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

NO	QUESTION	ANSWER
		ORDER PLACEMENT
1.	**Will I receive any 'Order Summary' upon successful registering?**	▪ Yes, we will email your order details upon successful registration. If you did not receive the email, you may contact us via Live Chat or Support Feedback Form via the mobile@unifi app.
2.	**Can I change my delivery address / pick up location / reschedule my SIM collection upon successful registration?**	▪ We're sorry. The order details cannot be changed upon successful registration.
3.	**Do I need to bring any documents for verification process during SIM collection?**	▪ Yes, for verification purposes, you need to be present personally with your original ID / passport to receive the SIM.
4.	**What happens if my original ID verification details are different from my registration details?**	▪ <u>**Self-Collection**</u> If the details does not match, the ID owner may make the changes in the presence of our Customer Care at TMpoint. ▪ <u>**Delivery**</u> **Scenario 1**: If your name and/or registered address does not match, the details will be replaced with the information presented during the verification process. **Scenario 2**: If your ID number (NRIC/Passport) does not match, our courier partner will not be able to handover the SIM to you due to security reasons. The order will then be cancelled. Hence, please ensure to fill in the correct ID number during registration.

NO	QUESTION	ANSWER
5.	**If my order is cancelled due to verification failure, can I get the refund of delivery fee?**	▪ We're sorry, there will be no refund. Please ensure that all your details provided during the registration process are correct before check out to avoid any inconvenience.
6.	**Can I cancel my order?**	▪ We're sorry. You can't cancel your order upon successful registration.
7.	**Is there any document needed during SIM collection if I had chosen the self-pickup option?**	▪ Please bring along your original ID (table below for reference) and order summary (which was sent to your registered email) for reference.

MALAYSIANS	FOREIGNERS (WORKERS / STUDENTS)
MyKad and any latest utility bills (if mailing address not same as permanent address as per identification document)	Passport; working permit (worker) or student identification document (student) and supporting document for mailing address.

NO	QUESTION	ANSWER
8.	**Where is the nearest TMpoint location?**	▪ You can find the nearest TMpoint outlet via online at www.tm.com.my/OnlineHelp/TMPoint/Pages/Home.aspx
9.	**What should I do if the mobile number delivered to me is different from what I have bought?**	▪ Please contact us on Live Chat via the mobile@unifi app or visit our nearest TMpoint, our friendly frontliners will assist you.
10.	**What about customers who do not have connectivity at all? How do you address those who have no option to**	▪ If you don't have an internet connection, please follow these options below to get connected. ▪ Follow below steps to configure your data settings: i) Go to "Settings" ii) Choose "Mobile Network" or "Cellular Network" iii) Choose "Access Point Name" /APN

NO	QUESTION	ANSWER
	use the app or get to the nearest TMpoint?	iv) Press "Add" or "+" button to change your APN. v) Type "**unifi"** in the "Name" and "**APN**" fields. vi) Save the **settings** and select "**unifi**" as default. ▪ If you still unable to configure the data, you may search for free wifi via wifi@unifi and download our mobile@unifi app. Launch the app and Live Chat with our friendly front liners for assistance.