

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
#BEBAS UNIFI MOBILE PREPAID SYSTEM UPGRADE**

NO	QUESTION	ANSWER
SYSTEM UPGRADE		
1.	Can you tell me more about #BEBAS prepaid system upgrade?	<ul style="list-style-type: none"> ▪ This upgrading exercise is part of our continuous efforts to serve you better and applicable to our unifi Mobile #BEBAS prepaid customers. ▪ The upgrade will take place from 12:01 am on 21 September 2021 till 22 September 2021.
ACCOUNT NUMBER		
2.	Upon completion of the upgrading exercise, what will happen to my account number?	<ul style="list-style-type: none"> ▪ Your existing billing account number shall be replaced with a new billing account number. ▪ Your new 10-digit account number will be updated in your account profile in #BEBAS app once the system has been upgraded.
3.	What happen if I top up to the same mobile phone number?	<ul style="list-style-type: none"> ▪ You can still use the same mobile phone number for top ups as your mobile phone number will not be impacted by the system upgrade. ▪ As prepaid customers use mobile phone number for all types of transactions, you do not need to know the account number details and will not use the account number for prepaid top up or reloads.
4.	Will the SMS short codes change?	<ul style="list-style-type: none"> ▪ The SMS short code will be changed from 63001 to 66555 for mobile order confirmation, order delivery, data/voice/SMS pass purchase confirmation, pass/value added service purchase confirmation. ▪ Meanwhile, the Mobile Number Portability (MNP) port-out and port-in SMS short code will be changed from 25678 to 22009.

SYSTEM DOWNTIME and UPTIME		
5.	Can I subscribe to #BEBAS 10 package during the system upgrade?	<ul style="list-style-type: none"> ▪ We regret to inform that any starter pack registration will be disabled during the upgrading exercise i.e. starting from 12:01 a.m. on 21 September 2021 until 22 September 2021. ▪ However, you can still perform the following transactions until 2:00 p.m. on 21 September 2021: <ul style="list-style-type: none"> ○ Purchase reloads or top ups. ○ Purchase data, voice, or SMS passes. ○ Perform Pay-As-You-Use (PAYU) transactions e.g. local data, local voice, local SMS, and IDD voice/SMS ○ Purchase International Roaming (IR) data passes and Direct Carrier Billing (DCB). ○ Utilise any of your active passes (data, voice, or SMS passes)
6.	How about purchase of top up passes, reloads or top ups via self-care portal?	<ul style="list-style-type: none"> ▪ Please note that from during the migration, , you will not be able to perform reloads, top ups and purchase of voice, data and SMS passes via #BEBAS self-care portal. ▪ You will not be able to perform Pay-as-You-Use (PAYU) transactions such as local data, local voice, local SMS, IDD voice/SMS, as well as purchase of IR data passes and DCB during this period. ▪ However, you can still utilise any of your active passes (data, voice, or SMS passes) during this period.
7.	Can I still access my BEBAS mobile app after the system upgrade?	<ul style="list-style-type: none"> ▪ The current web view of #BEBAS mobile@unifi will be brought down and it will be replaced with the newly upgraded and improved version of #BEBAS mobile@unifi. On top of that, an Electronic Know Your Customer (EKYC) authentication will be introduced in the new mobile app where customers will be able to enjoy a more stable and improved browsing experience. ▪ After the system upgrade, existing customers who access the #BEBAS mobile app will be prompted with notice and they MUST download the latest mobile@unifi app from the Android Playstore, Apple Store, or Huawei App Gallery.
8.	How about the EKYC authentication during the registration?	<ul style="list-style-type: none"> ▪ Customers are required to perform the EKYC - scan your IC, face recognition and documents during the registration. ▪ They are no longer required to perform Optical Character Recognition (OCR) - scan IC at the self-care portal after receiving the SIM card from Drop-off Point (DOP) or TMpoint outlet.
TOP UP OR RELOAD CHANNEL		

<p>9.</p>	<p>Is there a change in top up or reload channels for unifi #BEBAS Mobile prepaid?</p>	<ul style="list-style-type: none"> There is a slight change to the top up and reload method. Kindly note that upon the system upgrade, top up via Pay4Me is temporarily disabled until further notice. <div style="text-align: center; margin-top: 20px;">  Debit/Credit Card  Online Banking  Pay4Me  Reload Voucher </div> <div style="text-align: center; margin-top: 20px; background-color: #cccccc; padding: 5px; border: 1px solid #ccc;"> Select your amount </div>									
<p>10.</p>	<p>What payment methods will be available?</p>	<ul style="list-style-type: none"> Below are the available prepaid top up or reloads methods: <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: #333; color: white;"> <th>Reload Name</th> <th>Reload Type</th> <th>Reload Channel</th> </tr> </thead> <tbody> <tr> <td>e-pay</td> <td>Soft pin or physical pin printed on the receipt</td> <td>Petrol Stations</td> </tr> <tr> <td>#BEBAS app self-care</td> <td>Pinless top up via credit card or debit card</td> <td>#BEBAS mobile app</td> </tr> </tbody> </table>	Reload Name	Reload Type	Reload Channel	e-pay	Soft pin or physical pin printed on the receipt	Petrol Stations	#BEBAS app self-care	Pinless top up via credit card or debit card	#BEBAS mobile app
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<p>11.</p>	<p>I noticed that my unifi Mobile #BEBAS prepaid account number had changed, can I still pay using the old account number?</p>	<ul style="list-style-type: none"> Since prepaid customers use mobile phone number for all types of transactions, you do not need to know the account number details and will not use the account number for prepaid top up or reloads. 									