

**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
UNIFI MOBILE STUDENT PACK**

NO	QUESTION	ANSWER
UNIFI MOBILE STUDENT PACK		
1.	Can you tell me more about this exclusive offer for students?	<ul style="list-style-type: none"> ▪ We're offering an exclusive unifi Mobile Student Pack for all IPT students. ▪ This plan offers you peace of mind and great convenience with its never-ending data, calls and texts at a promo price of RM59 only (excluding 6% SST). ▪ The plan includes: <ol style="list-style-type: none"> 1. Non-stop domestic mobile Data 2. Non-stop domestic calls 3. Non-stop sending of domestic text (SMS) 4. 10GB LTE hotspot every month 5. FREE SIM delivery for subscription via unifi.com.my
2.	What are the eligibility criteria for customers to be able to sign up for this plan?	<ul style="list-style-type: none"> ▪ All IPT students with a valid student email address are eligible for this offer. ▪ The list of eligible IPTA/IPTS can be referred here: IPTA, IPTS, Politeknik, Kolej Komuniti
3.	When is the campaign period?	<ul style="list-style-type: none"> ▪ The campaign is running from 30 October 2020 until further notice.
4.	Will I be tied to any contract?	<ul style="list-style-type: none"> ▪ No, you will not be tied to any contract.
5.	This is interesting! Can you guide me on how to subscribe to the plan?	<ul style="list-style-type: none"> ▪ Simply visit our website at www.unifi.com.my/studentpack when you received the invitation email notification from your university admin. Register for the plan at the website and wait for the SIM card, which will be delivered to you within one (1) to five (5) working days. The SIM card will be delivered to you for free. ▪ Please ensure that you have a valid student email address i.e: <i>yourname@mmu.edu.my</i>, in order for you to begin with the subscription of this special unifi Mobile Student Pack. ▪ You'll receive a One Time Password (OTP) via your student email address for you to continue the subscription process. ▪ Alternatively, you can also walk in to any TMpoint, TM Authorised Dealers and Resellers to sign up to this plan.

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6.	How many lines can I subscribe to under this plan?	<ul style="list-style-type: none"> ▪ You may register for only one (1) unifi Mobile Student Pack per IC for this offer. ▪ However, you can still register for an additional up to four (4) lines from any of our unifi Mobile value plans (unifi Mobile 59, 39, 29 and 19).
7.	Can I transfer my existing number to this plan?	<ul style="list-style-type: none"> ▪ Yes, you may port in your existing number from your current service provider to unifi Mobile after clearing all your outstanding bill (if any), not blacklisted and free from any contracts. ▪ You can also request for the port in via online at unifi website at unifi.com.my. ▪ This plan is only available for new applications and currently not applicable for a 'Change of Plan' from your current subscription.
8.	I am currently subscribed to unifi Mobile 79/59/39/29/19. Can I change my current plan to this student plan and maintain my same number?	<ul style="list-style-type: none"> ▪ We're sorry, this offer is available for new subscription only. However, you may add on additional new line to enjoy this promotion.
9.	How long does it take to process my port in request application?	<ul style="list-style-type: none"> ▪ We will assist you to request for the port in from your current service provider as soon as all your outstanding payment has been cleared. Your current service provider might take about (5) working days to approve this.
10.	Can I extend the student plan offer to my friends and family?	<ul style="list-style-type: none"> ▪ Unfortunately, this offer is only valid for IPT students only. ▪ But don't worry, they can choose to subscribe to other attractive plans from unifi Mobile. Please visit unifi.com.my for more information.
11.	Where are the unifi mobile coverage areas?	<ul style="list-style-type: none"> ▪ We are literally everywhere, and are constantly expanding our LTE coverage areas. Find out if your area are available with unifi coverage by checking our coverage map HERE.
12.	I am currently subscribed to five (5) lines under unifi Mobile. Can I still subscribe to this plan?	<ul style="list-style-type: none"> ▪ Sorry. There is a limit of five (5) plans per IC restriction for every individual.

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13.	What happens to this plan when I have completed my studies?	<ul style="list-style-type: none"> ▪ You will continue to enjoy the benefits of this plan unless deemed otherwise, so don't miss the chance to subscribe to the plan!
14.	Will I still be able to apply for this plan if I discontinue my study?	<ul style="list-style-type: none"> ▪ This plan is only available for students who are still studying at the respective universities at the point of registration.
15.	Can I apply for this plan if I'm a part time IPT student?	<ul style="list-style-type: none"> ▪ Yes sure, you may apply for this special mobile plan as long as you're a valid student (postgraduate and undergraduate) at the point of registration. ▪ However, if you are already subscribed to Jasa Pack, you're unable to subscribe to this Student Pack. You can only subscribe to one (1) plan under the Jasa Pack range.
16.	Is there any age limit for the student to subscribe to the unifi Mobile student plan? Can Master and PHD student above 25 years old subscribe to the plan?	<ul style="list-style-type: none"> ▪ There's no age limit for this student pack offer as long as the applicant is a valid student with a valid student ID and student email address of the selected IPT at the point of registration.
17.	I'm a foreign student at the selected IPT, can I subscribe to the unifi Mobile student plan?	<ul style="list-style-type: none"> ▪ Yes, this plan also is available for foreign students. However, for foreign students, a deposit of RM300 will be required at the point of registration on top of the RM100 upfront payment (if any). ▪ The upfront payment will be offset in your first bill.
18.	How can I find out more on unifi Mobile Student Pack?	<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 Self Care portal at unifi.com.my ▪ Facebook at facebook.com/weareunifi ▪ Twitter at @helpmeunifi ▪ Live Chat via myunifi app (available on Google Play, Apple Store and Huawei App Gallery) ▪ You can also visit any of the TMpoint outlets nationwide for further assistance.