

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
NEW UNI5G POSTPAID BIZ PLAN**

NO.	QUESTION	ANSWER																																																
QUESTIONS ON UNI5G POSTPAID BIZ PLAN																																																		
GETTING TO KNOW																																																		
1.	What are the offerings for UNI5G Postpaid Biz Plans?	<p>UNI5G Postpaid Biz Plans are the latest postpaid plans from Unifi Mobile that give you the most value by offering 5G mobile services & 5G device bundling.</p> <p style="text-align: center;">Details are as below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;"><i>Details</i></th> <th style="text-align: center;">UNI5G Postpaid Biz 39</th> <th style="text-align: center;">UNI5G Postpaid Biz 65</th> <th style="text-align: center;">UNI5G Postpaid Biz 89</th> <th style="text-align: center;">UNI5G Postpaid Biz Supplementary 39</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Monthly Commitment</td> <td style="text-align: center;">RM39</td> <td style="text-align: center;">RM65 RM55</td> <td style="text-align: center;">RM89</td> <td style="text-align: center;">RM39</td> </tr> <tr> <td style="text-align: center;">Data Quota</td> <td style="text-align: center;">30GB</td> <td style="text-align: center;">60GB</td> <td style="text-align: center;">Unlimited</td> <td rowspan="3" style="text-align: center;">Share from Principal UNI5G Postpaid Biz 89 Plan Allocation</td> </tr> <tr> <td style="text-align: center;">FREE Monthly Hotspot</td> <td colspan="3" style="text-align: center;">10GB</td> </tr> <tr> <td style="text-align: center;">Voice Call</td> <td colspan="3" style="text-align: center;">Unlimited</td> </tr> <tr> <td style="text-align: center;">SMS (all network)</td> <td colspan="4" style="text-align: center;">RM0.15 per SMS</td> </tr> <tr> <td style="text-align: center;">Credit Limit</td> <td style="text-align: center;">RM140</td> <td style="text-align: center;">RM200</td> <td style="text-align: center;">RM320</td> <td style="text-align: center;">RM140</td> </tr> <tr> <td style="text-align: center;">Upfront Payment</td> <td style="text-align: center;">RM39</td> <td style="text-align: center;">RM55</td> <td style="text-align: center;">RM89</td> <td style="text-align: center;">RM39</td> </tr> <tr> <td style="text-align: center;">Supplementary Line</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">Up to maximum 5 lines</td> <td style="text-align: center;">NA</td> </tr> <tr> <td style="text-align: center;">Device Offer</td> <td style="text-align: center;">NA</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">Yes</td> <td style="text-align: center;">NA</td> </tr> </tbody> </table> <p>Note:</p> <ol style="list-style-type: none"> 1. UNI5G Postpaid Biz 89, UNI5G Postpaid Biz Supplementary 39 and device add-on are available on the 17 of May 2023. 2. Sign up UNI5G Postpaid 65 now and enjoy RM10 discount every month throughout your subscription period. Promo period till further notice. 3. Existing Unifi Mobile customers with good payment record are entitled for the waiver of upfront payment when subscribing to additional postpaid lines 4. For quota plan, after reaching the data limit, the data will be throttled to 512Kbps speed. 	<i>Details</i>	UNI5G Postpaid Biz 39	UNI5G Postpaid Biz 65	UNI5G Postpaid Biz 89	UNI5G Postpaid Biz Supplementary 39	Monthly Commitment	RM39	RM65 RM55	RM89	RM39	Data Quota	30GB	60GB	Unlimited	Share from Principal UNI5G Postpaid Biz 89 Plan Allocation	FREE Monthly Hotspot	10GB			Voice Call	Unlimited			SMS (all network)	RM0.15 per SMS				Credit Limit	RM140	RM200	RM320	RM140	Upfront Payment	RM39	RM55	RM89	RM39	Supplementary Line	NA	NA	Up to maximum 5 lines	NA	Device Offer	NA	Yes	Yes	NA
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2.	Who is eligible to subscribe to the UNI5G Postpaid Biz Plans?	<ul style="list-style-type: none"> ▪ All Malaysian businesses with valid Business Registration Number (BRN) are eligible to subscribe to the package. 																																																
3.	Where can I subscribe to the UNI5G Postpaid Biz Plans?	<ul style="list-style-type: none"> ▪ You can subscribe to the plan at the nearest TMpoint or ▪ Register your interest at biz.unifi.com.my and our SME consultant will contact you. <p>Don't forget to bring along all your relevant business documents for registration purposes.</p>																																																

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4.	What documents do I need to bring during the registration?	<ul style="list-style-type: none"> ▪ Eligible applicants are required to bring valid documentations and other company details as below: <ul style="list-style-type: none"> ○ Photocopy of company director/authorised signatory's NRIC (both sides)/ Passport (for Non-Malaysians) ○ If you're an existing TM customer, please bring along your latest bill that is registered under your company name/Business Registration Number (BRN) ○ Company Authorisation Letter for non-director authorised signatory ○ Original or certified true copy of certified documents (whichever applicable): <table border="1" data-bbox="541 580 1431 1050"> <thead> <tr> <th data-bbox="541 580 818 622">Business Applicants</th> <th data-bbox="818 580 1431 622">Documents</th> </tr> </thead> <tbody> <tr> <td data-bbox="541 622 818 815">Private Company</td> <td data-bbox="818 622 1431 815">i) Return for allotment of shares / Form 24, ii) Notification of change in the Register of Members / Form 49, iii) Users' Registration / Form 9 iv) Super form for Single Director Ownership</td> </tr> <tr> <td data-bbox="541 815 818 853">Sole Proprietor</td> <td data-bbox="818 815 1431 853">Form D & A</td> </tr> <tr> <td data-bbox="541 853 818 891">Partnership</td> <td data-bbox="818 853 1431 891">Form D & B</td> </tr> <tr> <td data-bbox="541 891 818 1050">NGO/Association/ Corporation/ Embassy/ Government</td> <td data-bbox="818 891 1431 1050">Documents issued by relevant authorities</td> </tr> </tbody> </table>	Business Applicants	Documents	Private Company	i) Return for allotment of shares / Form 24, ii) Notification of change in the Register of Members / Form 49, iii) Users' Registration / Form 9 iv) Super form for Single Director Ownership	Sole Proprietor	Form D & A	Partnership	Form D & B	NGO/Association/ Corporation/ Embassy/ Government	Documents issued by relevant authorities
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5.	What are the requirements needed to subscribe to the UNI5G Postpaid Biz Plans?	<ul style="list-style-type: none"> ▪ We will first do a credit evaluation on your application. If your name is not blacklisted in CTOS or TM database, we will then proceed to process your application. 										
6.	Who are the authorised individuals from the company that can subscribe to the UNI5G Postpaid Biz Plans?	<ul style="list-style-type: none"> ▪ Only the company's authorised director can fill up the application form to subscribe to the Unifi Mobile Biz plan. ▪ However, you are also allowed to appoint a representative with an authorisation letter to represent the company to subscribe for this plan. 										
7.	How many lines can I subscribe?	<ul style="list-style-type: none"> ▪ With our UNI5G Postpaid Biz Plans, there is no limit to the number of lines that you can subscribe to. The only difference is that depending on the number of lines requested, and the existing lines you currently have with Unifi, the sign up process may be slightly different. ▪ If you would like to request for a new line and already exceeded ten (10) Unifi Mobile Biz lines, then your request will be handled by an SME sales consultant. ▪ For customers who do not require more than ten (10) UNI5G Postpaid Biz Plan lines, you can simply walk into any TMpoint outlets nationwide. 										
8.	Can I sign up to UNI5G Postpaid Biz Plan as an individual?	<ul style="list-style-type: none"> ▪ The Unifi Mobile Biz plan is actually meant for business owners that have a Business Registration Number (BRN) only. ▪ For individual application registration via NRIC, your registration process will be the same as UNI5G postpaid mobile plan which will be tagged under corporate individual. 										

NO.	QUESTION	ANSWER
9.	I'm interested to subscribe to the plan, how can I port in to UNI5G Postpaid Biz Plan?	<ul style="list-style-type: none"> ▪ Great! You can port over your existing line to Unifi Mobile Biz simply by subscribing to the plan. We will take care of the rest of the steps and handle the entire port in process for you. We will request for the port in on your behalf from your existing service provider. ▪ The approval process may take up to 14 days.
10.	Can I change my current Unifi Mobile Biz plan to any of the UNI5G Postpaid Biz Plans?	<ul style="list-style-type: none"> ▪ Yes, do walk in to any TMpoint to request for a change of plan.
11.	My port in request was rejected. What should I do next?	<ul style="list-style-type: none"> ▪ Don't worry, drop us a message on Live Chat at maya.unifi.com.my or myunifi app.or come and meet us at any of our TMpoint nationwide. We will be happy to assist you.
12.	Where are the Unifi Mobile coverage areas?	<ul style="list-style-type: none"> ▪ We are basically everywhere, and are constantly expanding our LTE coverage areas. Find out if your area is within the Unifi Mobile coverage by checking our coverage map here. https://unifi.com.my/check-coverage
13.	What are included in my UNI5G Postpaid Biz Plans?	<p>All of the plans will include a quota allocation that covers the following:</p> <ul style="list-style-type: none"> ▪ Domestic mobile data ▪ Domestic calls ▪ Domestic SMS
14.	What type of calls and SMS are included in the UNI5G Postpaid Biz Plan?	<ul style="list-style-type: none"> ▪ All domestic calls and SMS to our Unifi Mobile numbers and the other mobile operators. ▪ All domestic calls to national fixed line numbers.
15.	What type of calls and SMS are excluded from the UNI5G Postpaid Biz Plan?	<ul style="list-style-type: none"> ▪ Additional charges are applicable to these calls and SMS: <ul style="list-style-type: none"> ○ Calls to 1300 / 1700 / 1600 / 1MOCC numbers ○ 080-Prefix number for border calls to Brunei ○ Calls to Special Number ○ International Calls (IDD) and SMS from Malaysia ○ Voice calls and SMS roaming outside Malaysia
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 SIM card. You will receive a notification within a few minutes after you have inserted the SIM card 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 set the APN to "unifi" manually on your phone. Go to "Setting > More/Mobile > Access Point Name".
17.	Can I transfer my line to another business entity or individual?	<ul style="list-style-type: none"> ▪ Currently we do not allow transfer of ownership; any new business entity will have to register for a Unifi Mobile Biz plan on its own.

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18.	I lost my mobile phone. How can I request to suspend my line and request for a new SIM?	<ul style="list-style-type: none"> ▪ Suspension of line/account can be done at any TMpoint and must be done by the registered account holder. You may assign a representative to terminate but he/she must be accompanied with the company's authorisation letter.
19.	I would like to terminate one of my lines. How can I request for termination?	<ul style="list-style-type: none"> ▪ You can terminate your line at any TMpoint nationwide. You may assign a representative to terminate but he/she must be accompanied with the company's authorisation letter.
20.	What will happen if I don't change the APN to "unifi" when I'm travelling oversea?	<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: For customers who are travelling overseas, you must update your APN to "unifi" to be able to connect to data service while roaming.
MOBILE DATA		
21.	What is inclusive of my domestic mobile internet?	<ul style="list-style-type: none"> ▪ You will get to enjoy the allocated LTE and 5G mobile data within Malaysia as per plans purchased.
22.	Can I use my phone as a hotspot?	<ul style="list-style-type: none"> ▪ Yes, you can. The plan comes with 10GB LTE hotspot and you may purchase an additional 10GB 4G/5G Hotspot Quota at RM15.90 and 24 Hours 4G/5G Hotspot Quota at RM6.36. ▪ These passes are activated immediately upon purchase. <p><i>*Price shown is inclusive of 6% ST.</i></p>
23.	How many devices can I connect using the hotspot?	<ul style="list-style-type: none"> ▪ There is no limitation on the number of devices for you to use your hotspot. However, for the best Unifi Mobile experience, we strongly recommend you to use up to a maximum of five (5) devices only.
24.	What happens if my usage exceeds the allocated data purchased?	<ul style="list-style-type: none"> ▪ Your data speed will be throttled down to 512Kbps. ▪ To continue enjoying high-speed mobile internet, you may choose to purchase our Add-On Data via the Unifi Self Care portal or myunifi app.
VOICE		
25.	What voice features are included in the plans?	<ul style="list-style-type: none"> ▪ The UNI5G Postpaid Biz Plans come with the following voice features: <ul style="list-style-type: none"> ○ Call Hold ○ Call Waiting ○ Missed Call Notification

NO.	QUESTION	ANSWER																																										
26.	What voice features are not supported in my plan?	<p>The Unifi Mobile Biz plans do not include the following voice features:</p> <ol style="list-style-type: none"> 1. Voicemail 2. Call Forwarding 3. Multi-party call 4. Enabling Private Number Display on your outgoing calls 																																										
27.	What are the call charges for special numbers?	<ul style="list-style-type: none"> There will be some charges applicable for special numbers. You may view the charges below: <table border="1" data-bbox="459 555 1465 969"> <thead> <tr> <th>NUMBER</th> <th>SERVICE DESCRIPTION</th> <th>CHARGES (EXCLUDING 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> <ul style="list-style-type: none"> For premium numbers/hotlines, you will enjoy: <table border="1" data-bbox="459 1059 1214 1189"> <thead> <tr> <th>PREMIUM HOTLINE</th> <th>CHARGES (EXCLUDING 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 (EXCLUDING 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 (EXCLUDING 6% ST)	1-300	RM 0.15 /min	1-700	RM 0.15 /min
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TEXT (SMS)																																												
28.	What are the texts (SMS) features included?	<ul style="list-style-type: none"> You can do all these: <ul style="list-style-type: none"> Send text (SMS) to domestic mobile numbers / short code Receive bank TACs (Transactional Authorisation code) OTT text (SMS) (e.g. WhatsApp) Emergency text (SMS) services 																																										
29.	What are the SMS charges for UNI5G Postpaid Biz Plan?	<ul style="list-style-type: none"> All local on-net and off-net SMS will be charged RM0.15. These SMS features will be charged separately: <ul style="list-style-type: none"> SMS to 1300, 1700, 1600, 121, 1MOCC numbers Any non-domestic/international number, which includes 02 and 080 prefix number for border calls to Singapore or Brunei Sending SMS while roaming outside of Malaysia Sending international SMS from Malaysia <p><i>Note: Multimedia Messaging Service (MMS) is not supported.</i></p>																																										
UPFRONT PAYMENT POLICY, DEPOSIT AND CREDIT LIMIT																																												

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30.	What is an upfront payment?	<ul style="list-style-type: none"> ▪ You will need to pay an upfront payment depends on the plan when you subscribe to the new postpaid UNI5G Postpaid Biz number. The fee will be offset in your first bill.
31.	I am a non-Malaysian. How much do I need to pay for line activation?	<ul style="list-style-type: none"> ▪ Non-Malaysians are required to pay a deposit of RM300 per line for service activation.
32.	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 myunifi app or walk-in to any TMpoint. A deposit of RM300 is required and will be refunded back to you upon your account termination.
33.	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. ▪ Please provide us with your banking details via our support channels or at any TMpoint outlet nationwide during termination request. We will not be able to process the refund request without the complete banking details. ▪ Refund can only be done under the same account owner, third party transfer request is not allowed (same registration ID used for Unifi Mobile account and bank account owner). <p><i>Note: Direct bank transfer request can only be done to locally registered banks.</i></p>
34.	When will I receive the refund?	<ul style="list-style-type: none"> ▪ You will receive the refund within three (3) months / 90 days upon terminating the services.
35.	What is the credit limit per line?	<ul style="list-style-type: none"> ▪ The credit limit is depending on the plans subscribed. For payable supplementary lines, the credit limit will be total up with the plan. ▪ Credit limit for each line is as per rate plan below: <ul style="list-style-type: none"> ○ UNI5G Postpaid Biz 39 – RM140 ○ UNI5G Postapid Biz 65 – RM200 ○ UNI5G Postpaid Biz 89 – RM320 ○ UNI5G Postpaid Biz Supplementary 39 – RM140
36.	Can I increase or decrease my credit limit?	<ul style="list-style-type: none"> ▪ Yes. You can do so through Unifi Self Care portal or myunifi app, or walk-in to any TMpoint nationwide.
37.	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 utilisation via SMS.

NO.	QUESTION	ANSWER
38.	What if my balance exceeded the credit limit?	<ul style="list-style-type: none"> ▪ You will not be able to use the service upon exceeding your credit limit.
39.	How much do I need to pay to restore my service, if it is barred due to exceeding credit limit?	<ul style="list-style-type: none"> ▪ You will have to pay a minimum of 75% of your unbilled and/or billed amount to reactivate your services.
40.	Will I be subjected to a credit check when I subscribe to Unifi?	<ul style="list-style-type: none"> ▪ Yes. You will be subjected to the standard telco credit check (CTOS) when you subscribe to Unifi Mobile Biz plan. You will be exempted from credit check if you are an existing TM (Unifi Business or Business Broadband) subscriber.
41.	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. ▪ Your refund will be transferred to your preferred bank account within three (3) months / 90 days upon termination. ▪ Refund can only be done under the same account owner, third party transfer request is not allowed (same registration ID used for Unifi Mobile account and bank account owner). <p><i>Note: Direct bank transfer request can only be done to locally registered banks.</i></p>
ACCEPTABLE USE POLICY		
42.	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 Unifi Mobile Biz services for peer-to-peer downloads at 64Kbps speed.
43.	Am I allowed to use the allocated voice minutes to make calls for commercial purpose?	<ul style="list-style-type: none"> ▪ Yes. You can use Unifi Mobile Biz calls services for commercial purposes but will be subjected to the Acceptable Use Policy.
44.	Can I perform bulk SMS or blast solicited / unsolicited SMS using the Unifi Mobile Biz SMS service?	<ul style="list-style-type: none"> ▪ You are only allowed to send text (SMS) messages for personal purposes within the set acceptable user policy. ▪ The SMS will be charged at RM0.15 per SMS and must be within the acceptable usage policy.

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45.	Am I allowed to do tethering or provide hotspot so that the internet service can be shared with others?	<ul style="list-style-type: none"> Yes, with the plans, you have the freedom to share your mobile internet experience with others as long as your usage does not exceed your quota allocation. 																							
46.	Am I allowed to use the plan on a smartphone that doesn't support 5G services?	<ul style="list-style-type: none"> Yes, you are. However, we highly encourage you to use a smartphone that supports 5G services to fully experience our network. You may refer to https://unifi.com.my/5G to check if your device is supported by Unifi 5G network. 																							
BILLING & PAYMENT																									
47.	How will I receive my monthly bill?	<ul style="list-style-type: none"> You will receive the monthly bill through your registered email address or you may access it via Unifi Self Care portal or myunifi app. 																							
48.	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 sent to your registered email address. You may print the hardcopy bill via Unifi Self Care portal https://selfcare.unifi.com.my/ or by logging into myunifi app. 																							
49.	Where can I pay my bills?	<ul style="list-style-type: none"> You can pay your bills via the following channels: <table border="1" data-bbox="459 1106 1442 1995"> <thead> <tr> <th colspan="2" data-bbox="459 1106 1442 1137" style="background-color: #333; color: white; text-align: center;">Online</th> </tr> </thead> <tbody> <tr> <td data-bbox="459 1137 991 1205">1. www.unifi.com.my</td> <td data-bbox="991 1137 1442 1205">Current/Saving Account, Debit/Credit Card</td> </tr> <tr> <td data-bbox="459 1205 991 1272">2. myunifi app</td> <td data-bbox="991 1205 1442 1272">Current/Saving Account, Debit/Credit Card</td> </tr> <tr> <td data-bbox="459 1272 991 1458" rowspan="3">3. JomPAY via internet banking</td> <td data-bbox="991 1272 1442 1305">Ref – 1: Account number</td> </tr> <tr> <td data-bbox="991 1305 1442 1368">Billor Code: 8888 (unifi Home and unifi Mobile)</td> </tr> <tr> <td data-bbox="991 1368 1442 1458">Billor Code: 2345 (Streamyx and telephony) Visit www.JomPAY.com.my</td> </tr> <tr> <th colspan="2" data-bbox="459 1458 1442 1489" style="background-color: #333; color: white; text-align: center;">Autopay</th> </tr> <tr> <td data-bbox="459 1489 991 1523">1. www.unifi.com.my</td> <td data-bbox="991 1489 1442 1523" rowspan="2">Debit or Credit Card (Visa and MasterCard)</td> </tr> <tr> <td data-bbox="459 1523 991 1832">2. myunifi app</td> </tr> <tr> <td colspan="2" data-bbox="991 1585 1442 1832">Note: We're sorry that new autopay subscription is not available until further notice. Existing Unifi Mobile autopay subscribers may modify or deactivate their subscription via myunifi app or Unifi Self Care portal.</td> </tr> <tr> <th colspan="2" data-bbox="459 1832 1442 1863" style="background-color: #333; color: white; text-align: center;">E-Wallet</th> </tr> <tr> <td data-bbox="459 1863 991 1930">1. Boost App</td> <td data-bbox="991 1863 1442 1930">eWallet credit visit www.myboost.com.my</td> </tr> <tr> <td data-bbox="459 1930 991 1995">2. Touch 'n Go App</td> <td data-bbox="991 1930 1442 1995">eWallet credit visit www.tngdigital.com.my/</td> </tr> </tbody> </table> 	Online		1. www.unifi.com.my	Current/Saving Account, Debit/Credit Card	2. myunifi app	Current/Saving Account, Debit/Credit Card	3. JomPAY via internet banking	Ref – 1: Account number	Billor Code: 8888 (unifi Home and unifi Mobile)	Billor Code: 2345 (Streamyx and telephony) Visit www.JomPAY.com.my	Autopay		1. www.unifi.com.my	Debit or Credit Card (Visa and MasterCard)	2. myunifi app	Note: We're sorry that new autopay subscription is not available until further notice. Existing Unifi Mobile autopay subscribers may modify or deactivate their subscription via myunifi app or Unifi Self Care portal.		E-Wallet		1. Boost App	eWallet credit visit www.myboost.com.my	2. Touch 'n Go App	eWallet credit visit www.tngdigital.com.my/
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50.	<p>What is the biller code that I should enter when I make bill payment for Unifi Mobile postpaid via JomPAY?</p>	<ul style="list-style-type: none"> ▪ Effective 22 September 2021, Unifi Mobile customers need to select biller code “8888” when making payment via JomPAY. ▪ If you wish to make bill payment via JomPAY from your preferred internet banking, please follow the steps below (<i>Disclaimer: The steps described below may differ for each bank</i>): <ul style="list-style-type: none"> ○ Login to your internet banking portal ○ Click on Pay & Transfer ○ Click on Make a one-off payment ○ Click on Pay from and choose your options ○ Click and select JomPAY ○ Enter the Biller Code: 8888 ○ Key in your mobile new 10-digit account number ○ Enter the bill amount to be paid. 																																		
51.	<p>Which payee should I choose when I make payment via online, ATM & cash deposit machine?</p>	<ul style="list-style-type: none"> ▪ Please select biller name “unifi” when making a payment. 																																		
INTERNATIONAL DIRECT DIAL (IDD) SERVICE																																				
52.	<p>What is IDD?</p>	<ul style="list-style-type: none"> ▪ International Direct Dial or IDD allows you to make calls or send texts (SMS) to overseas numbers from your number in Malaysia. 																																		

NO.	QUESTION	ANSWER
53.	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.
54.	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.
55.	What is the rate for IDD?	<ul style="list-style-type: none"> Please refer to our IDD rates HERE.
INTERNATIONAL ROAMING – MOBILE INTERNET (DATA ROAM PASS & DATA ROAM PASS TOP-UPS)		
56.	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.
57.	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 smartphone setting before you reach your destination overseas.
58.	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.
59.	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 Add-On on your myunifi app 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.

NO.	QUESTION	ANSWER
60.	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.
61.	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 of more than 1MB worldwide and be sure to roam on our preferred network to enjoy this feature.
62.	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 are visiting Thailand, your data roam pass expires at 12:00 am, Bangkok time.
63.	I've reached the limit for my data! How can I continue surfing while I'm still roaming?	<ul style="list-style-type: none"> Don't worry, you can purchase additional Data Roam Pass via unifi.com.my/ir
64.	Will I be informed when my subscription is successful?	<ul style="list-style-type: none"> Yes. You will receive a text (SMS) notification when your Data Roam Pass has been successfully activated for both auto subscriptions and pass renewals.
65.	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 https://home.unifi.com.my/personal/mobile/roaming
66.	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 to the top-up passes via unifi.com.my/ir to continue browsing the Internet.
67.	Can I subscribe to Top-up Data Roam Pass without an active Data Roam Pass?	<ul style="list-style-type: none"> No. You are not allowed to subscribe Data Roam Pass without the subscription of Data Roam Pass.
68.	How do I unsubscribe from a Data Roam Pass?	<ul style="list-style-type: none"> You do not need to unsubscribe the Data Roam Pass as it will expire at the midnight of the city you are in.

NO.	QUESTION	ANSWER
69.	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.
70.	How do I keep track of my Data Roam Pass usage and expiry date?	<ul style="list-style-type: none"> ▪ You will receive a text (SMS) notification once you have exceeded the quota, and when it expires. You can also keep track of your usage via unifi.com.my/ir anywhere, anytime.
71.	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 are travelling to multiple countries in a day, you will need to activate a data roam in each country and browse through their respective preferred operators.
72.	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 RM49/MB.
73.	Will I be charged for using inflight roaming service (AeroMobile)?	<ul style="list-style-type: none"> ▪ You will be charged at pay-per-use rate of RM1 for 10KB.
74.	Why is my Data Roam Pass not working in certain countries?	<ul style="list-style-type: none"> ▪ You have to 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”.

NO.	QUESTION	ANSWER
		3. Leave other fields as-is and Save the new setting. 4. Reboot your phone if necessary. <ul style="list-style-type: none"> ▪ Alternatively, please send "Data" to "22288" short code to allow the Internet settings to be pushed to your phone before travelling overseas. This text (SMS) is zero-charged.
INTERNATIONAL ROAMING – VOICE & TEXT (SMS)		
75.	How much will I be charged when I make calls or text (SMS) while roaming?	<ul style="list-style-type: none"> ▪ The voice and text (SMS) charges vary according to the country you are roaming in. The charging block for voice call is 60 seconds per block. Refer https://home.unifi.com.my/personal/mobile/roaming
76.	How much will I be charged for making calls and sending text (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 depending on the country visited.
TRANSFER OF OWNERSHIP AND CHANGE OF PLANS		
77.	Can I transfer my UNI5G Postpaid Biz Plan to consumer plan?	<ul style="list-style-type: none"> ▪ We're sorry, you are not able to transfer your line at the moment.
78.	I am currently subscribing to Unifi Mobile Biz 99 / 59 / 39. Can I change my line to other UNI5G Postpaid Biz Plan?	<ul style="list-style-type: none"> ▪ Yes, you can. You may request to change plan via Live chat at Unifi Self Care portal or myunifi app or walk-in to any TMpoint. ▪ Please note that there will be a 45 days minimum tenure for every change of plan.
79.	Am I eligible for the plan upgrade or downgrade?	<ul style="list-style-type: none"> ▪ Yes, absolutely! Just be sure that you do not have any outstanding balance in your Unifi Mobile Postpaid account and visit a TMpoint for this change of plan.

NO.	QUESTION	ANSWER
80.	Will there be any charge imposed for the Change of Plan?	<ul style="list-style-type: none"> ▪ There will be no charge imposed for change of plan requests. You do not need to provide any upfront payment. However, an advanced payment might be needed and will be reflected in your first month bill. The amount will be offset against your following month bills.
NETWORK		
81.	Will I be notified if I am in a 5G area? How do I know when I am connected to the 5G network?	<ul style="list-style-type: none"> ▪ Simply look out for the 5G icon at the top right or top left corner of your device's screen. The icon signifies that you are connected to the 5G network.
82.	How do I check if my phone supports 5G services?	<ul style="list-style-type: none"> ▪ Please visit https://unifi.com.my/5G and select to view "Do you have a 5G-ready device?" category.
83.	What if my current phone doesn't support 5G services?	<ul style="list-style-type: none"> ▪ Our mobile plan can be used on all phone models; however, we encourage you to use a smartphone that supports 5G services to experience the best quality of service.
84.	Where can I use my mobile services?	<ul style="list-style-type: none"> ▪ Our mobile services are available nationwide within coverage areas. You can check our coverage at https://unifi.com.my/check-coverage
85.	How do I check if my area is under 5G coverage?	<ul style="list-style-type: none"> ▪ You can check the 5G coverage HERE.
86.	Who do I contact for further enquiries on UNI5G postpaid plans?	<ul style="list-style-type: none"> ▪ Feel free to reach us via our digital channels below: <ul style="list-style-type: none"> ▪ Live Chat via maya.unifi.com.my or myunifi app ▪ Tweet us @helpmeunifi ▪ Message us at facebook.com/weareunifi ▪ Or simply visit any of the TMpoint outlets nationwide for further assistance.
DEVICE		
87.	What are the devices offered under this new rate plan?	<ul style="list-style-type: none"> • You may get the latest device offering at HERE

88.	Which plans are entitled for the device offering?	<ul style="list-style-type: none"> ▪ You are entitled to add on the device if you sign up for UNI5G Postpaid Biz 89 plan.
89.	Will there be a limit to the maximum no. of devices that I can add on to this plan?	<ul style="list-style-type: none"> ▪ Each main line is entitle for 1 device bundle ▪ No max device bundle per BRN <p>Device upfront payment is required for each device bundle.</p>
90.	I am a foreigner. Can I subscribe to this plan with device?	<ul style="list-style-type: none"> ▪ Yes, you can subscribe to this plan with a device add-on. ▪ You are required to pay a deposit when you sign up for the plan. Deposit amount is RM300 per line activation. Your deposit will be refunded and transferred into your Local bank account within three (3) months/90 days upon line termination.
91.	How will I receive the device?	<ul style="list-style-type: none"> ▪ If you register via Unifi Biz portal, our SME consultant will contact you for registration and document summation. Upon completion of registration, your SIM card and device will be delivered to your delivery address within seven (7) working days after a successful sign-up. ▪ If you visit our selected TMpoint outlets, you may collect your SIM and device immediately upon successful registration. <ol style="list-style-type: none"> 1. TMpoint Kepong 2. TMpoint Damansara Utama 3. TMpoint Pandan Indah 4. TMpoint Muzium 5. TMpoint Cyberjaya 6. TMpoint Menara TM 7. TMpoint Taipan 8. TMpoint Skudai 9. TMpoint Pelangi 10. TMpoint Jalan Burmah 11. TMpoint Butterworth 12. TMpoint Ipoh Wisma 13. TMpoint MITC
92.	Will I be charged with device upfront payment when I add on a device on UNI5G plans?	<ul style="list-style-type: none"> ▪ Device upfront will be change upon subscribing to the device bundle plan which will be credited in your bill and the amount will be offset from your monthly bill over 12 or 24 months depending on your device contract period.
93.	Where should I make the report for defective device?	<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 via Live Chat at maya.unifi.com.my or via myunifi app. ▪ You will get a one-to-one replacement for the defective device.

94.	In the event of early termination, can the Upfront Payment be refunded?	<ul style="list-style-type: none"> ▪ Yes. In the event of early termination, any remaining balance from the device Upfront Payment will be refunded after deduction from any Early Termination Penalty (ETP) charges.
95.	Am I entitled for Upfront Payment Waiver?	<ul style="list-style-type: none"> ▪ Yes, you will be eligible for the Upfront Payment Waiver if: <ol style="list-style-type: none"> 1) unifi Mobile account with subscription period of more than six (6) months 2) No outstanding amount in your unifi Mobile Broadband account for the past four (3) months. 3) A good paymaster of Mobile account for the past 4 months.
96.	How much Upfront Payment will be rebated to me?	<ul style="list-style-type: none"> ▪ Upfront Payment will be rebated over the contract period.
97.	What is the Device Contract Penalty?	<ul style="list-style-type: none"> ▪ Device contract penalty is an amount to be paid when you breach the device contract. The penalty will be triggered in the event of: <ul style="list-style-type: none"> • Voluntary suspension of a postpaid plan • Line terminated • Port out • Downgrade plan ▪ The penalty amount will be calculated as per below: [(Device Recommended Retail Price (RRP) - Device Selling Price)] / 24 months] x remaining contract balance.
98.	Can I change plan while I am still in device contract?	<ul style="list-style-type: none"> ▪ Yes, you can change your plan to a higher rate plan while still in contract. Contract balance will be carried forward to the new plan. ▪ Downgrade plan will be subjected to Device Contract Penalty.
99.	Can I request for the device to be delivered to other than my billing address?	<ul style="list-style-type: none"> ▪ Yes, you can put a request for the device to be delivered to your other preferred address (other than billing address).
100.	Do you offer nationwide delivery service?	<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.
101.	Will there be any additional fees for the delivery service?	<ul style="list-style-type: none"> ▪ There will be no additional charges for the delivery of the device.

102.	How do I check the device delivery status?	<ul style="list-style-type: none"> To track your device delivery status, please contact our agents via Live Chat.
103.	Can I assign someone else to receive the delivery on my behalf?	<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 identification for identity verification purposes, failing which you may not be allowed to receive the delivery package. Third-party collection is also strictly not allowed.
104.	What if I received a defective device along the delivery process? Will I get a replacement for it?	<ul style="list-style-type: none"> In the event that you have received a defective device, please lodge a report to Live Chat at maya.unifi.com.my or via myunifi app within 24 hours upon receiving it. You will get a one-to-one replacement for the defective device. If the report is made after 24 hours, the case will fall under the warranty process and will be based on reported defect after assessment by the device manufacturer.
108.	What happens if I receive the wrong device model?	<ul style="list-style-type: none"> In the event that you have 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.
109.	Where should I make the report for a defective device?	<ul style="list-style-type: none"> We strongly advise you to inspect the device upon receiving it as defects on the 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 maya.unifi.com.my or myunifi app. 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.
110.	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 your location.
111.	Are there any additional charges for the replacement of the defective device reported within 24 hours?	<ul style="list-style-type: none"> There are no additional charges for defective devices reported within 24 hours.