(700), B17(700), B18(800), B19(800), B20(800), B25(1900), B26(850), B28(700), B32(1500), B66(AWS-3)</td> </tr> </table> </div>	Network/Bearer	Number of SIM Dual-SIM	SIM size Nano-SIM (4FF)		SIM Slot Type SIM 1 + Hybrid (SIM or MicroSD)	Infra 2G GSM, 3G WCDMA, 3G TD-SCDMA, 4G LTE FDD, 4G LTE TDD	2G GSM GSM850, GSM900, DCS1800, PCS1900		3G UMTS B1(2100), B2(1900), B4(AWS), B5(850), B8(900)	3G TD-SCDMA B34(2010), B39(1880)		4G FDD LTE B1(2100), B2(1900), B3(1800), B4(AWS), B5(850), B7(2600), B8(900), B12(700), B13(700), B17(700), B18(800), B19(800), B20(800), B25(1900), B26(850), B28(700), B32(1500), B66(AWS-3)
Network/Bearer	Number of SIM Dual-SIM	SIM size Nano-SIM (4FF)												
	SIM Slot Type SIM 1 + Hybrid (SIM or MicroSD)	Infra 2G GSM, 3G WCDMA, 3G TD-SCDMA, 4G LTE FDD, 4G LTE TDD												
2G GSM GSM850, GSM900, DCS1800, PCS1900		3G UMTS B1(2100), B2(1900), B4(AWS), B5(850), B8(900)												
3G TD-SCDMA B34(2010), B39(1880)		4G FDD LTE B1(2100), B2(1900), B3(1800), B4(AWS), B5(850), B7(2600), B8(900), B12(700), B13(700), B17(700), B18(800), B19(800), B20(800), B25(1900), B26(850), B28(700), B32(1500), B66(AWS-3)												
2.	<p>What if my current phone doesn't support Band 5 services?</p>	<ul style="list-style-type: none"> ▪ 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. ▪ Please visit https://unifi.com.my/mobile/bebas/phone-compatibility.html and select to view if your device is under the suggested phone category. 												
3.	<p>Who should I contact if I need further assistance</p>	<ul style="list-style-type: none"> ▪ Easy, feel free to reach us via our digital channels such as: <ul style="list-style-type: none"> ▪ Visit unifi portal at unifi.com.my ▪ Community at https://community.unifi.com.my/ 												



FAQ for unifi Mobile Prepaid #BEBAS

NO	QUESTION	ANSWER
	or inquiry?	<ul style="list-style-type: none">▪ Facebook at facebook.com/weareunifi▪ Twitter at @helpmeunifi▪ Live Chat via https://mobile.unifi.com.my/customer/starthere▪ Live Chat via mobilecare@unifi app (available on Google Play/Apple Store)▪ Contact TM Call center at TM100▪ You can also visit any of the TMpoint outlets nationwide for further assistance.