

**FREQUENTLY ASKED QUESTIONS (FAQ)
UNI5G POSTPAID INDIVIDUAL & FAMILY PLANS WITH DEVICES**

QUESTION	ANSWER																		
DEVICE BUNDLE & EZOWN FOR MOBILE DEVICES																			
<p>1. What are the Device Bundle and EzOwn options, and how are they different?</p>	<ul style="list-style-type: none"> We offer two ways for you to get a new device together with your UNI5G Postpaid plan — Device Bundle and EzOwn. Here’s a quick and easy breakdown to help you choose what suits you best: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Item</th> <th style="text-align: center;">Unifi Device Bundle</th> <th style="text-align: center;">Unifi EzOwn</th> </tr> </thead> <tbody> <tr> <td>Overview</td> <td>This program is open to both Malaysians and non-Malaysians. It applies to UNI5G Postpaid 69 and above, and is available for new and existing Unifi Mobile and Unifi Home customers.</td> <td>This program is open to Malaysians only. It applies to UNI5G Postpaid 99 and above, and is available for new and existing Unifi Mobile and Unifi Home customers, subject to eligibility checks and credit score results</td> </tr> <tr> <td>Payment</td> <td>You pay the device price upfront (free or lower depending on the promotion) and take home your device together with your UNI5G Postpaid plan.</td> <td>You subscribe to a UNI5G Postpaid plan and take a device where the device price is paid by monthly instalments.</td> </tr> <tr> <td>Who can apply</td> <td>Open to Malaysians and non-Malaysians</td> <td>Open to Malaysians ONLY</td> </tr> <tr> <td>Upfront Payment Waiver</td> <td>You may enjoy a waived upfront payment if: <ul style="list-style-type: none"> ✓ You’ve been a Unifi Mobile customer for at least 6 months and, ✓ You have a good payment history for the past 4 months </td> <td>This depends on your credit score. Based on the result, you may need to pay the full amount, a partial amount or no upfront payment at all</td> </tr> <tr> <td>Early Termination Penalty (ETP Calculation)</td> <td>If you end the contract early, the penalty is: (Recommended Retail Price – Device Selling Price) / 24 months × remaining contract months</td> <td>If you end the contract early, the penalty is: Recommended Retail Price (RRP) / 24 months × remaining contract months</td> </tr> </tbody> </table>	Item	Unifi Device Bundle	Unifi EzOwn	Overview	This program is open to both Malaysians and non-Malaysians. It applies to UNI5G Postpaid 69 and above, and is available for new and existing Unifi Mobile and Unifi Home customers.	This program is open to Malaysians only. It applies to UNI5G Postpaid 99 and above, and is available for new and existing Unifi Mobile and Unifi Home customers, subject to eligibility checks and credit score results	Payment	You pay the device price upfront (free or lower depending on the promotion) and take home your device together with your UNI5G Postpaid plan.	You subscribe to a UNI5G Postpaid plan and take a device where the device price is paid by monthly instalments.	Who can apply	Open to Malaysians and non-Malaysians	Open to Malaysians ONLY	Upfront Payment Waiver	You may enjoy a waived upfront payment if: <ul style="list-style-type: none"> ✓ You’ve been a Unifi Mobile customer for at least 6 months and, ✓ You have a good payment history for the past 4 months 	This depends on your credit score. Based on the result, you may need to pay the full amount, a partial amount or no upfront payment at all	Early Termination Penalty (ETP Calculation)	If you end the contract early, the penalty is: (Recommended Retail Price – Device Selling Price) / 24 months × remaining contract months	If you end the contract early, the penalty is: Recommended Retail Price (RRP) / 24 months × remaining contract months
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<p>2. How do I subscribe to the UNI5G Business Plans with Device Bundle and EzOwn?</p>	<ul style="list-style-type: none"> You can sign-up easily through any of these channels: <ul style="list-style-type: none"> ✓ Online at https://biz.unifi.com.my/products/mobile-postpaid ✓ Or by visiting any Unifi Store, TM Authorized Dealer (TAD), or Reseller <p><i>Note: Currently EzOwn only applicable for registration under Corporate Individual (CI)</i></p>																		
<p>3. Can I cancel my postpaid plan with Device Bundle and EzOwn order?</p>	<ul style="list-style-type: none"> Once your order has been submitted, cancellation is not allowed. 																		

4.	Is there a limit to how many devices I can add to this Plan?	<ul style="list-style-type: none"> • Yes, there is a limit. Here's what you can add: <ul style="list-style-type: none"> ✓ <i>Up to two (2) Device Bundle devices and one (1) EzOwn device per NRIC / Passport</i> ✓ <i>Each mobile number/principal is entitled to one (1) only.</i>
5.	I am an existing UNI5G Business customer. Can I add a device to my plan?	<ul style="list-style-type: none"> • Yes, you may add a device and bundle it with your existing postpaid plan, subject to eligibility and a possible change to an eligible plan, under a 24-month contract.
6.	I am a foreigner. Can I get this plan with a Device Bundle and EzOwn?	<ul style="list-style-type: none"> • Yes, you can — but only for the Device Bundle option. You can subscribe to this plan with a device add-on. • Here's what you need to know: <ul style="list-style-type: none"> ✓ <i>You'll be required to pay a RM300 deposit for each line when you sign up.</i> ✓ <i>Your deposit will be refunded to your local bank account within 3 months (90 days) after termination, as long as there are no outstanding balances on your account.</i>
7.	I am currently with another service provider. Can I switch to UNI5G Business and get a device as well?	<ul style="list-style-type: none"> • Yes, you can switch to UNI5G Business and add a device to your new plan. Just make sure your port-in process is successfully completed and activated before adding the device.
8.	How will I receive the device?	<ul style="list-style-type: none"> • You have two options: <ul style="list-style-type: none"> ✓ <i>Pick up the device at any Unifi Store, TAD, or Reseller (if you walk in), or</i> ✓ <i>Have it delivered to the address you provided during registration</i>
9.	Will I be charged an upfront payment when I add a device to UNI5G plans?	<ul style="list-style-type: none"> • No upfront payment is needed if you meet the following criteria: <ul style="list-style-type: none"> <u>Device Bundle</u> <ul style="list-style-type: none"> ✓ <i>You have a Unifi Mobile account with at least 6 months subscription.</i> ✓ <i>You have a good payment history for the past 4 months on your Mobile account.</i> ✓ <i>Your credit assessment confirms your favourable credit status</i> <u>EzOwn</u> <ul style="list-style-type: none"> ✓ <i>You pass the credit score check</i> • If you don't meet the criteria, here is what to expect: <ul style="list-style-type: none"> ✓ <i>You will be required to pay an upfront payment when subscribing to the device plan</i> ✓ <i>This amount will be credited to your bill, offsetting your monthly bills throughout the contract</i> ✓ <i>The upfront payment amount varies based on the plan and device model you choose</i>
10.	Where should I report a defective device?	<ul style="list-style-type: none"> • If you receive a defective device during delivery, here's what you should do: <ul style="list-style-type: none"> ✓ Report it within 24 hours via Live Chat on the Unifi UniVerse app. We'll assess the issue and guide you on the next steps. ✓ <i>If you report it after 24 hours, the device will go through the manufacturer's warranty process. We'll still assist you throughout the evaluation.</i> ✓ <i>If you collected the device from a Unifi Store, TAD, or Reseller, we strongly encourage you to unbox it on-site. You'll get an immediate replacement if it's found defective.</i>

11.	Can I get a refund on the Upfront Payment if I terminate early?	<ul style="list-style-type: none"> • Yes, you can. If you end your contract before it ends, we will refund the remaining balance from your Upfront Payment after deducting any penalty charges.
12.	What happens if I end my contract early?	<ul style="list-style-type: none"> • We understand plans may change. If you need to end your contract early, an early termination penalty (ETP) will apply and must be settled upfront.
13.	Can I change my plan while I am still in a device contract?	<ul style="list-style-type: none"> • Yes, you can. You have the flexibility to change your plan even when you're still in a device contract. Here's how it works: <ul style="list-style-type: none"> ✓ <i>If you're on a UNI5G Postpaid plan with a device and choose to downgrade your plan, you'll need to pay the Early Termination Penalty (ETP) for the device.</i> ✓ <i>If you're on a Unifi Mobile plan with a device and choose to upgrade to a higher plan, your existing device contract will continue under the new plan.</i>
14.	Can I have the device delivered to an address other than my billing address?	<ul style="list-style-type: none"> • Of course, you can. You're welcome to have the device delivered to any preferred address, even if it's different from your billing address.
15.	Do you offer nationwide delivery service?	<ul style="list-style-type: none"> • Yes, we deliver nationwide. Once your full payment is made and the order is confirmed, you can expect to receive your device within the following timeframes: <ul style="list-style-type: none"> ✓ <i>Klang Valley: 1–3 business days</i> ✓ <i>West Malaysia: 1–3 business days</i> ✓ <i>East Malaysia: 1–5 business days</i>
16.	Will there be any additional fees for the delivery service?	<ul style="list-style-type: none"> • No need to worry! there won't be any extra charges. The delivery of your device is completely free.
17.	Can someone else receive the delivery for me?	<ul style="list-style-type: none"> • To keep your order secure, here's how delivery works: <ul style="list-style-type: none"> ✓ <i>The courier will deliver the device to the recipient name and address given in your order.</i> ✓ <i>When accepting the package, you'll need to show your identification for verification.</i> ✓ <i>If the ID doesn't match, the courier may not be able to release the package.</i> • For security reasons, third-party collection is not allowed.
18.	What should I do if I receive the wrong device model?	<ul style="list-style-type: none"> • If you receive the wrong device model, here's what to do: <ul style="list-style-type: none"> ✓ Report it within 24 hours of receiving the device. ✓ Once reported, you'll get a one-to-one replacement for the correct model after returning the incorrect one.
19.	Where should I report a defective device?	<ul style="list-style-type: none"> • We recommend checking your device as soon as you receive it. If you notice any defects, please report it within 24 hours through Live Chat on the Unifi UniVerse app. • We'll help arrange the collection of the device and guide you through the next steps after reviewing the issue. • If it's reported after 24 hours, the device will fall under the manufacturer's warranty, and you will need to contact the device manufacturer directly.

20.	How long does it take to get a device replacement?	<ul style="list-style-type: none"> We aim to get your replacement device to you as quickly as possible. Kindly allow up to seven (7) working days for us to arrange a replacement. The timing may vary depending on stock availability and your location.
21.	Are there any additional charges for the replacement of a defective device reported within 24 hours?	<ul style="list-style-type: none"> No, there won't be any additional charges for replacing defective devices reported within 24 hours.
22.	Why is my device being blocked by Unifi if I am subscribed to a Device Bundle and EzOwn Plan?	<ul style="list-style-type: none"> Your device may be blocked if there is any outstanding payment that has not been settled. This includes overdue bills or unpaid device instalments.
23.	How can I unblock my device?	<ul style="list-style-type: none"> You can unblock your device by settling the full outstanding amount, including any applicable early termination charges (if relevant). Once your outstanding balance is fully paid, your device will be automatically unblocked.
24.	How long does it take to unblock my device?	<ul style="list-style-type: none"> Your device will be unblocked within 10 minutes after making the payment. If your service is not reconnected, please restart your device.

DEVICE FREEBIES

25.	What are Freebies and how do they work?	<ul style="list-style-type: none"> Freebies are complimentary items, benefits, or value-added services that come with selected device purchases. These may include physical gifts or non-physical gifts such as extended warranties
26.	Are Freebies guaranteed with every device purchase?	<ul style="list-style-type: none"> Freebies are not guaranteed. They depend on stock availability and may change, vary, or be replaced without prior notice.
27.	Who manages and fulfills the Freebies?	<ul style="list-style-type: none"> All freebies are managed by the respective device manufacturers. If physical freebies are included, they will be delivered together by Unifi.
28.	When will I receive my device and any physical Freebies?	<ul style="list-style-type: none"> You will receive your device and any eligible physical Freebies within one (1) to five (5) working days after your registration for the Package has been successfully completed.
29.	How are non-physical Freebies like extended warranties activated?	<ul style="list-style-type: none"> Non-physical freebies, such as extended warranties, may be auto-activated when you set up your device, or they may require self-activation, depending on the device manufacturer. Just follow the activation steps provided by your device manufacturer to ensure your benefits are activated properly.
30.	How do I claim my extended warranty or screen protection coverage?	<ul style="list-style-type: none"> You can contact the device manufacturer directly for any claims, warranty issues, or support related to your coverage.

31.	Where can I get support for my Freebies?	<p>For any claims, warranty issues, or support related to your extended warranty or screen protection, you can contact the device manufacturer directly. They will guide you through the claim process based on their warranty policy.</p> <p>Device Manufacturer Service Centres:</p> <ul style="list-style-type: none"> • Samsung: https://www.samsung.com/my/support/service-centre/ • Vivo: https://www.vivo.com/my/support/service-center • Nubia: https://support.ztedevices.com/en-gl/service-center/ • Honor: https://consumer.huawei.com/my/support/service-center/ • Infinix: https://www.carlcare.com/global/service-center/ • Realme: https://www.realme.com/my/support/services • Nothing: https://my.nothing.tech/pages/service-center • Xiaomi: https://www.mi.com/my/support/service-centre/ • Oppo: http://support.oppo.com/my/service-center/
SUPPORT		
32.	Who do I contact for further enquiries on UNI5G Postpaid plans with devices?	<p>For further assistance, feel free to reach out to our Care Crew at https://unifi.com.my/support/contact-us.</p>

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