

FREQUENTLY ASKED QUESTIONS (FAQ) FOR UNIFI MOBILE POSTPAID REVIVAL

NO	QUESTION	ANSWER
QUESTIONS ON UNIFI MOBILE POSTPAID		
GETTING TO KNOW		
1.	Is there any latest offering from unifi for mobile segment?	<ul style="list-style-type: none"> Yes! Starting 12 July 2018, we are offering unifi Mobile Postpaid. You can get your hands on our unifi Mobile Postpaid at a promo price of RM99/month (exclusive of 6% ST) for a never-ending experience.
2.	Who is eligible to subscribe to the unifi Mobile Postpaid?	<ul style="list-style-type: none"> This exclusive offer is eligible to all existing TM Broadband customers; unifi, Streamyx, unifi Wireless broadband, P1 WIMAX and unifi Mobile Broadband customers.
3.	I'm an existing unifi Mobile plan subscriber. Do I get to enjoy the unifi Mobile Postpaid?	<ul style="list-style-type: none"> Of course! All NEW and existing unifi Mobile plan members are welcomed to subscribe the new mobile line(s) at RM99/month (exclusive of 6% ST) provided you have met our eligibility criteria – ie you are our existing Broadband customers; unifi, Streamyx, unifi Wireless broadband, P1 WIMAX and unifi Mobile Broadband customers.
4.	How do I get further enquiries on unifi Mobile Postpaid?	<ul style="list-style-type: none"> You can visit our website at https://unifi.com.my or walk-in to the nearest TMpoint for more info.
5.	How many unifi Mobile Postpaid lines can I subscribe?	<ul style="list-style-type: none"> You are entitled to sign up to a maximum of five (5) lines per IC.
6.	Can I port in to unifi Mobile Postpaid?	<ul style="list-style-type: none"> Yes. You can port in and subscribe to unifi Mobile Postpaid provided you do not have any outstanding balance, blacklisted, or under contract with your current mobile service provider. You may request to port in over-the-counter at any TMpoint nationwide.
7.	How long does it take to process my port in?	<ul style="list-style-type: none"> We will request the port in on your behalf from your existing mobile service provider as soon as the payment of all outstanding balances have been made. It may take up to five (5) business days for the application to be approved by your existing mobile service provider.
8.	Where can I subscribe?	<ul style="list-style-type: none"> You can subscribe the unifi Mobile Postpaid plan at any TMpoint nationwide.

NO	QUESTION	ANSWER
9.	Am I allowed to make a single payment under unifi for my mobile broadband and mobile services?	<ul style="list-style-type: none"> You will need to make separate payments accordingly to your subscribed accounts.
10.	How do I make my bill payment?	<ul style="list-style-type: none"> All payments are to be made to 'webe digital sdn. bhd.' via the available touchpoints.
11.	Do I get sub-line discounts if I've purchased multiple lines in one single account?	<ul style="list-style-type: none"> Unfortunately, no. The sub-line discount does not apply for new and existing subscribers, who have subscribed to this plan.
UNIFI MOBILE POSTPAID		
12.	What is included in unifi Mobile Postpaid?	<ul style="list-style-type: none"> The plan includes: <ol style="list-style-type: none"> Never-ending domestic mobile Data Never-ending domestic calls Never-ending sending of domestic SMS
13.	What type of calls and SMS are included in the unifi Mobile Postpaid?	<ul style="list-style-type: none"> All domestic calls & SMS to our mobile plan and other mobile operators All domestic calls to national fixed line numbers
14.	What type of calls and SMSes are excluded in the unifi Mobile Postpaid?	<ul style="list-style-type: none"> Additional charges are applicable to these calls and SMSes: <ol style="list-style-type: none"> Calls to 1300 / 1700 / 1600 / 1MOCC numbers Calls to 02 - Prefix numbers for border calls to Singapore 080 - Prefix number for border calls to Brunei Calls to Special Number International Calls (IDD) and SMS from Malaysia Voice calls & SMS roaming outside Malaysia
15.	Do I need to request for a specific SIM card size (e.g. micro SIM or nano SIM) prior to making payment?	<ul style="list-style-type: none"> Don't worry. All our SIM card comes in three (3) built-in sizes (mini/standard, micro, and nano) that would fit in any phone models.

NO	QUESTION	ANSWER
16.	I can't use my SIM card. What do I need to do?	<ul style="list-style-type: none"> ▪ We are already working with various phone manufacturers to support automatic configuration setting when you insert the mobile SIM. You will receive a notification within a few minutes upon insertion of the mobile SIM into your phone. ▪ This notification is to set the Access Point Name (APN) to 'unifi' on your phone configuration: If you have not received the notification, you can manually set the APN to 'unifi' on your phone. Simply go to "Setting > More/Mobile > Access Point Name".
17.	What will happen if I don't change the APN to 'unifi'?	<ul style="list-style-type: none"> ▪ You may not be able to use the service. Hence, we would encourage you to change the setting immediately. ▪ Important: From 15 September 2017 onwards, customers travelling overseas are required to update their APN to 'unifi' to be able to connect to Data Service while roaming.
DATA		
18.	What is inclusive of my domestic mobile data?	<ul style="list-style-type: none"> ▪ You will get to enjoy never-ending mobile data, provided it is used with a LTE phone.
19.	Can I use my phone as a hotspot?	<ul style="list-style-type: none"> ▪ Yes, you can. This plan comes with 10GB LTE hotspot and you may purchase an additional 2-hour hotspot at RM6 (exclusive of 6% ST), 500MB hotspot at RM8 (exclusive of 6% ST) or 1GB hotspot at RM15 (exclusive of 6% ST) when you are not in our LTE network coverage areas. ▪ This pass is activated immediately upon purchase.
20.	How many devices can I connect using the hotspot pass?	<ul style="list-style-type: none"> ▪ You can share/connect your Wi-Fi with a maximum of five (5) devices.
VOICE		
21.	What voice features are included in my unifi Mobile Postpaid?	<ul style="list-style-type: none"> ▪ The voice features come with: <ol style="list-style-type: none"> 1. Call Hold 2. Call Waiting 3. Missed Call Notification

NO	QUESTION	ANSWER																																										
22.	What voice features are not supported on my unifi Mobile Postpaid?	<ul style="list-style-type: none"> ▪ These voice features are not supported: <ol style="list-style-type: none"> 1. Voicemail 2. Call Forwarding 3. Multi-party call 4. Enabling Private Number Display on your outgoing calls 																																										
23.	What are the call charges for special numbers?	<p>The charges are as follows:</p> <table border="1"> <thead> <tr> <th>NUMBER</th> <th>SERVICE DESCRIPTION></th> <th>CHARGES (EXCLUSIVE OF 6% ST)</th> </tr> </thead> <tbody> <tr> <td>12273</td> <td>mobile Careline 1CARE</td> <td>FREE</td> </tr> <tr> <td>999 / 112</td> <td>Malaysian Emergency Response Services</td> <td>FREE</td> </tr> <tr> <td>15999</td> <td>Talian Nur & Childline</td> <td>FREE</td> </tr> <tr> <td>1-800</td> <td>Toll Free Hotline Numbers</td> <td>FREE</td> </tr> <tr> <td>13777</td> <td>Jabatan Air Negeri Sabah (JANS)</td> <td>FREE</td> </tr> <tr> <td>100</td> <td>TM Customer Careline</td> <td>FREE</td> </tr> <tr> <td>1051</td> <td>Time Announcement</td> <td>RM 0.15 /min</td> </tr> <tr> <td>15454</td> <td>TNB</td> <td>RM 0.15 /min</td> </tr> <tr> <td>15300</td> <td>Pengurusan Air Selangor</td> <td>RM 0.15 /min</td> </tr> <tr> <td>103</td> <td>TM Directory Assistance Service</td> <td>RM 0.15 /min</td> </tr> <tr> <td>15500</td> <td>PIAM Careline</td> <td>RM 0.15 /min</td> </tr> </tbody> </table> <p>For premium numbers/hotlines, you'll enjoy:</p> <table border="1"> <thead> <tr> <th>PREMIUM HOTLINE</th> <th>CHARGES (EXCLUSIVE OF 6% ST)</th> </tr> </thead> <tbody> <tr> <td>1-300</td> <td>RM 0.15 /min</td> </tr> <tr> <td>1-700</td> <td>RM 0.15 /min</td> </tr> </tbody> </table>	NUMBER	SERVICE DESCRIPTION>	CHARGES (EXCLUSIVE OF 6% ST)	12273	mobile Careline 1CARE	FREE	999 / 112	Malaysian Emergency Response Services	FREE	15999	Talian Nur & Childline	FREE	1-800	Toll Free Hotline Numbers	FREE	13777	Jabatan Air Negeri Sabah (JANS)	FREE	100	TM Customer Careline	FREE	1051	Time Announcement	RM 0.15 /min	15454	TNB	RM 0.15 /min	15300	Pengurusan Air Selangor	RM 0.15 /min	103	TM Directory Assistance Service	RM 0.15 /min	15500	PIAM Careline	RM 0.15 /min	PREMIUM HOTLINE	CHARGES (EXCLUSIVE OF 6% ST)	1-300	RM 0.15 /min	1-700	RM 0.15 /min
NUMBER	SERVICE DESCRIPTION>	CHARGES (EXCLUSIVE OF 6% ST)																																										
12273	mobile Careline 1CARE	FREE																																										
999 / 112	Malaysian Emergency Response Services	FREE																																										
15999	Talian Nur & Childline	FREE																																										
1-800	Toll Free Hotline Numbers	FREE																																										
13777	Jabatan Air Negeri Sabah (JANS)	FREE																																										
100	TM Customer Careline	FREE																																										
1051	Time Announcement	RM 0.15 /min																																										
15454	TNB	RM 0.15 /min																																										
15300	Pengurusan Air Selangor	RM 0.15 /min																																										
103	TM Directory Assistance Service	RM 0.15 /min																																										
15500	PIAM Careline	RM 0.15 /min																																										
PREMIUM HOTLINE	CHARGES (EXCLUSIVE OF 6% ST)																																											
1-300	RM 0.15 /min																																											
1-700	RM 0.15 /min																																											
SMS																																												
24.	What are the SMS features included in my unifi Mobile Postpaid?	<ul style="list-style-type: none"> ▪ You can do all these: <ol style="list-style-type: none"> 1. Send SMS to domestic mobile numbers / short code 2. Receive bank TACs (Transactional Authorisation code) 3. OTT SMS (e.g. WhatsApp) 4. Emergency SMS services 																																										

NO	QUESTION	ANSWER
25.	What SMS features are not supported in unifi Mobile Postpaid?	<ul style="list-style-type: none"> ▪ We do not support the Multimedia Messaging Service (MMS).
iMESSAGE & FACETIME		
26.	How do I activate iMessage and Facetime via unifi Mobile Postpaid plan?	<ul style="list-style-type: none"> ▪ Insert your unifi Mobile Postpaid SIM and configure your iPhone settings: <ol style="list-style-type: none"> 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.
27.	Will I be charged for my iMessage and FaceTime activation?	<ul style="list-style-type: none"> ▪ unifi Mobile Postpaid now supports the iMessage and FaceTime services 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 by using your Apple ID ▪ The charges will be applicable under these scenarios as well: <ul style="list-style-type: none"> • Each time you re-insert your unifi Mobile Postpaid 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.
28.	I have successfully activated my iMessage or FaceTime service. Will I be charged for every messages, voice/video call sent/made?	<ul style="list-style-type: none"> ▪ 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!
29.	Help me! I can't activate my iMessage and FaceTime. The function keeps disabling itself automatically.	<ul style="list-style-type: none"> ▪ Oh no, you may visit Apple Inc.'s official site for guidelines on error activation of iMessage and FaceTime service. You may visit the support site HERE.
30.	My attempts to activate my iMessage and	<ul style="list-style-type: none"> ▪ Unfortunately, you will be charged for each SMS activation attempt triggered by iMessage or FaceTime.

NO	QUESTION	ANSWER
	FaceTime services still failed after several attempts. Will I be charged for the multiple erroneous attempts?	<ul style="list-style-type: none">▪ To avoid you from bill shock at the end of the bill cycle, our system will monitor the activation attempts triggered by your device and cap it at a maximum of 5 times per month.
31.	What happens if I still fail to activate my iMessage and FaceTime services but I am being charged anyways?	<ul style="list-style-type: none">▪ We apologise for the inconvenience. If you're experiencing this, please contact us via Live Chat at unifi self-help portal at unifi.com.my/chat, Facebook at facebook.com/unifimobile/ or Twitter at @helpmeunifi.▪ We will assist to review your case and waive the charges from your bill.
32.	How will the charges appear in my unifi Mobile bill?	<ul style="list-style-type: none">▪ You will see an itemised charges tagged as 'Apple Services' in your unifi Mobile monthly bill statement.

UPFRONT PAYMENT, DEPOSIT AND CREDIT LIMIT POLICY

33.	What is an upfront payment?	<ul style="list-style-type: none"> There is a fee of RM100 that you need to pay upfront when you subscribe to unifi Mobile Postpaid at any TMpoint nationwide. Don't worry, the fee will be offset in your first bill!
34.	How do I activate the International Roaming (IR) service? Will I get my refund upon termination?	<ul style="list-style-type: none"> You may activate the IR service via Self Care on mobilecare@unifi app or walk in to any TMpoint. A deposit of RM300 will be charged. The deposit will be refunded to you upon termination, provided that there is no outstanding balance in your account.
35.	I am a non-Malaysian, how would I receive my deposit upon termination?	<ul style="list-style-type: none"> Non-Malaysians are required to pay a deposit of RM300 per line activation. Your refund will be transferred into your preferred bank account within three (3) months / 90 days upon termination. Kindly provide us with your banking details via our support channels or at any TMpoint upon successful termination.
36.	When will I receive the refund?	<ul style="list-style-type: none"> Three (3) months / 90 days upon terminating our services.
37.	What is the credit limit per line?	<ul style="list-style-type: none"> The default credit limit per line is RM500.
38.	Can I increase my credit limit?	<ul style="list-style-type: none"> Yes. You can increase your credit limit via Self-Care on mobilecare@unifi app or walk in to any TMpoint nationwide.
39.	Can I decrease my credit limit?	<ul style="list-style-type: none"> Yes. You can bring down your credit limit to the default RM500 via Self-Care on mobilecare@unifi app or walk in to any TMpoint nationwide.
40.	Will I be notified if my balance exceeded the credit limit?	<ul style="list-style-type: none"> Yes. You will be notified when your account reaches 80% and 100% credit limit utilization via SMS and your registered email.
41.	What if my balance exceeded the credit limit?	<ul style="list-style-type: none"> You will not be able to use our service upon exceeding your credit limit.
42.	How much do I need to pay to restore my	<ul style="list-style-type: none"> You will have to pay a minimum of 75% of your unbilled and / or billed amount to restore your mobile services.

	services if it is barred due to exceeding the credit limit?	
43.	How do I cancel my subscription?	<ul style="list-style-type: none"> Termination can be done via Live Chat, email, or TMpoint, prior to clearing all your outstanding balance.
44.	Will I be refunded if there is an extra payment in my account?	<ul style="list-style-type: none"> Yes. We will refund you of any extras if your account balance is more than RM10.
ACCEPTABLE USER POLICY		
45.	Can I use my service to download peer-to-peer content (e.g. torrent files)?	<ul style="list-style-type: none"> Yes. You can use our mobile services for peer-to-peer downloads at 64kbps speed.
46.	Am I allowed to use the never-ending voice minutes to make calls for commercial purpose? (e.g. by contact centres)?	<ul style="list-style-type: none"> Unfortunately, no. You are ONLY allowed to make calls for personal purposes within the set acceptable user policy.
47.	Can I perform bulk SMS or SMS blasting using the mobile plan?	<ul style="list-style-type: none"> Unfortunately, no. You are ONLY allowed to send text messages for personal purposes within the set acceptable user policy.
48.	Am I allowed to use the plan on a non-LTE phone?	<ul style="list-style-type: none"> We encourage you to use a LTE phone (Band 5 device) to fully experience unifi 4G service. You may refer to https://unifi.com.my/mobile/postpaid/phone-compatibility.html to check if your device is supported by unifi 4G network. Subscribers who found making calls in excess of 2000 minutes and/or 5GB Data on a non-LTE device can be subjected to our acceptable user policy as stated in our service Terms and Conditions (T&C).
DISCOUNTS		

49.	Will there also be a discount with pre-existing services like tethering?	<ul style="list-style-type: none"> Unfortunately, there are no discount for pre-existing services (i.e: tethering). Other additional charges remain the same.
50.	Do I get to enjoy broadband bundle discounts if I'm an existing TM Broadband customers; unifi, Streamyx, unifi wireless broadband, P1 WIMAX and mobile broadband customers?	<ul style="list-style-type: none"> Yes. You are entitled to RM40 (exclusive of 6% ST) discount on your monthly bill as long as you are an active (<i>your broadband account is not terminated</i>) TM / P1 WIMAX or mobile broadband subscriber.
51.	If my TM / P1 WIMAX or mobile broadband service has been terminated, am I still eligible for the discount?	<ul style="list-style-type: none"> You will not be eligible for the discount and will be subjected to the retail monthly offer instead (at RM139 excluding 6% ST)
52.	Will I enjoy the discount if I voluntarily suspend my TM / P1 WIMAX or mobile broadband services?	<ul style="list-style-type: none"> Yes. You will be eligible for the discount and the amount will be pro-rated.
53.	Will I get a rebate if I sign up for Autopay service?	<ul style="list-style-type: none"> The Autopay rebate will no longer be rewarded for successful Auto Pay from 1st October 2018 onwards. You may continue to use the Autopay service for the convenience of seamless monthly bill payment.
INTERNATIONAL DIRECT DIAL (IDD) SERVICE		
54.	What is IDD?	<ul style="list-style-type: none"> International Direct Dial or IDD allows you to make calls or send SMSes to overseas numbers from your number in Malaysia.
55.	How do I activate the IDD service? Is there any deposit required?	<ul style="list-style-type: none"> The IDD service is enabled by default with no deposit required.

56.	How do I make an international call?	<ul style="list-style-type: none"> To make an international call, dial 00, followed by the country code you are calling, the area or city code, and the phone number. For example, if you're contacting someone in Brazil, (country code 55), in the city of Rio de Janeiro (city code 21), dial 00 - 55 - 21 - XXXX-XXXX. For your convenience, you can also replace 00 with "+" e.g. +55 21 XXX-XXXX.
57.	What is the rate for IDD?	<ul style="list-style-type: none"> Please refer to our IDD rates HERE.
INTERNATIONAL ROAMING SERVICES		
58.	What is International Roaming?	<ul style="list-style-type: none"> International roaming allows you to make / receive calls, send messages, access email and mobile Internet in over 180 countries across the world.
59.	How do I prevent myself from unknown charges when I'm roaming?	<ul style="list-style-type: none"> You are recommended to switch off the "Data Roaming" feature in your smart phone setting before you reach your destination overseas.
INTERNATIONAL ROAMING – MOBILE INTERNET (DATA ROAM PASS & TOP-UP DATA ROAM 100MB PASS)		
60.	Can I use data roaming services when travelling overseas?	<ul style="list-style-type: none"> Yes, but you will need to activate the International Roaming services prior to travelling.
61.	How do I activate the International Roaming (IR) service? Will I get my refund upon termination?	<ul style="list-style-type: none"> You may activate the IR service via Self Care or walk-in to any TMpoint outlets nationwide. A deposit of RM300 will be charged and it will be refunded to you upon termination, subject to any outstanding balance in your account.
62.	What does the Data Roam Pass offer?	<ul style="list-style-type: none"> The pass gives you mobile Internet browsing when you are travelling overseas. It is enabled until 12 midnight of the city you are in for only RM38 (exclusive of 6% ST) a day.
63.	How do I subscribe to the Data Roam Pass?	<ul style="list-style-type: none"> You can automatically enjoy Data Roam Pass RM38 (exclusive of 6 % ST) upon data usage more than 1MB worldwide and be sure to roam on our preferred network to enjoy this feature.

64.	What is the validity of the Data Roam Pass?	<ul style="list-style-type: none"> The Date Roam pass is valid until midnight of the city you are in. For example, if you're visiting Thailand, your data roam pass expires at 12:00 am, Bangkok time. 								
65.	I've reached the limit for my data! How can I continue surfing while I'm still roaming?	<ul style="list-style-type: none"> You can purchase additional Data Roam Pass via https://mobile.unifi.com.my/ir 								
66.	Will I be informed when my subscription is successful?	<ul style="list-style-type: none"> Yes. You will receive an SMS notification when your Data Roam Pass has been successfully activated for both auto subscriptions and pass renewals. 								
67.	In which countries are the Data Roam Pass available?	<ul style="list-style-type: none"> You can check the availability by selecting a country HERE 								
68.	Can I re-subscribe to any available Data Roam Pass to continue my Internet browsing?	<ul style="list-style-type: none"> Yes. You may subscribe the below top-up passes to continue your Internet browsing. <table border="1"> <thead> <tr> <th>PRODUCT NAME</th> <th>QUOTA</th> <th>PRICE</th> <th>VALIDITY</th> </tr> </thead> <tbody> <tr> <td>Top-up Data Roam 100MB</td> <td>100MB</td> <td>RM10</td> <td>1 day till midnight</td> </tr> </tbody> </table> <p><i>*Price shown is exclusive of 6% ST</i></p>	PRODUCT NAME	QUOTA	PRICE	VALIDITY	Top-up Data Roam 100MB	100MB	RM10	1 day till midnight
PRODUCT NAME	QUOTA	PRICE	VALIDITY							
Top-up Data Roam 100MB	100MB	RM10	1 day till midnight							
69.	Can I subscribe to Top-up Data Roam Pass 100MB at RM10 upon arriving at the visiting country?	<ul style="list-style-type: none"> No. You are not allowed to subscribe Data Roam Pass 100MB at RM10 without subscription of Data Roam Pass RM38. <p><i>*Price shown is exclusive of 6% ST</i></p>								
70.	How do I unsubscribe from a Data Roam Pass?	<ul style="list-style-type: none"> There is no need to unsubscribe the Data Roam Pass as it will expire at the midnight of the city you are in. 								
71.	Is the Data Roam Pass compatible with any phone model? (i.e. iPhone/Blackberry/Android/ Windows)	<ul style="list-style-type: none"> Yes. It works with any phone models. 								

72.	How do I keep track of my Data Roam Pass usage and expiry date?	<ul style="list-style-type: none"> ▪ You will receive an SMS notification once you've exceeded the quota, and when it expires. You can also keep track of your usage via https://mobile.unifi.com.my/ir
73.	I have purchased Data Roam Pass in Singapore. Can I use the same pass in Thailand on the same day?	<ul style="list-style-type: none"> ▪ No. The Data Roam Pass is country-specific. If you're travelling to multiple countries in a day, you'll need to activate a data roam in each country and browse through their respective preferred operators.
74.	How much will I be charged if I use my mobile Internet overseas without a Data Roam Pass?	<ul style="list-style-type: none"> ▪ You will be charged at pay-per-use rate of RM 49/MB.
75.	Why is my Data Roam Pass not working in certain countries?	<ul style="list-style-type: none"> ▪ Please check the Access Point Name (APN) setting of your phone first. The APN setting should be "unifi". To check and change the APN, please follow the steps below. ▪ Android models <ol style="list-style-type: none"> 1. Settings > More > Mobile networks/Cellular networks > Access point names OR Settings > Mobile networks > Access Point Names 2. Click "Edit the Access Point Names" and change the Access Point Name to "unifi". 3. Leave other fields as-is and Save the new setting. 4. Reboot your phone if necessary. ▪ iOS models <ol style="list-style-type: none"> 1. Settings > Mobile Data > Mobile Data Network OR Settings > Cellular > Cellular Data Network. 2. Tap the Access Point Name field and change to "unifi". 3. Leave other fields as-is and Save the new setting. 4. Reboot your phone if necessary. ▪ Alternatively, please send "Data" to "22288" short code to allow the Internet settings to be pushed to your phone before travelling overseas. This SMS is zero-charged.
INTERNATIONAL ROAMING – VOICE & SMS		
76.	How much will I be charged when I make	<ul style="list-style-type: none"> ▪ The voice and SMS charges vary according to the country you are roaming in. The charging block for voice call is 60 seconds per block. Refer HERE.

	calls or SMS while roaming?	
77.	How much will I be charged for making calls and sending SMS to Satellite numbers (e.g: Inmarsat) or countries not included in our mobile plan's list?	<ul style="list-style-type: none"> ▪ You will be charged at pay-per-use rate of RM75 per min and RM0.50 per SMS sent.
BILLING & PAYMENT		
78.	How will I receive my monthly bill?	<ul style="list-style-type: none"> ▪ You will receive the monthly bill through your registered e-mail via https://mobile.unifi.com.my/selfcare/profile
79.	When is my bill date and bill cycle?	<ul style="list-style-type: none"> ▪ Your bill date is always on the 1st of every month and the cycle is for the full period of the month (e.g. 1st April – bill generated for 1/4/18 – 30/4/18.)
80.	Can I request for a hardcopy bill?	<ul style="list-style-type: none"> ▪ We support the environmental friendly way and you will only be receiving an e-bill. You may print the hardcopy bill via https://mobile.unifi.com.my/selfcare/profile.
81.	Where can I pay my bills?	<p><u>Internet Banking</u></p> <ul style="list-style-type: none"> • JomPAY is available at participating banks via Internet Banking and Mobile Banking. • Biller Code: 3608 • Ref Code: Your 9-digit account number <p><u>Autopay</u></p> <ul style="list-style-type: none"> • Sign-up for Autopay using Visa, MasterCard or AMEX Credit Card at https://mobile.unifi.com.my/selfcare/profile <p><u>Selfcare</u></p> <ul style="list-style-type: none"> • MasterCard, Visa (Credit & Debit Card), AMEX https://mobile.unifi.com.my/customer/starthere <p><u>Walk-in & Over the Counter Payment</u></p> <ul style="list-style-type: none"> • CIMB Bank: http://www.cimbclicks.com.my (Bank in to 98953 - 9 digit mobile plan account number) • POS Malaysia • TMpoint nationwide

82.	Which payee should I choose when I make payment via online, ATM and cash deposit machine?	<ul style="list-style-type: none"> Please select 'webe digital sdn. bhd.' when you make payment via online, ATM and cash deposit machine.
83.	Can I opt for Autopay?	<ul style="list-style-type: none"> Your convenience is our utmost goal, so worry less about your bill due date by signing up for Autopay. Sign-up for Autopay using Visa, MasterCard or AMEX Credit Card at https://mobile.unifi.com.my/selfcare/profile
NETWORK & DEVICE		
84.	How do I connect to your LTE network?	<ul style="list-style-type: none"> We encourage you to use an LTE phone and to always enable the LTE setting on your phone in order for you to experience the best quality of service.
85.	How do I check if my phone is a LTE phone?	<ul style="list-style-type: none"> Please visit https://unifi.com.my/mobile/postpaid/phone-compatibility and select to view if your device is under LTE phone category.
86.	What if my current phone is non LTE phone?	<ul style="list-style-type: none"> Our mobile plan can be used on all phone models; however, we encourage you to use a LTE phone to experience the best quality of service.
87.	Where can I use my mobile services?	<ul style="list-style-type: none"> Our mobile services are available nationwide within coverage areas.
88.	How do I check if my area is under LTE coverage?	<ul style="list-style-type: none"> You can check the LTE coverage HERE.