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

NO	QUESTION	ANSWER
		IMESSAGE & FACETIME
1.	**How do I activate iMessage & Facetime via unifi Mobile #BEBAS?**	▪ Insert your unifi Mobile prepaid #BEBAS SIM and configure your iPhone settings: 1. Go to "Settings" 2. Select "Message" or "Facetime" 3. Enable "iMessage" or "Facetime" toggle function 4. Click "OK" on the message prompt ▪ It is highly recommended that you activate iMessage and Facetime services by using your Apple ID.

2.	**Will I be charged for my iMessage and FaceTime activation?**	▪ unifi Mobile prepaid #BEBAS supports the iMessage and Facetime features for Apple's iOS users.
		
		▪ You will be charged RM0.50 (exclusive of 6% ST) for each SMS activation attempt triggered by iMessage or FaceTime via your Apple device using your mobile number. Hence, it is highly recommended that you activate iMessage and Facetime services using your Apple ID.
		
		▪ The charges will be applicable under these scenarios as well:
		  ▪ Each time you re-insert your unifi Mobile #BEBAS SIM card into your phone
		  ▪ Each time you update your iOS software
		
		▪ However, there will be no charges for successful activation of iMessage or FaceTime via your Apple device using your Apple ID.

3.	**I have successfully activated my iMessage or FaceTime service. Will I be charged for every messages, voice/video call sent/made?**	▪ The best part is, you will not be charged for the use of iMessage or FaceTime service such as sending messages, or making voice/video call to anyone. You will only be charged RM0.50 (exclusive of 6% ST) for each SMS activation attempt triggered by iMessage or FaceTime via your Apple device using your mobile number. ▪ Once you have activated the service, you can use it for FREE!

NO	QUESTION	ANSWER
4.	**Help me! I can't activate my iMessage and FaceTime. The function keeps disabling itself automatically.**	▪ You may visit Apple Inc.'s official site for guidelines on error activation of iMessage and FaceTime service. *Note to frontliners: Customers can visit the support site* HERE.
5.	**My attempts to activate my iMessage and FaceTime services still failed after several attempts. Will I be charged for the multiple erroneous attempts?**	▪ Unfortunately, you will be charged for each SMS activation attempt triggered by iMessage or FaceTime. ▪ To avoid you from extra unnecessary charges, our system will monitor the activation attempts triggered by your device and cap it at a maximum of 5 times per month.
6.	**What happens if I still fail to activate my iMessage and FaceTime services but I am still being charged?**	• We apologise for the inconvenience. If you're experiencing this, please contact us via Live Chat in our mobile@unifi app, Facebook at www.facebook.com/unifimobile/ or Twitter at @helpmeunifi. • We will assist to review your case and waive the charges from your bill.
7.	**How will I be charged for the activation of the iMessage and FaceTime services?**	▪ For each SMS activation attempt, RM0.50 will be deducted from your unifi Mobile prepaid #BEBAS account balance. ▪ You may refer to the "History" section under the "Pay per Use" tab in your mobile@unifi app to check on the reflected charges.