

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
UNIFI MOBILE POSTPAID  
PAYMENT WITH DIRECT CARRIER BILLING**

NO	QUESTION	ANSWER
<b>QUESTIONS ON DIRECT CARRIER BILLING</b>		
1.	<b>What is Direct Carrier Billing?</b>	<ul style="list-style-type: none"> <li>▪ Direct Carrier Billing (DCB) is a simple and convenient way to pay for digital content! Instead of using a credit card, you can charge your purchases directly to your Unifi Mobile Postpaid bill. It's fast, secure, and hassle-free—just one tap, and you are good to go!</li> </ul>
2.	<b>What is Google Play Store?</b>	<ul style="list-style-type: none"> <li>▪ Google Play Store is an app store for Android devices.</li> </ul>
3.	<b>I saw “pay with Unifi Mobile” payment option in Google Play Store. What is this?</b>	<ul style="list-style-type: none"> <li>▪ It is how we are making life easier for you as you can now buy content and apps from Google Play Store with just the click of a button!</li> <li>▪ Your purchases on Google Play Store will be reflected in your Unifi Mobile bill. No debit/credit cards required.</li> </ul>
4.	<b>What kind of content can be purchased using Direct Carrier Billing?</b>	<ul style="list-style-type: none"> <li>▪ You can purchase Games, Movies, eBooks, as well as subscriptions to online magazines and in-app subscriptions.</li> </ul>
5.	<b>Who can use the Direct Carrier Billing service?</b>	<ul style="list-style-type: none"> <li>▪ This service is applicable to all Unifi Mobile Postpaid subscribers. Just be sure to perform setup prior to using the service.</li> </ul>
6.	<b>Can I make the purchase when I am using Wi-Fi connection?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you can. Just ensure that your SIM card is active and allows sending and receiving of SMS.</li> </ul>

7.	<b>Can I use Unifi Mobile billing on Google account that is set as other country?</b>	<ul style="list-style-type: none"> <li>▪ You would need to set your Google account location to Malaysia.</li> </ul>
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NO	QUESTION	ANSWER
8.	<b>If I switch from Unifi Mobile Postpaid to another mobile carrier, can I still continue paying via carrier billing?</b>	<ul style="list-style-type: none"> <li>▪ When you switch your carrier from Unifi Mobile Postpaid, you would need to go through the process of setting up carrier billing as the payment method for Google Play app purchase again.</li> <li>▪ If the carrier that you switch to has not enabled the carrier billing service, then you won't be able to set carrier billing as the payment option for Google Play.</li> </ul>
9.	<b>Who do I contact if I have questions on purchases that I have made using Direct Carrier Billing?</b>	<ul style="list-style-type: none"> <li>▪ If you had purchased the contents from the app provider, it's best to reach out to them for assistance.</li> </ul>
10.	<b>What specific terms and conditions are applicable to Direct Carrier Billing service?</b>	<p>This service is governed by the Terms and Conditions for Unifi Mobile Postpaid Direct Carrier Billing Service for Google Play found at <a href="https://unifi.com.my/mobile/postpaid/pay-with-unifi-mobile">https://unifi.com.my/mobile/postpaid/pay-with-unifi-mobile</a></p> <ul style="list-style-type: none"> <li>▪ By enabling this service on Google Play Store, you agree to the Terms and Conditions.</li> </ul>
11.	<b>Who can access my personal data?</b>	<ul style="list-style-type: none"> <li>▪ We take your privacy seriously, which is why only parties authorized by the law or individuals that you have authorized can see your data. We are protective of our members!</li> </ul>
12.	<b>Can I use Direct Carrier Billing on my Android tablet?</b>	<ul style="list-style-type: none"> <li>▪ Sure, as long as your Android tablet can receive and send SMS (SMS module enabled).</li> </ul>

13.	<b>Can I block my number from using Direct Carrier Billing?</b>	<ul style="list-style-type: none"> <li>▪ Yes, just Live Chat with us via unifi.com.my or Unifi Mobile app to request for your number to be blocked from this service.</li> </ul>
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**SETUP**

1.	<b>How do I enable Direct Carrier Billing service on Google Play?</b>	<ol style="list-style-type: none"> <li>1. Launch Google Play app on your mobile device. Go to &gt; Profile &gt; Payments &amp; subscriptions &gt; Payment methods &gt; Add Unifi Mobile billing and enable it. Your purchases will now be charged directly to your Unifi Mobile Postpaid bill.</li> </ol>
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NO	QUESTION	ANSWER
2.	<b>Do I have to setup every time I want to use this service?</b>	<ul style="list-style-type: none"> <li>▪ No, you are only required to perform the setup once.</li> </ul>
3.	<b>What is the password protection feature in Google Play?</b>	<ul style="list-style-type: none"> <li>▪ It's our way of helping you to make sure that you really want to buy whatever it is you are looking at.</li> <li>▪ The password protection feature is a security measure that helps ensure you really want to make a purchase before completing it.</li> <li>▪ To turn on the password protection :               <ol style="list-style-type: none"> <li>1. Launch Google Play app on your mobile device</li> <li>2. Go to the Account profile &gt; Settings</li> <li>3. Select "Require authentication for purchases" and choose a setting</li> <li>4. Complete the setup by following the on-screen instructions</li> </ol> </li> </ul>

<p>4.</p>	<p><b>How do I disable Direct Carrier Billing on Google Play?</b></p>	<ul style="list-style-type: none"> <li>▪ We would not recommend disabling it because you will need to fill in your details all over again.</li> <li>▪ If you really wish to disable it, here's how : <ul style="list-style-type: none"> <li>Go to &gt; Profile &gt; Payments &amp; subscriptions &gt; Payment methods &gt; More payment settings &gt; Remove Unifi Mobile &gt; Confirm Remove, and you are all set!</li> </ul> </li> </ul>
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**PAYMENT / PURCHASE**

<p>1.</p>	<p><b>How much is my purchase limit?</b></p>	<ul style="list-style-type: none"> <li>▪ Your default and maximum purchase limit is RM250 per month for all Unifi Mobile Postpaid plans. This amount is included as part of your Unifi Mobile Postpaid line credit limit.</li> </ul>
<p>2.</p>	<p><b>Can I start to use Direct Carrier Billing service upon SIM activation?</b></p>	<ul style="list-style-type: none"> <li>▪ You can start using the service 120 days <u>after</u> your SIM is activated.</li> </ul>
<p>3.</p>	<p><b>What should I do if Google Play shows that my purchases have exceeded the transaction limit?</b></p>	<ul style="list-style-type: none"> <li>▪ You may face this issue if you perform a single transaction amount which exceeds RM250.</li> <li>▪ Refer below steps to <u>remove</u> at Google Play: <ol style="list-style-type: none"> <li>1. Launch Google Play on your mobile device.</li> <li>2. Go to &gt; Account profile &gt; Payment methods &gt; More payment settings</li> <li>3. If asked, sign-in to <a href="https://payments.google.com/gp/w/home/paymentmethods">pay.google.com</a> <a href="https://payments.google.com/gp/w/home/paymentmethods">https://payments.google.com/gp/w/home/paymentmethods</a></li> <li>4. Under the payment method you want to remove, tap Remove &gt; Remove</li> <li>5. The payment method will be removed from your Google account.</li> </ol> </li> </ul>

NO	QUESTION	ANSWER
4.	<b>Can I use an alternative payment method once I enable Direct Carrier Billing?</b>	<ul style="list-style-type: none"> <li>Yes, in addition to Direct Carrier Billing via Unifi Mobile Postpaid, you can select other payment method of your choice when making purchases.</li> </ul>
5.	<b>Can I purchase apps using other currencies via Direct Carrier Billing?</b>	<ul style="list-style-type: none"> <li>No, all apps and in-app purchases via Direct Carrier Billing should be made in Ringgit Malaysia (RM) only.</li> </ul>
6.	<b>How are purchases charged on Google Play?</b>	<ul style="list-style-type: none"> <li>If you choose Unifi Mobile as your payment method, your purchases will be added to your Unifi Mobile bill and charged in your next billing cycle.</li> </ul>
7.	<b>Can I pay using Direct Carrier Billing while roaming?</b>	<ul style="list-style-type: none"> <li>Yes, however, do take note that roaming charges will apply.</li> </ul>
8.	<b>Are the purchases made in Google Play subject to Service Tax (ST)?</b>	<ul style="list-style-type: none"> <li>The purchases in Google Play via Direct Carrier Billing is not subjected to ST.</li> </ul>
9.	<b>Are the purchases made in Google Play subject to Digital Service Tax (DST)?</b>	<ul style="list-style-type: none"> <li>With the implementation of DST in Malaysia effective 1 March 2024, the price displayed on Google Play will be inclusive of 8% DST.</li> </ul>

NO	QUESTION	ANSWER
10.	<b>How would DST be applied to my purchases made in Google Play and my bill?</b>	<ul style="list-style-type: none"> <li>Your Unifi Mobile postpaid bill will be charged as per price displayed on Google Play inclusive of 8% DST.</li> </ul>

11.	<b>Other than Unifi Mobile Postpaid bill, will I receive an invoice or receipt for each purchase from Google Play?</b>	<ul style="list-style-type: none"> <li>▪ You will receive an invoice/receipt from Google sent to your registered email account used on your mobile device at the time of purchase.</li> <li>▪ The receipt will display the transaction details such as item description, date of transaction, support contacts and price breakdown.</li> </ul>
12.	<b>I changed my SIM, and Direct Carrier Billing is not showing. What should I do?</b>	<ul style="list-style-type: none"> <li>▪ If you had changed to another mobile carrier, you will not be able to use Direct Carrier Billing service from Unifi Mobile.</li> <li>▪ You can only use the service if you are using a SIM from Unifi Mobile Postpaid.</li> <li>▪ If you have switched to a new Unifi Mobile SIM, you can still use the service.</li> </ul> <p><b><i>*Note: Replacing a SIM will initiate the verification and provisioning process. Please ensure that your device is connected to mobile network and not Wi-Fi for data access.</i></b></p>
13.	<b>How do I enable Direct Carrier Billing service if I have changed my number / SIM?</b>	<ul style="list-style-type: none"> <li>▪ If you had changed your SIM or number, you will need to ensure that your device is provisioned to use this service.</li> <li>▪ Please connect your device to mobile network for data access instead of Wi-Fi for the mobile service verification and provisioning to be completed.</li> </ul>

## REFUNDS

1.	<b>Can I request a refund for an app I purchased?</b>	<ul style="list-style-type: none"> <li>▪ Yes! You have a 48-hour cooling-off period to request a refund. After that, refund requests depend on where you made the purchase:</li> <li>▪ Google Play Store purchases – You will need to request a refund directly from Google Play.</li> <li>▪ Direct merchant purchases – You will need to contact the merchant for their refund policy.</li> <li>▪ If you are unsure, check the refund options in the Google Play app or reach out to the merchant for assistance.</li> </ul>
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2.	<b>Can I request refund my in- app purchases?</b>	<ul style="list-style-type: none"> <li>▪ No, Google’s refund policy doesn’t allow for refunds of in-app purchase through the Play store. However, you may contact the app provider directly to request for a refund.</li> </ul> <p><i>*Note: Subject to validation &amp; approval by the App provider</i></p>
3.	<b>How do I know when I get my refund?</b>	<ul style="list-style-type: none"> <li>▪ You will receive the refund notification via email from Google and it will be displayed in the next Unifi Mobile Postpaid billing cycle.</li> </ul>
5.	<b>How long does it take to get my full refund?</b>	<ul style="list-style-type: none"> <li>▪ You will be refunded in the next billing cycle upon approval by Google or the app provider.</li> </ul>
4.	<b>Do I have to pay to re-download the app that I have purchased?</b>	<ul style="list-style-type: none"> <li>▪ No, just download it from the Play store with the same Gmail account that you have used to purchase the app. This applies when you switch off your devices as well.</li> </ul>
<b>SERVICE ACCESS</b>		
1.	<b>Do I need a Unifi Mobile Postpaid mobile data connection to purchase content on Google Play Store?</b>	<ul style="list-style-type: none"> <li>▪ During the initial setup of Direct Carrier Billing Service for digital content purchase, you will need to be logged on to Unifi Mobile Postpaid 4G/5G network.</li> <li>▪ Once the setup is successfully completed, you may download the app over Wi-Fi connection or Unifi Mobile Postpaid 4G/5G network.</li> </ul>
2.	<b>Is it possible to purchase content and charge it to my Unifi Mobile bill when roaming?</b>	<ul style="list-style-type: none"> <li>▪ You can only purchase content on a roaming network if you have already setup Direct Carrier Billing service on your mobile service in your Unifi Mobile Postpaid 4G/5G network.</li> <li>▪ Yes, the charges will appear in Unifi Mobile Postpaid bill.</li> </ul>
3.	<b>Can I make purchases via PC/iOS or Mac?</b>	<ul style="list-style-type: none"> <li>▪ Yes! Direct Carrier Billing is available for purchases made from Android devices, PC, and Mac (using Safari or Google Chrome). However, iOS is not supported at this moment.</li> </ul>
4.	<b>Who should I contact if I need any assistance or service inquiry?</b>	<ul style="list-style-type: none"> <li>▪ For further assistance, feel free to reach out to our Care Crew.</li> </ul>