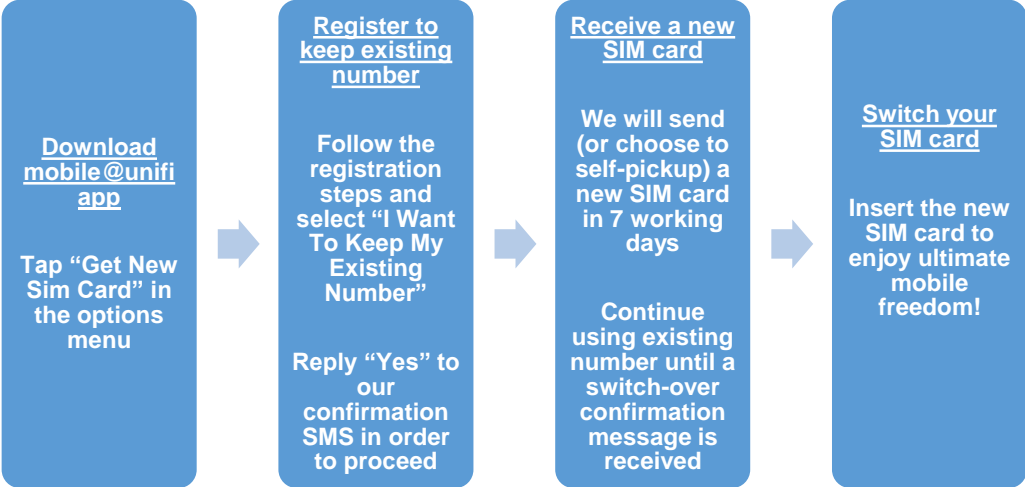


**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
SWITCH TO unifi MOBILE #BEBAS PREPAID PLAN**

NO	QUESTION	ANSWER
SWITCH TO unifi MOBILE #BEBAS PREPAID PLAN		
1.	Can I use my existing number to register for unifi Mobile #BEBAS prepaid?	<ul style="list-style-type: none"> ▪ Yes! You can maintain your existing mobile number by switching to unifi Mobile #BEBAS prepaid. The port in process is as below: <div style="text-align: center; margin: 10px 0;">  <pre> graph LR A[Download mobile@unifi app Tap "Get New Sim Card" in the options menu] --> B[Register to keep existing number Follow the registration steps and select "I Want To Keep My Existing Number" Reply "Yes" to our confirmation SMS in order to proceed] B --> C[Receive a new SIM card We will send (or choose to self-pickup) a new SIM card in 7 working days Continue using existing number until a switch-over confirmation message is received] C --> D[Switch your SIM card Insert the new SIM card to enjoy ultimate mobile freedom!] </pre> </div>
2.	How long does it take to process my request to 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. ▪ Please note that you will need to fulfill the below requirements: <ul style="list-style-type: none"> ➢ Terminated, blacklisted, barred and suspended numbers cannot be switched to unifi Mobile prepaid #BEBAS. ➢ All the supplementary lines in the Principal Account (principal and supplementary lines) need to be switched over to unifi Mobile plan, unless your supplementary line(s) become the Principal line at the existing mobile operator. ➢ Your number is not tied to any contract with existing mobile operator. ➢ If you are switching in for more than one (1) number, each line must be registered in separate order. <p><i>(You would need to ensure that the usage of your existing service does not exceed the credit limit set by your existing mobile operator.)</i></p>

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> ▪ For existing prepaid user, any remaining credit in your prepaid mobile number will be forfeited by your existing mobile operator upon successful activation of your unifi Mobile #BEBAS prepaid.
3.	<p>My switching request was denied by my current service provider. I need to rectify the situation with my current service provider and resubmit my request to switch to unifi Mobile #BEBAS. How soon should I ensure my request for switch is successful?</p>	<ul style="list-style-type: none"> • Starting from 6 February 2020 onwards, you will be given 60 days to switch and activate your unifi Mobile number from the registration date. Failing which, the order will be cancelled automatically in the system. Should your request to switch fails within the given period, you will need to resubmit your request to switch.
4.	<p>How do I keep my existing number?</p>	<ul style="list-style-type: none"> ▪ You can simply select “I want to keep my existing number” during registration process via the mobile@unifi app and confirm the SMS notification sent by your existing mobile operator in order to switch to us.
5.	<p>Can I track my switching status?</p>	<ul style="list-style-type: none"> ▪ Yes. Just refer to your order tracking status via the mobile@unifi app.
6.	<p>How do I complete my switching process to unifi Mobile #BEBAS prepaid?</p>	<ul style="list-style-type: none"> ▪ Simply follow the steps below after you’ve received the SMS notification sent from your existing mobile operator. <ol style="list-style-type: none"> 1. Send us an SMS to confirm that your SIM card has arrived safely SMS unifi on<space>DMP order number (refer to your delivery order) to 63001 E.g. unifi on 123456 2. You will then receive an SMS to confirm your request 3. Reply YES to confirm ▪ Once your current plan is inactive, insert your new SIM and be #BEBAS!
7.	<p>I’m unhappy with the services provided by my</p>	<ul style="list-style-type: none"> ▪ You may contact your current mobile operator’s Customer Service, for them to further investigate your inquiry.

NO	QUESTION	ANSWER
	<p>current mobile operator. I've submitted the switching request a few times but was rejected by my existing mobile operator. What should I do in order for me to register for unifi Mobile #BEBAS prepaid?</p>	<ul style="list-style-type: none"> ▪ Alternatively, you may choose a new number for your unifi Mobile #BEBAS prepaid.
8.	<p>I've recently ported-out into another mobile operator but my area does not have coverage. Do I have to wait 30 days before I can switch to the new unifi Mobile #BEBAS prepaid?</p>	<ul style="list-style-type: none"> ▪ You may contact the current mobile operator's Customer Service for them to further investigate on your inquiry.
9.	<p>I registered for unifi Mobile #BEBAS prepaid by porting out from my current service provider on 31 May 2019. My request is still pending. Does it mean I will only receive 2GB LTE complimentary data (old package)?</p>	<ul style="list-style-type: none"> ▪ Yes, you will still receive 2GB LTE upon successful port in as you have registered the SIM before 18 July 2019.
10.	<p>Who should I contact if I need further information on unifi Mobile #BEBAS prepaid plan?</p>	<ul style="list-style-type: none"> ▪ Easy, you can contact us via digital channels such as: <ul style="list-style-type: none"> ▪ Live Chat with us at https://unifi.com.my/chat/index.html or via myunifi and mobile@unifi app ▪ Facebook at https://www.facebook.com/weareunifi/ ▪ Twitter at @helpmeunifi