



FREQUENTLY ASKED QUESTIONS (FAQ) FOR Unifi Mobile UUM JASA PEK RM59

No	Question	Answer
1.	Can you tell us more about this exclusive offer?	• We are happy to announce that starting 7 April 2020, we will be offering an exclusive Unifi Mobile plan for UUM communities. • You will get to enjoy our Unifi Mobile™ 99 plan at a discounted price of only RM59. This plan offers you peace of mind and great convenience with its never-ending data, calls and SMS at a promo price of RM59 only (excluding 6% SST). This offer also includes 10 GB LTE Hotspot.
2.	How long is the campaign period?	• This offer runs from 7 April 2020 to 30 June 2020.
3.	Is there any complimentary hotspot pass especially during this MCO period?	• Following the Movement Control Order by the Malaysian Government, Unifi is encouraging its customers to stay at home in an effort to stem the spread of COVID-19 while helping them to stay connected to their family, friends and colleagues. • Realizing this, Unifi is giving out complimentary 999GB of LTE hotspot pass and free surfing to all Unifi Mobile Postpaid subscribers.
4.	How long will I get to enjoy the complimentary pass?	• The pass is valid until 30 April 2020. • Please stay tuned to our digital channels for further updates • <i>Note: Please note that TM reserves the rights to remove, replace or change the tethering pass plan during this period.</i>
5.	Who is eligible to subscribe to this offering?	• This exclusive offer is eligible to all UUM staffs and students.
6.	How many Unifi Mobile lines can I subscribe for this exclusive offer?	• You may register for only one (1) Unifi Mobile™ 59 line per IC/Passport for this offer.
7.	Can I transfer my existing number (port in) to this plan?	• Yes. You can port in and subscribe to Unifi Mobile 59 provided you do not have any outstanding balance, blacklisted, or under contract with your current mobile service provider.
8.	How long does it take to process my port in?	• 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.



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9.	Will I be charged with any upfront payment or deposit when I subscribe to the plan?	• Keep your number and switch to Unifi Mobile now with RMO upfront payment. • Only customers who subscribe to a new number will be charged with an upfront payment of RM100. While for foreigners' applicant, deposit RM300 is required.									
10.	Will I be tied to any contract?	• This exclusive offer comes with NO contract									
11.	Who should I contact if I need any assistance or enquiries?	• Easy, you can contact us via: ➤ Online website, for staffs : https://unifi.com.my/pekjasa ➤ TMPOINT Outlets ➤ TM Authorised Resellers ➤ Whatsapps at :- ▪ www.wasap.my/60139316480 ▪ www.wasap.my/60134230250 ▪ www.wasap.my/60135147793 ➤ While for students, you may register your interest via :- https://surveyheart.com/form/5e8dfe6aa7505b3e3d4a634e									
12.	Is there any documents required?	• Yes. Documents required for application are as follows: <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>UUM</th><th>COPY OF IC/PASSPORT</th><th>COPY OF STAFF/STUDENT CARD</th></tr> </thead> <tbody> <tr> <td>STAFF</td><td style="text-align: center;">✓</td><td style="text-align: center;">✓</td></tr> <tr> <td>STUDENT</td><td style="text-align: center;">✓</td><td style="text-align: center;">✓</td></tr> </tbody> </table>	UUM	COPY OF IC/PASSPORT	COPY OF STAFF/STUDENT CARD	STAFF	✓	✓	STUDENT	✓	✓
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