

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UNIFI MOBILE #BEBAS CERDIK PACKAGE**

NO	QUESTION	ANSWER
QUESTIONS ON UNIFI MOBILE #BEBAS CERDIK PACKAGE		
1.	Can you tell us more about unifi Mobile #BEBAS CERDIK Package?	<ul style="list-style-type: none"> ▪ unifi Mobile #BEBAS CERDIK Package is a part of CERDIK package offering under the initiative by the Ministry of Education (MoE) and Yayasan Hasanah. This initiative is supported by TM and other telcos, aimed at assisting students from lower income group (B40 group). ▪ CERDIK package is subsidised by Government Linked Companies (GLC) and Government Linked Investment Companies (GLIC) and it is provided for eligible students as per criteria specified by MoE and Yayasan Hasanah ONLY. ▪ For this initiative, unifi is offering its unifi Mobile #BEBAS CERDIK Package to assist the B40 students. ▪ The offering is a prepaid SIM* card package which offers: <ul style="list-style-type: none"> i. 2GB LTE data*; ii. 50MB LTE/3G data*; iii. 10 mins voice calls*; iv. 10 SMS* v. 15GB LTE data per month for 12 months <p><i>Note: *These are one-off offerings included in the starter pack</i></p>
2.	Where can I subscribe to this package?	<ul style="list-style-type: none"> ▪ The unifi Mobile #BEBAS CERDIK Package is a GLC/GLIC's subsidised package and will be granted to those who are eligible ONLY. ▪ The selection will be made by the participating GLC/GLIC in accordance to the criteria specified by MoE and Yayasan Hasanah. ▪ Interested students may refer to their respective schools for further info.
3.	Who is eligible for this package?	<ul style="list-style-type: none"> ▪ This package is offered to selected students from the B40 group (low income families).

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		<ul style="list-style-type: none"> ▪ The selection will be made by the participating GLC/GLIC in accordance to the criteria specified by MoE and Yayasan Hasanah.
4,	<p>Can I continue using unifi Mobile #BEBAS CERDIK Package even after I have completed my studies?</p>	<ul style="list-style-type: none"> ▪ The main objective of this initiative is to assist students from lower income families i.e. B40 community for their learning activities from home. Therefore if you are no longer a student, you may subscribe to other unifi Mobile packages available on unifi.com.my.
5.	<p>Can students from Non-Government school (Private / Tahfiz / International etc.) subscribe to the package?</p>	<ul style="list-style-type: none"> ▪ Please note that this package is only offered to selected schools determined by Yayasan Hasanah and MoE. ▪ Interested students may refer to their respective schools for further info.
6.	<p>I'm eligible and have been notified for this package. Where can I collect my SIM card?</p>	<ul style="list-style-type: none"> ▪ Congratulations! You will receive a notification on the collection details from your respective school or MoE. ▪ The details of collection ie. venue, time, and date will be included together in the notification.
7.	<p>I have received my SIM. How do I register?</p>	<ul style="list-style-type: none"> ▪ The SIM registration for this package is simple. ▪ Please download the mobile@unifi app via Google Play Store or Apple App Store and perform the self-registration by following below steps / instruction: <ol style="list-style-type: none"> i. Launch your mobile@unifi app and select option 'I already have a SIM' ii. Complete registration with personal details iii. Choose your preferred number iv. Scan your ID/NRIC v. Scan your SIM card serial number
8.	<p>Is there any document that I need to prepare or provide for the self-</p>	<ul style="list-style-type: none"> ▪ You will need to prepare and provide your valid ID/NRIC <p><i>Note: This is the standard industry practice for prepaid mobile service. A valid NRIC/passport is necessary for the process of verification.</i></p>

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	<p>registration process?</p>	
9.	<p>How do I activate my SIM?</p>	<ul style="list-style-type: none"> ▪ Just insert the SIM card into your mobile phone or device and make your first call, SMS, or data usage (e.g. activities such as outgoing calls, SMS or browsing internet). ▪ You will receive an SMS upon successful activation.
10.	<p>Will the 2GB LTE data, 50MB LTE/3G data, 10 mins voice calls and 10 SMS be renewed each month?</p>	<ul style="list-style-type: none"> ▪ Unfortunately, it is not renewable as it is a one-time reward for new subscribers. ▪ However, if you need more internet data or calls, you can simply purchase the add-ons via our mobile@unifi app. Just make sure that you have sufficient balance in your account.
11.	<p>How about the monthly 15GB LTE data? Will it be renewed?</p>	<ul style="list-style-type: none"> ▪ Yes. The 15GB LTE data will be automatically renewed every month for 12 months.
12.	<p>When will I receive the 15GB LTE data for the following month?</p>	<ul style="list-style-type: none"> ▪ You will receive your 15GB LTE data from 1st to 5th of the calendar month for 12 months, provided your account is still active.
13.	<p>Do I need to reload my account to stay active?</p>	<ul style="list-style-type: none"> ▪ Not necessarily, you may enjoy your 15GB LTE data for the period of 30 days. ▪ However, you can also reload your account to buy other data plan as long as you have a sufficient credit balance. ▪ For reload channel and how to reload, please click here
14.	<p>Does the 15GB LTE data comes with validity?</p>	<ul style="list-style-type: none"> ▪ Yes, the 15GB LTE data comes with 30 days validity.
15.	<p>I just got my 15GB last week, now I'm getting another</p>	<ul style="list-style-type: none"> ▪ It will not be forfeited. Priority of passes will be utilised according to the validity. In this case, you will be consuming

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	15GB, will my earlier quota be forfeited?	the first 15GB LTE quota until it expires and followed by the next quota.
16.	Can I continue to use the 15GB data in the next month?	<ul style="list-style-type: none"> ▪ You can enjoy the 15GB LTE data anytime within the period of 30 days from the date and time it is credited to your account.
17.	My SIM is already activated but the 15GB LTE data is not reflected. Why does this happen?	<ul style="list-style-type: none"> ▪ Your 15GB LTE data will be granted to you within a period of 1-5 days. In the meantime, you may use the 2GB LTE and 50MB LTE/3G data.
18.	Can I use the data pass for tethering/hotspot?	<ul style="list-style-type: none"> ▪ Yes, you are allowed to use the data pass for tethering/hotspot with no charge, as long as the data quota is still available/sufficient in your account.
19.	Who should I contact if I need any assistance or enquiries?	<ul style="list-style-type: none"> ▪ Easy, you can contact us via these channels: <ol style="list-style-type: none"> i. Mobile community page at https://community.unifi.com.my/t5/unifi-mobile/bd-p/mobile ii. Live Chat with us at https://unifi.com.my/chat/index.html iii. Twitter at @helpmeunifi