



CHARGING BLOCK STANDARDISATION

Dear valued customers,

Effective **7 July 2018**, the call block for TM Fixed Line will be standardised to **30 seconds per block**. This change is a standard block practice by industries in Malaysia.

Charges for calls from TM Fixed Line to TM Fixed Line:

Distance between TM Fixed Line to TM Fixed Line	Full rate (7am ~ 6.59pm)		Reduced rate (7pm ~ 6.59am)	
	OLD	NEW	OLD	NEW
Less than 50km	12sen/60seconds (50seconds/block)	6sen/30seconds	10sen/60seconds (60seconds/block)	5sen/30seconds
50km ~ 150km	30sen/60seconds (20seconds/block)	15sen/30seconds	15sen/60seconds (40seconds/block)	8sen/30seconds
More than 150km	86sen/60seconds (7seconds/block)	43sen/30seconds	43sen/60seconds (14seconds/block)	21sen/30seconds

Charges for calls from TM Fixed Line to mobile phones:

MTX area (TM Fixed Line to mobile)	Full rate (9am ~ 8.59pm)		Reduced rate (9pm ~ 8.59am)	
	OLD	NEW	OLD	NEW
Within MTX	30sen/60seconds (20seconds/block)	15sen/30seconds	20sen/60seconds (30seconds/block)	10sen/30seconds
Adjacent MTX	70sen/60seconds (8.6seconds/block)	35sen/30seconds	40sen/60seconds (15seconds/block)	20sen/30seconds
Non-adjacent MTX	70sen/60seconds (8.6seconds/block)	35sen/30seconds	40sen/60seconds (15seconds/block)	20sen/30seconds

Charges from TM Fixed Line to neighbouring countries:

	Standard Rate	
	OLD	NEW
Border area to Singapore / Brunei	30sen/60seconds (20seconds/block)	15sen/30seconds

	Full rate (7am ~ 6.59pm)		Reduced rate (7pm ~ 6.59am)	
	OLD	NEW	OLD	NEW
Rest of Peninsular Malaysia to Singapore	194sen/60seconds (3.1seconds/block)	97sen/30seconds	103sen/60seconds (5.8seconds/block)	52sen/30seconds
Sabah/Sarawak to Singapore	261sen/60seconds (2.3seconds/block)	RM1.30/30seconds	130sen/60seconds (4.6seconds/block)	65sen/30seconds
Rest of Sabah/Sarawak to Brunei	194sen/60seconds (3.1seconds/block)	97sen/30seconds	103sen/60seconds (5.8seconds/block)	52sen/30seconds

Need assistance? Reach us via live chat at unifi.com.my, Facebook ([@weareunifi](https://www.facebook.com/weareunifi) / [@unifimobile](https://www.facebook.com/unifimobile)) and Twitter ([@helpmeunifi](https://twitter.com/helpmeunifi)). For business customers, you may also contact your respective account executive for further clarification.

Thank you.