

FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
Go Bookit

NO.	QUESTION	ANSWER									
GETTING TO KNOW											
1	What are Go Bookit plans?	- Go Bookit is a smart appointment management system designed for micro businesses like yours—perfect if you are in services such as plumbing, air-cond servicing, or beauty care. It helps you manage bookings easily, save time, and keep your customers happy. <table border="1"> <thead> <tr> <th>Go Bookit Plan</th><th>No. of Users</th><th>Monthly Price (RRP)</th></tr> </thead> <tbody> <tr> <td>Basic</td><td>1 user</td><td>RM30</td></tr> <tr> <td>Standard</td><td>Up to 3 users</td><td>RM50</td></tr> </tbody> </table> - You can subscribe in 3 simple ways: (No contract) – just pay monthly with UNIFI Mobile and Go Bookit. (12-month contract) – get 1 month FREE Go Bookit. (24-month contract) – get 3 months FREE Go Bookit.	Go Bookit Plan	No. of Users	Monthly Price (RRP)	Basic	1 user	RM30	Standard	Up to 3 users	RM50
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2	How will Go Bookit help my business?	- Go Bookit gives you the flexibility to manage bookings anytime, anywhere! You can: View and manage all your customers in one place. Schedule appointments without clashes. - Set reminders and send marketing messages. - Use smart auto-responses to handle urgent customer requests quickly.									
3	Do I need to sign a contract for Go Bookit?	Yes, you can choose what works best for you—either go with a 12-month or 24-month plan.									
4	What devices come with the Go Bookit bundle?	The device are as per the offering for UNI5G Postpaid or UNI5G Business Device Bundle. You may refer to https://biz.unifi.com.my/products/mobile-postpaid for the full offering									
UPGRADE / DOWNGRADE											
5	I'm already using a UNI5G Business plan. Can I still upgrade to Go Bookit plan?	- Yes, if you are using UNI5G Business 69 or 99 plans with an old bundle, you can easily upgrade to Go Bookit. You can add on by visiting: - Unifi portal https://biz.unifi.com.my/ - Any nearest TMpoint/Unifi Store outlets nationwide https://unifi.com.my/support/find-tm-point - Unifi Authorised Resellers <i>Note: Non-Malaysians can only subscribe via TMpoint/Unifi Store outlets.</i>									

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6	I'm already using a UNI5G Mobile plan. Can I add a device bundle with the Go Bookit plan?	Yes, if you are on a UNI5G Mobile plan, you can still subscribe to a device bundle together with the Go Bookit plan. All our device bundles are available to be added on, even if you are already using the mobile plan.
7	If I downgrade to a UNI5G Business plan with mobile device subscription, can I keep my device?	Yes, if you are on a Go Bookit plan with a device bundle, you can downgrade Go Bookit plan and still use the device—just make sure the 24-month contract is still valid. <i>Do note: early termination fees (ETP) may apply separately for both Go Bookit plan and UNI5G Mobile device contracts.</i>
APPOINTMENT MANAGEMENT		
8	I did not receive the OTP to log in. What should I do?	- If you did not get the OTP after registration, double-check that the number you used is correct. Still not working? You can: - Visit any TMpoint or Unifi Store - Reach out to our digital channels: - Live Chat at maya.unifi.com.my - Unifi mobile app - Facebook at facebook.com/weareunifi - X (Twitter) @unifi
9	Can I check or edit my past appointments?	- Yes, you can! Just log in to Go Bookit to see all your past and upcoming appointments, including customer details. - You can also modify or cancel the upcoming appointments that are not completed.
11	How will I receive appointment confirmations?	Upon successful booking of appointments, you will be able to get notification by SMS, email or WhatsApp channels.
12	Where can my customers access Go Bookit to schedule an appointment?	- Your customers can login via their individual desired Micro SME booking page. - A link on how to use Go Bookit shall be sent to your customers as soon as the Go Bookit are activated. This shall include the "How to use" manual and activation steps.
13	Is there any mobile app for customers to be able to access to Go Bookit system?	- No, at the moment customers are able to access Go Bookit system for appointment scheduling via web. - Supported browser versions: - Google Chrome - Safari - Mozilla Firefox
38	What if I cancel my subscription before my contract ends?	If you unsubscribe before your 24-month contract ends, you will need to pay the remaining fees for the Go Bookit and/or mobile device bundle. These early termination charges (ETP) are part of the agreement.
39	When will my Go Bookit account be activated after I subscribe?	- Once you have purchased the UNI5G Mobile Bundle with Go Bookit, the Service Level agreement to activate the Go Bookit are within three (3) days after the mobile activation. - Here's how it works, depending on your fulfilment method: - Self-Pickup:

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		Your UNI5G Mobile will be activated as soon as your order is closed. Go Bookit will then be activated within 3 working days after that. • Delivery: Your UNI5G Mobile activation will happen once your SIM or device is delivered. The delivery usually takes 7–14 days after your order. Once delivered, Go Bookit will be activated within 3 working days.