

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
UNIFI MOBILE POSTPAID SYSTEM UPGRADE  
BILL AND PAYMENT**

NO	QUESTION	ANSWER
<b>NEW ACCOUNT NUMBER</b>		
1.	<b>Upon completion of the upgrading exercise, what will happen to my account number?</b>	<ul style="list-style-type: none"> <li>▪ Your existing billing account number will be replaced with a new billing account number.</li> </ul>
2.	<b>How do I know my new account number?</b>	<ul style="list-style-type: none"> <li>▪ Your new 10-digit account number will be updated in your account profile in unifi portal or myunifi app upon the system upgrade.</li> <li>▪ If you are currently not a registered myunifi app user, we strongly encourage you to register at <a href="http://www.unifi.com.my">www.unifi.com.my</a> or download myunifi app from Playstore (Android) / Appstore (iOS) / Huawei AppGallery.</li> <li>▪ In addition, the new 10-digit account number will also appear in your next bill which you will receive in October 2021.</li> </ul>
3.	<b>What happen if I make payment to my old account number?</b>	<ul style="list-style-type: none"> <li>▪ You can still make payment with the old account number for the next three (3) months from the system upgrade date.</li> </ul>
4.	<b>Will the SMS short codes change?</b>	<ul style="list-style-type: none"> <li>▪ The SMS short code will be changed from 63001 to 66555 for mobile order confirmation, order delivery, close order, bill payment notice, data/voice/SMS pass purchase confirmation, and pass/value added service purchase confirmation.</li> <li>▪ Meanwhile, the Mobile Number Portability (MNP) port-out and port-in SMS short code will be changed from 25678 to 22009.</li> </ul>
5.	<b>Is there any changes to my billing period?</b>	<ul style="list-style-type: none"> <li>▪ Your billing period will remain the same. However, registration for new line will be subjected to nearest billing period.</li> </ul>

**PAYMENT CHANNEL**

6.	<p><b>Can I make mobile bill payment during the system upgrading?</b></p>	<ul style="list-style-type: none"> <li>▪ We regret to inform that the following payment channels listed below will not be available during the following period:</li> </ul> <table border="1" data-bbox="453 385 1390 640"> <thead> <tr> <th align="center">Payment Channels</th> <th align="center">Downtime</th> </tr> </thead> <tbody> <tr> <td align="center">Pos Malaysia</td> <td align="center">20 Sept 2021, 11.59pm</td> </tr> <tr> <td align="center">CIMB EA-PayNow</td> <td align="center">Permanently disabled starting from 20 Sept 2021, 11.59pm</td> </tr> <tr> <td align="center">Others</td> <td align="center">21 Sept 2021, 2.00pm</td> </tr> </tbody> </table>	Payment Channels	Downtime	Pos Malaysia	20 Sept 2021, 11.59pm	CIMB EA-PayNow	Permanently disabled starting from 20 Sept 2021, 11.59pm	Others	21 Sept 2021, 2.00pm
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7.	<p><b>Why is there a change in bill payment channel for unifi Mobile postpaid?</b></p>	<ul style="list-style-type: none"> <li>▪ We have streamlined the payment channels to serve both unifi Home and unifi Mobile customers. Effective 22 September 2021, unifi Mobile customers can make their bill payments via the same channels as unifi Home.</li> </ul>								
8.	<p><b>I am currently subscribed to both unifi Home and unifi Mobile services, can I make a single bill payment or do I still need to make separate bill payment for each of the services?</b></p>	<ul style="list-style-type: none"> <li>▪ It depends on the number of accounts you have, based on the scenario as below:             <ul style="list-style-type: none"> <li>➤ If you have separate accounts for unifi Home and unifi Mobile services, the bill payment must be made to each of the designated account number for the respective services.</li> <li>➤ If you have one (1) account number for both unifi Home and unifi Mobile services and you receive one single bill for both of the services, you can make a single payment to the assigned account number.</li> </ul> </li> </ul>								
9.	<p><b>I noticed that my unifi Mobile postpaid account number had changed, can I still pay using the old account number?</b></p>	<ul style="list-style-type: none"> <li>▪ We strongly recommend you to use the new account number starting from 22 September 2021 onwards to make any payment transaction.</li> <li>▪ However, your old account number (which has 9 digit numbers) can still accept payment transactions until 31 December 2021.</li> </ul>								
10.	<p><b>How do I know my new 10-digit account number for</b></p>	<ul style="list-style-type: none"> <li>▪ Your new 10-digit account number will be updated in your account profile in unifi portal or myunifi app upon the system upgrade.</li> </ul>								

	<p><b>bill payment purpose since my latest bill which I received in early September 2021 was with the old 9-digit account number?</b></p>	<ul style="list-style-type: none"> <li>If you are currently not a registered unifi portal or myunifi app user, we strongly recommend you to register at <a href="http://www.unifi.com.my">www.unifi.com.my</a> or download myunifi app from Playstore (Android) / Appstore (iOS) / Huawei AppGallery.</li> <li>In addition, the new 10-digit account number will also appear in your next bill which you will receive in October 2021.</li> </ul>																																											
<p>11.</p>	<p><b>Where can I pay my bills after 22 September 2021?</b></p>	<ul style="list-style-type: none"> <li>You can pay for both unifi Home or unifi Mobile services via the below channels:</li> </ul> <table border="1" data-bbox="384 763 1469 2036"> <thead> <tr> <th colspan="2" style="background-color: black; color: white;">Online</th> </tr> </thead> <tbody> <tr> <td>1. <a href="http://www.unifi.com.my">www.unifi.com.my</a></td> <td>Current/Saving Account, Debit/Credit Card</td> </tr> <tr> <td>2. myunifi app</td> <td>Current/Saving Account, Debit/Credit Card</td> </tr> <tr> <td>3. JomPAY via internet banking</td> <td>Ref – 1: Account number Biller Code: 8888 (unifi Home and unifi Mobile) <a href="#">Biller Code: 2345 (Streamyx and telephony)</a> <a href="http://www.JomPAY.com.my">Visit www.JomPAY.com.my</a></td> </tr> <tr> <th colspan="2" style="background-color: black; color: white;">Autopay</th> </tr> <tr> <td>1. <a href="http://www.unifi.com.my">www.unifi.com.my</a></td> <td rowspan="2">Debit or Credit Card (Visa and MasterCard)</td> </tr> <tr> <td>2. myunifi app</td> </tr> <tr> <th colspan="2" style="background-color: black; color: white;">E-Wallet</th> </tr> <tr> <td>1. Boost App</td> <td><a href="#">eWallet credit (visit <a href="http://www.myboost.com.my">www.myboost.com.my</a>)</a></td> </tr> <tr> <td>2. Touch 'n Go App</td> <td><a href="#">eWallet credit (visit <a href="http://www.tngdigital.com.my/">www.tngdigital.com.my/</a>)</a></td> </tr> <tr> <td>3. Shopee</td> <td><a href="#">eWallet credit (visit <a href="https://shopee.com.my">https://shopee.com.my</a>)</a></td> </tr> <tr> <td>4. BigPay</td> <td><a href="#">eWallet credit (visit <a href="https://www.bigpayme.com/">https://www.bigpayme.com/</a>)</a></td> </tr> <tr> <td>5. Lazada</td> <td><a href="#">eWallet credit (visit <a href="https://www.lazada.com.my/">https://www.lazada.com.my/</a>)</a></td> </tr> <tr> <th colspan="2" style="background-color: black; color: white;">Counter</th> </tr> <tr> <td>TM Authorised Dealer (TAD)</td> <td><a href="#">Cash, Debit/Credit Card or Cheque (view location)</a></td> </tr> <tr> <td>1. POS Malaysia</td> <td><a href="#">Cash (View location)</a></td> </tr> <tr> <td>2. Ejen Bank Berdaftar BSN (EBB)</td> <td><a href="#">Cash (view location)</a></td> </tr> <tr> <td>3. Epay</td> <td><a href="#">Cash (view location)</a></td> </tr> <tr> <td>4. ONEPAY (M1)</td> <td><a href="#">Cash (view location)</a></td> </tr> <tr> <td>5. 7-Eleven</td> <td><a href="#">Cash (view location)</a></td> </tr> <tr> <td>6. 99 Speedmart</td> <td><a href="#">Cash (view location)</a></td> </tr> <tr> <td>7. KK Mart</td> <td><a href="#">Cash (view location - KL)</a></td> </tr> </tbody> </table>	Online		1. <a href="http://www.unifi.com.my">www.unifi.com.my</a>	Current/Saving Account, Debit/Credit Card	2. myunifi app	Current/Saving Account, Debit/Credit Card	3. JomPAY via internet banking	Ref – 1: Account number Biller Code: 8888 (unifi Home and unifi Mobile) <a href="#">Biller Code: 2345 (Streamyx and telephony)</a> <a href="http://www.JomPAY.com.my">Visit www.JomPAY.com.my</a>	Autopay		1. <a href="http://www.unifi.com.my">www.unifi.com.my</a>	Debit or Credit Card (Visa and MasterCard)	2. myunifi app	E-Wallet		1. Boost App	<a href="#">eWallet credit (visit <a href="http://www.myboost.com.my">www.myboost.com.my</a>)</a>	2. Touch 'n Go App	<a href="#">eWallet credit (visit <a href="http://www.tngdigital.com.my/">www.tngdigital.com.my/</a>)</a>	3. Shopee	<a href="#">eWallet credit (visit <a href="https://shopee.com.my">https://shopee.com.my</a>)</a>	4. BigPay	<a href="#">eWallet credit (visit <a href="https://www.bigpayme.com/">https://www.bigpayme.com/</a>)</a>	5. Lazada	<a href="#">eWallet credit (visit <a href="https://www.lazada.com.my/">https://www.lazada.com.my/</a>)</a>	Counter		TM Authorised Dealer (TAD)	<a href="#">Cash, Debit/Credit Card or Cheque (view location)</a>	1. POS Malaysia	<a href="#">Cash (View location)</a>	2. Ejen Bank Berdaftar BSN (EBB)	<a href="#">Cash (view location)</a>	3. Epay	<a href="#">Cash (view location)</a>	4. ONEPAY (M1)	<a href="#">Cash (view location)</a>	5. 7-Eleven	<a href="#">Cash (view location)</a>	6. 99 Speedmart	<a href="#">Cash (view location)</a>	7. KK Mart	<a href="#">Cash (view location - KL)</a>
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12.	<b>What is the biller name that I should choose when I make bill payment for unifi Mobile postpaid via e-Wallet Partner and TMpoint kiosk?</b>	<ul style="list-style-type: none"> <li>▪ Please select biller name “unifi” when making a payment.</li> </ul>														
13.	<b>What is the biller code that I should enter when I make bill payment for unifi Mobile postpaid via JomPAY?</b>	<ul style="list-style-type: none"> <li>▪ Effective 22 September 2021, unifi Mobile customers need to select biller code “8888” when making payment via JomPAY.</li> <li>▪ If you wish to make bill payment via JomPAY from your preferred internet banking, please follow the steps below (<i>Disclaimer: The steps described below may differ for each bank</i>): <ul style="list-style-type: none"> <li>➢ Login to your internet banking portal</li> <li>➢ Click on Pay &amp; Transfer</li> <li>➢ Click on Make a one-off payment</li> <li>➢ Click on Pay from and choose your options</li> <li>➢ Click and select JomPAY</li> <li>➢ Enter the Biller Code: 8888</li> </ul> </li> </ul>														

		<ul style="list-style-type: none"> <li>➤ Key in your mobile new 10-digit account number</li> <li>➤ Enter the bill amount to be paid</li> </ul>
14.	<p><b>I have already saved JomPAY biller code 3608 as favourite in my internet banking for unifi Mobile bill payment. What do I do after this system upgrade/ changes?</b></p>	<ul style="list-style-type: none"> <li>▪ Kindly login to your internet banking portal and remove or delete this option from your list of favourite transfer.</li> <li>▪ You may add a new favourite with biller code 8888 and the Ref-1 is your new 10-digit account number for your future unifi Mobile postpaid bill payments.</li> </ul>
15.	<p><b>What happen if I accidentally pay to JomPAY biller code 3608?</b></p>	<ul style="list-style-type: none"> <li>▪ Your payment will still be accepted and will be updated to your unifi Mobile postpaid account. However, JomPAY biller code 3608 and the 9-digit account number will only be valid till 31 December 2021 only.</li> <li>▪ We strongly encourage you to pay via biller code 8888 with the new 10-digit account number starting from 22 September 2021 onwards to avoid any unexpected delay in updating the payment into your account.</li> </ul>
16.	<p><b>I have already saved my current 9-digit account number as favourite under 'My Bill' page in Boost E-Wallet app. What will happen to this favourite upon system upgrade/ change?</b></p>	<ul style="list-style-type: none"> <li>▪ We are sorry to inform that upon the system upgrade, unifi Mobile postpaid bill payment saved under Favourite or 'My Bill' will be removed.</li> <li>▪ However, you will be able to save your unifi Mobile postpaid account under 'My Bill' upon the system upgrade. Just remember to select 'unifi' under 'Postpaid &amp; Broadband' biller category for your bill payment via Boost upon system upgrade.</li> </ul>
17.	<p><b>Can I still make payment in CIMB-online, ATM and cash deposit machine after 22</b></p>	<ul style="list-style-type: none"> <li>▪ We regret to inform that effective 22 September 2021, unifi Mobile postpaid will no longer support payment through CIMB. Do check out our new payment channels and choose your preferred channel.</li> </ul>

	<b>September 2021?</b>	
18.	<b>Which payment channel will be closed after 22 September 2021?</b>	<ul style="list-style-type: none"> <li>Both CIMB and EA-PayNow Dealer outlets will no longer accept unifi Mobile postpaid bill payment. Do check out our new payment channels.</li> </ul>
19.	<b>Currently my line has been barred, will I be able to activate back the line during the system upgrade?</b>	<ul style="list-style-type: none"> <li>Please note that you will not be able to request for temporary unbarring of lines between 17 September 2021 until 22 September 2021 due to the system upgrading. Fret not, your line shall be unbarred automatically once you had make the necessary payment.</li> </ul>

#### AUTOPAY

20.	<b>Why can't I sign up or subscribe for Autopay service between 22 September 2021 until 18 October 2021?</b>	<ul style="list-style-type: none"> <li>Due to the system upgrade, we are unable to accept any new sign up or new subscription for Autopay service from 21 September till 18 October 2021</li> </ul>
21.	<b>What about existing Autopay customers, can I modify or terminate Autopay via unifi portal and myunifi app during the same period?</b>	<ul style="list-style-type: none"> <li>We're sorry that Autopay modification and termination will be temporarily unavailable from system upgrade date until 18 October 2021.</li> </ul>
22.	<b>My card has already been terminated, what will happen if I cannot modify until 18 October 2021?</b>	<ul style="list-style-type: none"> <li>Your Autopay deduction prior to 18 October 2021 will be rejected by your card issuer due to invalid card.</li> <li>Therefore, you are advised to make bill payment via our other available channels.</li> </ul>
23.	<b>My card has already</b>	<ul style="list-style-type: none"> <li>Card modification is not required as Autopay deduction will not be affected by card expiry date.</li> </ul>

	expired, what will happen if I cannot modify until 18 October 2021?	
24.	I would like to terminate my Autopay, can I do so before 18 October 2021?	<ul style="list-style-type: none"> <li>We're sorry that Autopay termination can only be done after 18 October 2021.</li> </ul>
25.	I signed up to Autopay prior to your system upgrade on 21 September 2021, do I need to re-subscribe to Autopay?	<ul style="list-style-type: none"> <li>Don't worry, your Autopay will not be impacted. Your Autopay service and monthly deduction via your preferred bank account/credit card will continue as per usual.</li> </ul>

**CHANGE OF PACKAGE NAME**

26.	Are there any changes to my packages upon the completion of the upgrading exercise?	<ul style="list-style-type: none"> <li>Yes, there will be changes to some of the plan names for unifi Mobile postpaid plans. Below are the plans which will have a new plan name post the system upgrade. However, the rate plan tariff and product offerings remain the same.</li> </ul> <table border="1" data-bbox="424 1171 1458 1888"> <thead> <tr> <th>Existing Plan</th> <th>New Plan name in Bill starting October 2021</th> </tr> </thead> <tbody> <tr> <td>Plan name with SE</td> <td>Plan name without SE. Example: unifi Mobile 39 SE to unifi Mobile 39 (Except for unifi Air plan)</td> </tr> <tr> <td>Webe Staff</td> <td>TM Staff</td> </tr> <tr> <td>unifi MobileBiz 79 / 79 SE unifi Mobile 79 / 79 SE unlimited</td> <td>unifi MobileBiz 99 unifi Mobile 99 / unifi Mobile eBiz Pack</td> </tr> <tr> <td>Mobile (Jasa Pack)</td> <td>unifi Mobile Jasa Pack unifi Mobile Student Pack unifi Mobile Executive Pack SME unifi Mobile Executive Pack MeB unifi Mobile Executive Pack Enterprise unifi Mobile Senior Citizen Pack unifi Mobile Special Care Pack unifi Mobile Family Pack unifi Mobile TryMe Promo</td> </tr> </tbody> </table>	Existing Plan	New Plan name in Bill starting October 2021	Plan name with SE	Plan name without SE. Example: unifi Mobile 39 SE to unifi Mobile 39 (Except for unifi Air plan)	Webe Staff	TM Staff	unifi MobileBiz 79 / 79 SE unifi Mobile 79 / 79 SE unlimited	unifi MobileBiz 99 unifi Mobile 99 / unifi Mobile eBiz Pack	Mobile (Jasa Pack)	unifi Mobile Jasa Pack unifi Mobile Student Pack unifi Mobile Executive Pack SME unifi Mobile Executive Pack MeB unifi Mobile Executive Pack Enterprise unifi Mobile Senior Citizen Pack unifi Mobile Special Care Pack unifi Mobile Family Pack unifi Mobile TryMe Promo
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27.	Are there any changes to my current	<ul style="list-style-type: none"> <li>There will be no change to your current price and features. Only the plan name will change to a new name and there will be no additional charge.</li> </ul>										

	price and features?	BILL PRESENTMENT																																									
28.	Will I get my bill as usual	<ul style="list-style-type: none"> <li>Yes, you still get your billing as usual. However, starting 1<sup>st</sup> October 2021, you will received your unifi Mobile bill from <a href="mailto:tmbilling@tm.com.my">tmbilling@tm.com.my</a>.</li> <li>You will no longer receive your unifi mobile bills from <a href="mailto:noreply@unifi.com.my">noreply@unifi.com.my</a> after system upgrade.</li> </ul>																																									
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Is there any changes to my bill presentment upon system upgrade?	<ul style="list-style-type: none"> <li>Yes, there would be some changes to your October 2021 bill presentment.</li> <li>To understand the new bill, please refer to the “How to read your new bill”.</li> </ul>	<table border="1"> <thead> <tr> <th data-bbox="384 633 951 672">Current Bill</th> <th data-bbox="951 633 1505 672">October Bill 2021 onwards</th> </tr> </thead> <tbody> <tr> <td data-bbox="384 672 951 1657"> <div data-bbox="414 672 925 1254"> <p><b>invoice</b></p> <p>hello Nur 'Adilah Binti Abd Aziz :)</p> <p>Level 19 North, Menara Tm Jalan Pantai Baharu 50952 Kuala Lumpur Kuala Lumpur Malaysia</p> <p>Account No. 204088361 Bill No. 2109097882 Bill Date 01/08/2021 Billing Period 01/07/2021 - 31/07/2021 Deposit RM 0.00 Credit Limit RM 500.00</p> <p>Total Amount <b>RM 65.25</b></p> <p>Bill Code: 3028 Ref: S_204088361</p> <p>previous charges</p> <table border="1"> <tr><td>Previous Balance</td><td>RM 62.55</td></tr> <tr><td>Payment received-MOBILEAPPS</td><td>RM 62.55</td></tr> <tr><td>Adjustment</td><td>RM 0.00</td></tr> <tr><td><b>Total Previous Charges</b></td><td><b>RM 0.00</b></td></tr> </table> <p>current charges</p> <table border="1"> <tr><td>Total General Charges</td><td>RM 0.00</td></tr> <tr><td>Line 1 Charges (J10 389 922)</td><td>RM 61.55</td></tr> <tr><td>Total Amount Excluding Service Tax</td><td>RM 61.55</td></tr> <tr><td>Service Tax</td><td>RM 3.70</td></tr> <tr><td><b>Total Current Charges due on 22/08/2021</b></td><td><b>RM 65.25</b></td></tr> <tr><td>Total Previous Charges</td><td>RM 0.00</td></tr> <tr><td>Rounding Adjustment</td><td>RM 0.00</td></tr> <tr><td><b>Total Amount</b></td><td><b>RM 65.25</b></td></tr> </table> <p>announcements: Enjoy hassle-free bill payment with Auto Pay. 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### previous transactions

Description	Date	Amount (RM)
Payment received @unifi-FPK.m2u	01/07/2021	RM 62.55
<b>Total Payment Received</b>		<b>RM 62.55</b>

### details of charges breakdown

Line 1 [013 : 221] Charges Breakdown

Description	Charges (RM)	Discounts (RM)	Tax Code	Amount (RM)
trnsfr				
- [Advance] 01/08/2021 - 31/08/2021	58.00		ST	58.00
10GB LTE hotspot				
- [Date] 01/08/2021 - 01/08/2021	40.00	[40.00]	ST	0.00
LOCAL SMS	0.30		ST	0.30
SPECIAL NUMBER	2.25		ST	2.25
<b>Total Line 1 [013 393 9221] Charges</b>				<b>RM 61.55</b>

### itemis... bill

Line 1 [013 393 9221] Usage Breakdown

Date	Time	Number Called	Duration	Amount (RM)
01/07/2021	11:11:18	+6019 381 1932	00:02:01	0.00
01/07/2021	14:43:14	+6019 875 7785	00:01:18	0.00
01/07/2021	17:39:43	+6017 305 5049	00:01:01	0.00
01/07/2021	23:25:14	+6016 335 8500	00:00:11	0.00
02/07/2021	12:28:31	+6019 342 1872	00:10:18	0.00
02/07/2021	15:36:25	+6019 266 3548	00:00:48	0.00
02/07/2021	17:17:18	+6017 302 5285	00:02:06	0.00
02/07/2021	17:19:41	+6012 508 7090	00:03:55	0.00
02/07/2021	17:23:59	+6012 251 7521	00:02:21	0.00
02/07/2021	17:27:00	+6019 398 9985	00:00:12	0.00

Date	Time	Number Called	Duration	Amount (RM)
18/07/2021	17:26:47	1300 13 1313	00:03:52	0.60
18/07/2021	17:53:31	1300 13 1313	00:04:02	0.75
18/07/2021	18:09:59	1300 13 1313	00:05:25	0.90
<b>Total Special Number Charges</b>				<b>RM 2.25</b>

### YOUR DETAILED CHARGES

Account No: U23456789 Bill Date: 01 June 2021

#### Remaining balance from previous month

Description	Date	Gross (RM)	Tax (RM)	Amount (RM)
<b>Previous Balance</b>		-	-	0.00
<b>Payment</b>				
FPK B2C	18/05/2021	-	-	-100.00
<b>Sub Total:</b>				<b>-100.00</b>
<b>Total:</b>				<b>RM100.00</b>

#### This month's charges

##### Summary Charges

Description	Gross (RM)	Discount (RM)	Amount (RM)
Monthly Charges	223.71	-109.03	114.68
Usage Charges	0.00	0.00	0.00
Other Charges	0.00	0.00	0.00
<b>Total:</b>			<b>RM114.68</b>

##### unifi Mobile 99

Description	Start Date	End Date	Gross (RM)	Discount (RM)	Amount (RM)
<b>01112345678</b>					
unifi Mobile 99	18/05/2021	31/05/2021	44.71	0.00	44.71
10GB LTE hotspot	18/05/2021	31/05/2021	40.00	-40.00	0.00
unifi Mobile 99	01/06/2021	30/06/2021	99.00	0.00	99.00
10GB LTE hotspot	01/06/2021	30/06/2021	40.00	-40.00	0.00
Promotion Discount 20	-	-	0.00	-9.03	-9.03

##### USAGE/PURCHASE HISTORY

Account No: XXXXXXXXXX

013 : 221	Usage	Amount (RM)
National Calls		RM0.00
Special Number		RM2.25
Local SMS		RM0.30

##### Details on call usage

###### National Calls

Date	Time	Called To	Location	Duration	Gross (RM)	Discount (RM)	Amount (RM)
01/07/2021	11:11:18	+6019 381 1932		00:02:01	0.00		0.00
01/07/2021	14:43:14	+6019 875 7785		00:01:18	0.00		0.00
01/07/2021	17:39:43	+6017 305 5049		00:01:01	0.00		0.00
01/07/2021	23:25:14	+6016 335 8500		00:00:11	0.00		0.00
02/07/2021	12:28:31	+6019 342 1872		00:10:18	0.00		0.00
02/07/2021	15:36:25	+6019 266 3548		00:00:48	0.00		0.00
02/07/2021	17:17:18	+6017 302 5285		00:02:06	0.00		0.00
02/07/2021	17:19:41	+6012 508 7090		00:03:55	0.00		0.00
02/07/2021	17:23:59	+6012 251 7521		00:02:21	0.00		0.00
02/07/2021	17:27:00	+6019 398 9985		00:00:12	0.00		0.00
<b>Total</b>							<b>0.00</b>

###### Special Number Calls

Date	Time	Called To	Location	Duration	Gross (RM)	Discount (RM)	Amount (RM)
18/07/2021	17:26:47	1300 13 1313		00:03:52	0.60		0.60
18/07/2021	17:53:31	1300 13 1313		00:04:02	0.75		0.75
18/07/2021	18:09:59	1300 13 1313		00:05:25	0.90		0.90
<b>Total</b>							<b>2.25</b>

### SME Customer

30. Is there any changes to the current SME Bizcare portal?

Yes, starting 22<sup>nd</sup> September 2021:

- The URL for Bizcare portal has changed from <https://biz.unifi.com.my/bizcare> to <http://unifi.com.my/>
- All new and existing users need to register with a new username and password in order to access the **NEW** unifi Bizcare Portal. For further details, click [here](#).
- Function is limited to Bill View and Bill Payment only. The rest of the functions will be ready until further notice.