

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

NO	QUESTION	ANSWER
<b>SYSTEM UPGRADE</b>		
1.	<b>Can you tell me more about this unifi Mobile system upgrade?</b>	<ul style="list-style-type: none"> <li>▪ This upgrading exercise, applicable to both postpaid customers from consumer and SME segments, is part of our continuous efforts to serve you better.</li> <li>▪ The upgrade will take place from 12:01 a.m. on 21 September 2021 till 22 September 2021.</li> </ul>
2.	<b>Will there be any impact to the postpaid registration during the system upgrade?</b>	<ul style="list-style-type: none"> <li>▪ The registration for postpaid consumer and SME customers will not be available from 12:01 a.m. on 21 September 2021 till 22 September 2021.</li> <li>▪ However, you can still perform the following transactions until 2:00 p.m. on 21 September 2021: <ul style="list-style-type: none"> <li>○ Make bill payment or purchase data, voice, or SMS passes via unifi self-care portal</li> <li>○ Perform Pay-As-You-Use (PAYU) transactions e.g. local data, local voice, local SMS, and IDD voice/SMS, if applicable</li> <li>○ Auto subscribe/purchase international roaming (IR) data passes and Direct Carrier Billing (DCB), if applicable</li> <li>○ Utilise any of your active passes (data, voice, or SMS passes). <ul style="list-style-type: none"> <li>▪ For unifi Mobile Unlimited customers, you can still use your voice, data, and SMS during this period.</li> <li>▪ For mobile quota plan customers, you can still use the available voice, data, and SMS quota during this period.</li> <li>▪ For mobile broadband (unifi AIR) customers, you can still use your unlimited wireless broadband during this period.</li> </ul> </li> </ul> </li> </ul>
3.	<b>How about bill payment, data pass purchase, PAYU transactions during the system upgrade?</b>	<ul style="list-style-type: none"> <li>▪ Please note that from 2:00 p.m. on 21 September 2021 until 22 September 2021, you will not be able to perform bill payment or purchase of voice, data and SMS passes via unifi self-care portal.</li> <li>▪ You will not be able to perform 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, if applicable.</li> <li>▪ However, you can still utilise any of your active passes (data, voice, or SMS passes) during this period. <ul style="list-style-type: none"> <li>○ For unifi Mobile unlimited customers, you can still use your voice, data, and SMS during this period.</li> <li>○ For mobile quota plan customers, you can still use the available voice, data, and SMS quota during this period.</li> <li>○ For mobile broadband (unifi AIR) customers, you can still use your unlimited wireless broadband during this period.</li> </ul> </li> <li>▪ During this unifi Mobile postpaid system upgrade, customers will face some interruptions on several functionalities of unifi Rewards, as follows: <ol style="list-style-type: none"> <li>I. <b>Delay in reflecting bill rebate redemption.</b></li> </ol> </li> </ul>

		<p>Your mobile bill rebate redemption that is performed between 17 September 2021 to 21 September 2021 would only be reflected in customer's dashboard in unifi portal or myunifi app starting from 11:30 a.m., 23 September onwards.</p> <p>II. <b>Bill rebate for new mobile accounts will not be available.</b> For newly registered customers, your new mobile accounts created between 17 September 2021 - 21 September 2021 would only be reflected in the bill rebate option starting from 11:30 a.m., 23 September 2021 onwards.</p> <p>III. <b>Delay in reflecting point issuance related to timely payment</b> unifi Rewards points earned from your payment made between 17 September 2021 to 21 September 2021 would only be reflected by 24 September 2021.</p> <p>IV. <b>Stamp Card will not be reflected immediately</b> Your stamp for the completed activities performed in Stamp Station will only be reflected by 24 September 2021.</p>
4.	<b>What are the changes to my account after the upgrade?</b>	<ul style="list-style-type: none"> <li>▪ You will see changes on:             <ol style="list-style-type: none"> <li>1. Your billing account number (from 9 digits to 10 digits)</li> <li>2. Change of Plan name</li> </ol> </li> </ul>
<b>NEW ACCOUNT NUMBER</b>		
5.	<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>
6.	<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>
7.	<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>

8	<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>
9	<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>

**REGISTRATION CHANNEL**

10.	<b>Can I subscribe to a mobile package or perform any modification to my package during the system upgrading?</b>	<ul style="list-style-type: none"> <li>▪ We regret to inform that any registration of mobile line will be disabled during the upgrading exercise.</li> <li>▪</li> </ul>
11.	<b>How about bill payment and pass purchase via self-care portal?</b>	<ul style="list-style-type: none"> <li>▪ The bill payment and pass purchases via self-care portal will also be disabled.</li> </ul>
12.	<b>What are the channels available for registration after the system upgrading?</b>	<ul style="list-style-type: none"> <li>▪ Customers are still able to register through our physical touchpoints including TMpoint outlets, TMpoint Authorised Dealer (TAD), and resellers in which the current registration portal will be replaced with the new system. Digital channels such as myunifi app, unifi portal and Affiliate Portal remain as is.</li> <li>▪ Bizcare portal will also be replaced with unifi self-care portal.</li> </ul>

**PAYMENT CHANNEL**

13.	<b>Can I make mobile bill payment during the system upgrading?</b>	<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="454 293 1390 551"> <thead> <tr> <th style="background-color: black; color: white;">Payment Channels</th> <th style="background-color: black; color: white;">Downtime</th> </tr> </thead> <tbody> <tr> <td>Pos Malaysia</td> <td>20 Sept 2021, 11.59pm</td> </tr> <tr> <td>CIMB EA-PayNow</td> <td>Permanently disabled starting from 20 Sept 2021, 11.59pm</td> </tr> <tr> <td>Others</td> <td>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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Others	21 Sept 2021, 2.00pm									
14.	<b>Why is there a change in bill payment channel for unifi Mobile postpaid?</b>	<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>								
15.	<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>	<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>								
16.	<b>I noticed that my unifi Mobile postpaid account number had changed, can I still pay using the old account number?</b>	<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>								
17.	<b>How do I know my new 10-digit</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> </ul>								

<p><b>account number for 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>
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18. **Where can I pay my bills after 22 September 2021?**

- You can pay for both unifi Home or unifi Mobile services via the below channels:

<b>Online</b>	
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
	Bill Code: 8888 (unifi Home and unifi Mobile)
	<a href="#">Bill Code: 2345 (Streamyx and telephony)</a> <a href="http://www.JomPAY.com.my">Visit www.JomPAY.com.my</a>
<b>Autopay</b>	
1. <a href="http://www.unifi.com.my">www.unifi.com.my</a>	Debit or Credit Card (Visa and MasterCard)
2. myunifi app	
<b>E-Wallet</b>	
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>
<b>Counter</b>	
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>
	<a href="#">Cash (view location - Selangor)</a>
	<a href="#">Cash (view location - Other state)</a>
8. myNEWS	<a href="#">Cash (view location)</a>
<b>Kiosk and ATM</b>	
1. TMpoint	<a href="#">Cash, Debit/Credit Card or Cheque (view location)</a>
2. PayQuik	<a href="#">Cash (view location)</a>
3. JomPAY via ATM	<a href="#">Debit Card (visit <a href="http://www.JomPAY.com.my">www.JomPAY.com.my</a>)</a>

19.	<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>
20.	<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> <li>➢ Key in your mobile new 10-digit account number</li> <li>➢ Enter the bill amount to be paid</li> </ul> </li> </ul>
21.	<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>	<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>
22.	<b>What happen if I accidentally pay to JomPAY biller code 3608?</b>	<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>

23.	<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>
24.	<p><b>Can I still make payment in CIMB-online, ATM and cash deposit machine after 22 September 2021?</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>
25.	<p><b>Which payment channel will be closed after 22 September 2021?</b></p>	<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>
26.	<p><b>Currently my line has been barred, will I be able to activate back the line during the system upgrade?</b></p>	<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>



<b>AUTOPAY</b>		
27.	<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>
28.	<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> <li>▪</li> </ul>
29.	<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>
30.	<b>My card has already expired, what will happen if I cannot modify until 18 October 2021?</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>
31.	<b>I would like to terminate my Autopay, can I do so before 18 October 2021?</b>	<ul style="list-style-type: none"> <li>▪ We're sorry that Autopay termination can only be done after 18 October 2021.</li> </ul>
32.	<b>I signed up to Autopay prior to your system upgrade on</b>	<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>

	21 September 2021, do I need to re-subscribe to Autopay?											
		▪										
<b>RECONNECTION FEE</b>												
33.	<b>How much do you charge for reconnection of suspended account?</b>	<ul style="list-style-type: none"> <li>▪ Effective 22 September 2021, the reconnection fee will be reduced from RM20 to RM10.</li> <li>▪ Reconnection fee is required to reactivate any account barred due to overdue bills. It will be charged in the customer's next bill statement.</li> </ul>										
<b>CANCELLATION FEE</b>												
34.	<b>How about the charges for service cancellation?</b>	<ul style="list-style-type: none"> <li>▪ Effective 22 September 2021, the cancellation fee will be waived.</li> <li>▪ The cancellation can only be done if the delivery is being processed or delivery is not successful.</li> </ul>										
<b>CHANGE OF PACKAGE NAME</b>												
35.	<b>Are there any changes to my packages upon the completion of the upgrading exercise?</b>	<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" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Existing Plan</th> <th style="text-align: center;">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
Existing Plan	New Plan name in Bill starting October 2021											
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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											

36.	<b>Are there any changes to my current price and features?</b>	<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>
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**BILL PRESENTMENT**

37.	<b>Will I get my bill as usual</b>	<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:tbilling@tm.com.my">tbilling@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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38.	<b>Is there any changes to my bill presentment upon system upgrade?</b>	<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 <u><a href="#">“How to read your new bill”</a></u>.</li> </ul>
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Current Bill	October Bill 2021 onwards																																																																																										
<p><b>invoice</b></p> <p>hello Nur 'Adilah Binti Abd Aziz :)</p> <p>Level 19 North, Menara TM Jalan Pintas Baharu 50672 Kuala Lumpur Kuala Lumpur Malaysia</p> <p>Account No. 204088361 Bill No. 2109017862 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: 8888 Ref#: 1040389221</p> <p>204088361</p> <p><b>previous charges</b></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><b>current charges</b></p> <table border="1"> <tr><td>Total General Charges</td><td>RM 0.00</td></tr> <tr><td>Line 1 Charges [019 399 9221]</td><td>RM 61.55</td></tr> <tr><td><b>Total Amount Excluding Service Tax</b></td><td><b>RM 61.55</b></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>If you have any enquiries on the charges indicated in this bill, do contact us within 14 days of the issued date. Talk to us via <a href="#">online web form</a> or <a href="#">Live Chat</a> on self care.</p> <p>announcements Enjoy hassle-free bill payment with Auto Pay. Sign up for Auto Pay now at <a href="https://mobile.unifi.com.my/software/dashboard">https://mobile.unifi.com.my/software/dashboard</a>. Thank you.</p> <p>unifi</p> <p>web@digital.adilah@tm.com.my 20200505083617862-4 Service Tax ID: WTD-1808-32000464</p> <p>Level 4B, North Wing, Menara TM Jalan Pintas Baharu 50672 Kuala Lumpur Malaysia</p> <p>mobile.unifi.com.my</p>	Previous Balance	RM 62.55	Payment received-MOBILEAPPS	(RM 62.55)	Adjustment	RM 0.00	<b>Total Previous Charges</b>	<b>RM 0.00</b>	Total General Charges	RM 0.00	Line 1 Charges [019 399 9221]	RM 61.55	<b>Total Amount Excluding Service Tax</b>	<b>RM 61.55</b>	Service Tax	RM 3.70	<b>Total Current Charges due on 22/08/2021</b>	<b>RM 65.25</b>	Total Previous Charges	RM 0.00	Rounding Adjustment	RM 0.00	<b>Total Amount</b>	<b>RM 65.25</b>	<p><b>unifi</b></p> <p><b>BILL OVERVIEW</b></p> <p>hello Nur 'Adilah Binti Abd Aziz</p> <p>Here's a summary of your Pay-21 unifi Home bill. The charges for this month are normal.</p> <p><b>Total Amount Payable</b> <b>RM 65.25</b></p> <p>Account No: 204088361 Old Account No: 21109017862 Bill Date: <b>1 August 2021</b></p> <p>Credit Limit: RM500.00 Deposit: RM0.00</p> <p><b>MANAGE YOUR ACCOUNT EASILY WITH MYUNIFI APP</b></p> <p><b>CHARGES</b></p> <table border="1"> <tr><td>Remaining balance from previous month</td><td>RM0.00</td></tr> <tr><td>This month's charges</td><td>RM61.55</td></tr> <tr><td>Service Tax</td><td>RM3.70</td></tr> <tr><td><b>Total charges for this month - Pay before XXXXXX 2021</b></td><td><b>RM65.25</b></td></tr> <tr><td>Rounding Amount</td><td>RM0.00</td></tr> </table> <p><b>Total Amount Payable</b> <b>RM65.25</b></p> <p>Bill Code: 8888 Ref#: 1040389221</p> <p><b>PAY NOW at</b> <a href="http://www.unifi.com.my">www.unifi.com.my</a></p> <p>Nur 'Adilah Binti Abd Aziz Level 19 North, Menara TM Jalan Pintas Baharu 50672 Kuala Lumpur Kuala Lumpur Malaysia</p> <p><b>Your New unifi Bill</b> by 1 August</p> <p>unifi.com.my   @unifi   @thepreunifi   myunifiapp   Life Home Center   TM Group   Page 1 of 5</p>	Remaining balance from previous month	RM0.00	This month's charges	RM61.55	Service Tax	RM3.70	<b>Total charges for this month - Pay before XXXXXX 2021</b>	<b>RM65.25</b>	Rounding Amount	RM0.00																																																								
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**SME CUSTOMERS**

39.	<p><b>Is there any changes to the current SME Bizcare portal?</b></p>	<p>Yes, starting 22<sup>nd</sup> September 2021:</p> <ul style="list-style-type: none"> <li>The URL for Bizcare portal has changed from <a href="https://biz.unifi.com.my/bizcare">https://biz.unifi.com.my/bizcare</a> to <a href="http://unifi.com.my/">http://unifi.com.my/</a></li> <li>All new and existing users need to register with a new username and password in order to access the <b>NEW</b> unifi Bizcare Portal. For further details, click <a href="#">here</a>.</li> <li>Currently, the available functions are limited to Bill View and Bill Payment only. The rest of the functions will be ready soon.</li> </ul>
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