

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNIFI MOBILE 99 PROMO WITH DEVICE**

NO.	QUESTION	ANSWER																								
RATE PLAN DETAILS																										
1.	Can you tell us more about unifi Mobile 99 Promo with Device plan?	<ul style="list-style-type: none"> ▪ Starting 17 June 2021, we are offering a new unifi Mobile 99 Promo subscription plan that comes with a discounted monthly commitment fee and a free device. ▪ The unifi Mobile 99 Promo with Device is a special plan that is offered to selected unifi Home Broadband customers, at a discounted monthly commitment fee of RM79 per month with a 24-months contract. 																								
2.	What are the differences between this unifi Mobile 99 Promo with Device plan with the current unifi Mobile 99 Promo?	<ul style="list-style-type: none"> ▪ The differences between unifi Mobile 99 Promo with Device and the current unifi Mobile 99 Promo for unifi Home Broadband customers are as follows: <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="background-color: black; color: white;">Pre-requisite</th> <th colspan="2" style="background-color: #cccccc;">unifi Home Broadband customers</th> <th style="background-color: #cccccc;">Without unifi Home Broadband customers</th> </tr> <tr> <th style="background-color: black; color: white;">Mobile Plan</th> <th style="background-color: #cccccc;">unifi Mobile 99 Promo</th> <th style="background-color: #cccccc;">*unifi Mobile 99 Promo with Device</th> <th style="background-color: #cccccc;">unifi Mobile 99 Promo</th> </tr> </thead> <tbody> <tr> <th style="background-color: black; color: white;">Monthly commitment before discount</th> <td>RM99</td> <td>RM99</td> <td>RM99</td> </tr> <tr> <th style="background-color: black; color: white;">Monthly Promotional Price (after discount)</th> <td>RM59 per month (exclusive of 6% ST)</td> <td>RM 79 per month (exclusive of 6% ST)</td> <td>RM 79 per month (exclusive of 6% ST)</td> </tr> <tr> <th style="background-color: black; color: white;">Monthly Hotspot (LTE)</th> <td>10GB</td> <td>20GB</td> <td>10GB</td> </tr> <tr> <th style="background-color: black; color: white;">Contract Period</th> <td>No contract</td> <td>24 months</td> <td>No contract</td> </tr> </tbody> </table> <p><i>*Notes:</i></p> <ol style="list-style-type: none"> 1. unifi Mobile 99 Promo with Device is only applicable for unifi Home and unifi Lite (previously known as Streamyx) customers 2. This offer is not applicable for unifi Air or other wireless broadband customers 	Pre-requisite	unifi Home Broadband customers		Without unifi Home Broadband customers	Mobile Plan	unifi Mobile 99 Promo	*unifi Mobile 99 Promo with Device	unifi Mobile 99 Promo	Monthly commitment before discount	RM99	RM99	RM99	Monthly Promotional Price (after discount)	RM59 per month (exclusive of 6% ST)	RM 79 per month (exclusive of 6% ST)	RM 79 per month (exclusive of 6% ST)	Monthly Hotspot (LTE)	10GB	20GB	10GB	Contract Period	No contract	24 months	No contract
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3.	What makes this unifi Mobile 99 Promo with Device plan special?	<ul style="list-style-type: none"> ▪ You can subscribe to our unifi Mobile 99 Promo with Device for unlimited data, calls and texts at a promotional price of RM79/month (exclusive of 6% ST): <table border="1" data-bbox="684 360 1370 873"> <thead> <tr> <th colspan="2" data-bbox="684 360 1370 416">unifi Mobile 99 Promo with Device</th> </tr> </thead> <tbody> <tr> <td data-bbox="684 416 1236 495">RM20 Discount on Monthly Commitment</td> <td data-bbox="1236 416 1370 495">√</td> </tr> <tr> <td data-bbox="684 495 1236 663">FREE Smart Device (Selected model ONLY) OR Smart Device at a Discounted Price (Below Retail Price)</td> <td data-bbox="1236 495 1370 663">√</td> </tr> <tr> <td data-bbox="684 663 1236 730">Upfront Waiver (for eligible customers)</td> <td data-bbox="1236 663 1370 730">√</td> </tr> <tr> <td data-bbox="684 730 1236 831">FREE 1 Year Screen Protection (for the first year and for one-time claim)</td> <td data-bbox="1236 730 1370 831">√</td> </tr> <tr> <td data-bbox="684 831 1236 873">20GB LTE Monthly Hotspot</td> <td data-bbox="1236 831 1370 873">√</td> </tr> </tbody> </table>	unifi Mobile 99 Promo with Device		RM20 Discount on Monthly Commitment	√	FREE Smart Device (Selected model ONLY) OR Smart Device at a Discounted Price (Below Retail Price)	√	Upfront Waiver (for eligible customers)	√	FREE 1 Year Screen Protection (for the first year and for one-time claim)	√	20GB LTE Monthly Hotspot	√
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REGISTRATION AND ELIGIBILITY

4.	Who are eligible for this unifi Mobile 99 Promo with Device plan?	<ul style="list-style-type: none"> ▪ unifi Mobile 99 Promo with Device is offered to selected unifi Home Broadband customers. ▪ To sign up to the plan, you must fulfil the criteria as specified below: <ol style="list-style-type: none"> 1. 18 years old and above 2. Not blacklisted by any mobile operator 3. Subscribed to not more than five (5) lines with unifi Mobile Postpaid plans
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5.	Will I be charged with any upfront payment when I subscribe to this unifi Mobile 99 Promo with Device plan?	<ul style="list-style-type: none"> ▪ There will be no upfront payment if you fulfil below criteria: <ul style="list-style-type: none"> ○ unifi Home Broadband account with subscription period of more than six (6) months ○ No outstanding amount in your unifi Home Broadband account for the past four (3) months. ○ A good paymaster of Home Broadband account for the past 4 months. ▪ If you do not fulfil the criteria, you will need to pay an upfront payment upon subscribing to the plan which will be credited in your bill and the amount will be offset from your monthly bill over 10 months. <table border="1" data-bbox="691 1794 1385 2002"> <thead> <tr> <th data-bbox="691 1794 1018 1861">Phone Model</th> <th data-bbox="1018 1794 1385 1861">Device Upfront Payment</th> </tr> </thead> <tbody> <tr> <td data-bbox="691 1861 1018 1899">Samsung Galaxy A02</td> <td data-bbox="1018 1861 1385 1899">RM300</td> </tr> <tr> <td data-bbox="691 1899 1018 1937">Vivo Y12s</td> <td data-bbox="1018 1899 1385 1937">RM300</td> </tr> <tr> <td data-bbox="691 1937 1018 1975">Xiami Redmi 10</td> <td data-bbox="1018 1937 1385 1975">RM440</td> </tr> <tr> <td data-bbox="691 1975 1018 2002">Samsung Galaxy A22</td> <td data-bbox="1018 1975 1385 2002">RM440</td> </tr> </tbody> </table>	Phone Model	Device Upfront Payment	Samsung Galaxy A02	RM300	Vivo Y12s	RM300	Xiami Redmi 10	RM440	Samsung Galaxy A22	RM440
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6.	I am a foreigner. Can I subscribe to this unifi Mobile 99 Promo with Device plan?	<ul style="list-style-type: none"> Yes, however a deposit is applicable for non-Malaysians, based on the device model. <table border="1"> <thead> <tr> <th>Phone Model</th> <th>Deposit</th> </tr> </thead> <tbody> <tr> <td>Samsung Galaxy A02</td> <td>RM300</td> </tr> <tr> <td>Vivo Y12s</td> <td>RM300</td> </tr> <tr> <td>Xiami 11T</td> <td>RM420</td> </tr> <tr> <td>Xiami Redmi 10</td> <td>RM440</td> </tr> <tr> <td>Samsung Galaxy A22</td> <td>RM440</td> </tr> <tr> <td>Vivo Y15A</td> <td>RM440</td> </tr> </tbody> </table>	Phone Model	Deposit	Samsung Galaxy A02	RM300	Vivo Y12s	RM300	Xiami 11T	RM420	Xiami Redmi 10	RM440	Samsung Galaxy A22	RM440	Vivo Y15A	RM440
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7.	Is there a maximum number of lines I can subscribe with this unifi Mobile 99 Promo with Device plan?	<ul style="list-style-type: none"> Yes, you are entitled to subscribe to only two (2) lines per NRIC or passport for this plan. 														
8.	My contract with unifi Home Broadband is still active. Can I sign up this unifi Mobile 99 Promo with Device plan?	<ul style="list-style-type: none"> Yes, you are allowed to sign up to unifi Mobile 99 Promo with Device as long as you fulfil the eligibility criteria. New contract of this unifi Mobile 99 Promo with Device plan will not affect the current contract of your unifi Home Broadband. 														
9.	Am I allowed to register this unifi Mobile 99 Promo with Device Plan for my family or friends?	<ul style="list-style-type: none"> This plan is applicable for the registered owner of unifi Home Broadband only. Third party registration is not allowed. 														
10.	I'm an existing unifi Mobile postpaid plan subscriber. Do I get to enjoy the unifi Mobile 99 Promo with Device plan?	<ul style="list-style-type: none"> This offer is applicable for Home Broadband customers. If you fulfil the eligibility criteria, you may request to change your current plan and grab this offer via the following channels; <ul style="list-style-type: none"> any TMpoint outlets online (https://unifi.com.my/smartdevice/mobile) 														
11.	I'm an existing #Bebas prepaid plan subscriber. Do I get to enjoy the unifi Mobile 99 Promo with Device plan?	<ul style="list-style-type: none"> This offer is applicable for Home Broadband customers. If you fulfil the eligibility criteria, you may request to change your current prepaid plan to postpaid plan and grab this offer after 45 days of the plan change via the following channels; <ul style="list-style-type: none"> any TMpoint outlets online (https://unifi.com.my/smartdevice/mobile) 														
12.	I am currently with another mobile service provider. Can I port in by retaining my	<ul style="list-style-type: none"> This offer is applicable for Home Broadband customers. If you fulfil the eligibility criteria, you may request to port in to our postpaid plan and grab this 														

	<p>existing mobile number to unifi Mobile 99 Promo with Device plan?</p>	<p>offer after successfully port in via the following channels;</p> <ul style="list-style-type: none"> ○ any TMpoint outlets ○ online (https://unifi.com.my/smartdevice/mobile) 														
DEVICE AND DELIVERY																
13.	<p>What are the devices offered under this campaign?</p>	<ul style="list-style-type: none"> ▪ Currently, we are offering five (5) smartphones for your selection: <table border="1" data-bbox="646 524 1385 871"> <thead> <tr> <th data-bbox="646 524 1015 560">Phone Model</th> <th data-bbox="1015 524 1385 560">Device Price</th> </tr> </thead> <tbody> <tr> <td data-bbox="646 560 1015 663">Samsung Galaxy A02 (Out of Stock)</td> <td data-bbox="1015 560 1385 663">Free</td> </tr> <tr> <td data-bbox="646 663 1015 730">Vivo Y12s</td> <td data-bbox="1015 663 1385 730">Free</td> </tr> <tr> <td data-bbox="646 730 1015 763">Vivo Y15A</td> <td data-bbox="1015 730 1385 763">RM119</td> </tr> <tr> <td data-bbox="646 763 1015 797">Xiami Redmi 10</td> <td data-bbox="1015 763 1385 797">RM249</td> </tr> <tr> <td data-bbox="646 797 1015 831">Samsung Galaxy A22</td> <td data-bbox="1015 797 1385 831">RM499</td> </tr> <tr> <td data-bbox="646 831 1015 871">Xiami 11T</td> <td data-bbox="1015 831 1385 871">RM1,309</td> </tr> </tbody> </table>	Phone Model	Device Price	Samsung Galaxy A02 (Out of Stock)	Free	Vivo Y12s	Free	Vivo Y15A	RM119	Xiami Redmi 10	RM249	Samsung Galaxy A22	RM499	Xiami 11T	RM1,309
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14.	<p>How will I receive the device?</p>	<ul style="list-style-type: none"> ▪ Your SIM card and device will be delivered to your delivery address upon successful sign-up. 														
15.	<p>Can I request for the device to be delivered to other than my billing address?</p>	<ul style="list-style-type: none"> ▪ Yes, you can put a request for the device to be sent to your preferred mailing address (other than billing address). 														
16.	<p>Do you offer nationwide delivery service?</p>	<ul style="list-style-type: none"> ▪ Yes, the delivery service is available nationwide. Please expect the device to reach you within seven (7) working days. 														
17.	<p>Will there be any additional fees for the delivery service?</p>	<ul style="list-style-type: none"> ▪ There is no additional charges for the delivery of the device. 														
18.	<p>How do I check the device delivery status?</p>	<ul style="list-style-type: none"> ▪ To track your device delivery status, please contact our agents via Live Chat. 														
19.	<p>Can I assign someone else to receive the order on my behalf?</p>	<ul style="list-style-type: none"> ▪ The order will be delivered by our courier partner to the recipient and address as indicated in the customer order confirmation. ▪ Upon delivery, you will need to present your NRIC for identity verification purposes, failing which you may not be allowed to collect the product. ▪ Third-party collection is strictly not allowed. 														
DEVICE REPLACEMENT AND SCREEN PROTECTION																

20.	What if I received a defective device along with the delivery process? Will I get a replacement for it?	<ul style="list-style-type: none"> ▪ In the event that you received a defective device, please lodge a report to us within 24 hours upon receiving it. ▪ You will get a one-to-one replacement for defective device. ▪ If the report is made after 24 hours; the case will fall under warranty process and will be based on reported defect after assessment by device manufacturer.
21.	What happens if I receive the wrong device model?	<ul style="list-style-type: none"> ▪ In the event that you received a wrong device model, please lodge a report to us within 24 hours upon receiving it. ▪ You will get a one-to-one replacement for the wrong device model.
22.	Where should I make the report for defective device?	<ul style="list-style-type: none"> ▪ We strongly advise to inspect the device upon receiving it as defects on device need to be identified and reported within 24 hours. ▪ If the device is found defective, please lodge a report to us via Live Chat at unifi.com.my or mobilecare@unifi app for tracking purposes. ▪ We will arrange for collection of the device and replace it with a new device. ▪ For reports on defective device after 24 hours, please refer to the device manufacturers directly.
23.	How long does it take for a device replacement?	<ul style="list-style-type: none"> ▪ Please allow up to seven (7) working days for us to arrange for a replacement. This is subject to stock availability and location.
24.	Is there any additional charges for replacement of defective device reported within 24 hours?	<ul style="list-style-type: none"> ▪ There is no additional charges for defective device reported within 24 hours.
25.	What is the total coverage for screen protection offered with this plan?	<ul style="list-style-type: none"> ▪ You will enjoy free one-time screen replacement during the coverage period of 12 months.
26.	How do I file a claim for screen protection?	<ul style="list-style-type: none"> ▪ You may file your claim by contacting our partner; Bolttech support at 03-92124314 from Monday to Sunday (including Public Holiday, 9am – 6pm) or email them at servicequest@bolttech.my.

27.	Do I need to submit the proof of purchase when file the claim?	<ul style="list-style-type: none"> ▪ No documents will be required. ▪ Please ensure that you provide sufficient information as requested during claim process. ▪ Only the registered owner of the unifi Mobile line can file the claim.
28.	Do I need to pay additional fee for screen replacement?	<ul style="list-style-type: none"> ▪ You are entitled to enjoy free one-time screen replacement during the coverage period of 12 months.
29.	How long is the process for screen replacement?	<ul style="list-style-type: none"> ▪ This is subject to your current location: <ol style="list-style-type: none"> 1. For Klang Valley or Metro Cities (Penang & JB), please allow six (6) to 24 hours. 2. For other areas, please allow 24 hours to a maximum of three (3) days depending on the parts availability and logistics (especially Sabah & Sarawak).
30.	Do I need to return the device after my contract ends?	<ul style="list-style-type: none"> ▪ You can keep the device after your contract ends.
PENALTY		
31.	How much is the penalty amount if I breach or terminate the plan within the contract period?	<ul style="list-style-type: none"> ▪ If you terminate your line during your contract period, you will be charged with early termination fees based on the remaining months of the contract. ▪ Example is as below: <i>Plan Monthly Commitment X Balance Contract Period</i> <i>→ RM79 X 12 months = RM948</i>
32.	Under what circumstances that I will be charged with the penalty?	<ul style="list-style-type: none"> ▪ You will be charged with the penalty in the event of: <ol style="list-style-type: none"> 1. Termination of line 2. Termination of contract due to: <ol style="list-style-type: none"> a. Change of Plan b. Change of Ownership 3. Port out 4. Fraud
OTHERS		
33.	I have seen this offer, but why am I not offered to subscribe?	<ul style="list-style-type: none"> ▪ Thank you for your interest, however this offer is for selected unifi Home Broadband customers only. ▪ Worry not as we have other offers that will suit your needs.

		<ul style="list-style-type: none">▪ Stay with us and watch out for our promos at unifi.com.my.
34.	Where can I learn more on this unifi Mobile 99 Promo with Device plan?	<ul style="list-style-type: none">▪ Thank you for your interest. If you are eligible for the promotion, you will either receive a call from our agents, an EDM or an SMS.