

# How to Read Your



# Bill

Hello **NORAZMEER BIN AHMAD**

Here's a summary of your Apr-24 unifi Home bill.

The charge in this bill is based on the recent change made to your service subscription. See next pages for details.

**1** Total Amount Payable  
**RM133.75**

**2** Account No: 1234567890  
Bill No: 007530619803  
Bill Date: 16 Apr 2024  
Credit Limit: RM700.00  
Deposit: RM0.00

**3** MANAGE YOUR ACCOUNT  
EASILY WITH MYUNIFI APP 

**4 CHARGES**

Remaining balance from previous month	RM-59.74
This month's charges	RM182.56
Service Tax	RM10.95
<b>Total charges for this month - Pay before 07 May 2024</b>	<b>RM193.51</b>
Rounding Amount	RM-0.02
<b>Total Amount Payable - Pay before 07 May</b>	<b>RM133.75</b>

**5**  Biller: 1234567890  
Ref.: 1018553428

**6** **PAY NOW at** [www.unifi.com.my](http://www.unifi.com.my) 

**7** NORAZMEER BIN AHMAD  
NO 1, LORONGSATU  
TAMAN INDAH,  
477777 BATU CAVES,  
SELANGOR



**8**   
Pay your bills the easy way by signing up to TM Autopay.  
Save time, so more late payments or service interruption.  
Sign up NOW at [unifi.com.my](http://unifi.com.my) or MyUnifi app.  
Don't miss it & earn more rewards.

- 1 Total amount to be paid**  
This is the total amount that you are required to pay for this bill, including tax.
- 2 Account details**  
Your account number, bill number, bill date, credit limit\* and any deposit amount you have paid (if any).  
\*Note: A credit limit refers to the amount of credit set on your bill including rental or monthly package fees and all usage under Unifi.
- 3 MyUnifi app**  
Download the MyUnifi app from the App Store, Google Play Store or Huawei AppGallery for a seamless experience in making payments and viewing bills. Simply click the MyUnifi app icon to learn more. The icon will be clickable when you view your bill on your device.
- 4 Charges summary**  
Here is a summary of all charges for this month, including tax and any remaining balance from the previous month (if any).
  - 4.1** Remaining balance from the previous month (if any).
  - 4.2** List of this month's charges.
  - 4.3** Payment due date: Make your payment before the due date to keep service uninterrupted.
- 5 JomPAY**  
Find your JomPAY information like Biller Code and reference number here.
- 6 QR code and PAY NOW link**  
You can scan the QR code using your mobile phone or click the PAY NOW link, which will direct you to the payment page. PAY NOW link will be clickable when you view your bill on your device.
- 7 Billing address**  
If you choose bill delivery by post, your bill will be sent to this address. If you subscribe to TM eBill, your bill will be sent to your registered email address.
- 8 Bill message**  
Message to highlight on your bill and payment matters.
- 9 Payment barcode**  
Use this payment barcode when you make payment over the counter or at kiosk.

# YOUR DETAILED CHARGES



Account No: 1234567890

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## Remaining balance from previous month

Description	Date	Gross (RM)	Tax (RM)	Amount (RM)
Previous Balance	-	-	-	-252.45

**Total: -RM252.45**

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## This month's charges

### unifi 500Mbps

Residential High Speed Internet  
azmeerman@iptv

11.1

Description	Start Date	End Date	Gross (RM)	Discount (RM)	Amount (RM)
unifi advance plus 500Mbps	22/05/2022	21/06/2022	229.00	-80.00	149.00

**Total: RM149.00**

### unifi TV Residential azmeerman@iptv

11.2

Description	Start Date	End Date	Gross (RM)	Discount (RM)	Amount (RM)
Aneka Plus Pack	22/05/2022	21/06/2022	30.00	0.00	30.00
Video on Demand (VOD)	-	-	50.00	0.00	50.00

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## Remaining balance from previous month

This section will shows the balance from your previous bill, latest payment transactions and any adjustments to your previous bills.

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## This month's charges

You will see all charges for this month, including the monthly subscription fee, call plan, usage, one-time charges and value-added services. Charges displayed do not include tax.

11.1

### Detail of internet charges

This section displays your Unifi login ID, internet subscription, value-added services, duration of charges, discounts **and** the total amount for your internet service. If this is your first bill or if you perform any service modifications such as upgrades or downgrades, the first month's prorated charges will also be shown here.

11.2

### Detail of Unifi TV charges

This section displays your Unifi TV login ID, Unifi TV Pack, duration of charges, discounts and the total amount for your Unifi TV service. If you add on a Unifi Plus Box, video on demand (VOD), a la carte channels, streaming apps / over-the-top (OTTs), vouchers and others, the charges will also be shown here.

# YOUR DETAILED CHARGES



Account No: 1234567890

## This month's charges - continued

11.3

### Residential Voice

03-61234567

Description	Start Date	End Date	Gross (RM)	Discount (RM)	Amount (RM)
National Calls	-	-	0.30	0.00	0.30
Mobile Calls	-	-	681.80	0.00	681.80

**Total: RM682.10**

## TOTAL this month's charges

**RM911.11**

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### Tax Summary

Description	Total Before Tax (RM)	Total Tax (RM)
Service Tax - ST	911.11	54.67

**Total: RM54.67**

11.3

### Detail of voice charges

This section displays your service number, call plan, call usage charges, rental, discounts, duration of charges and total amount for your voice service.

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### Tax summary

Total tax amount based on the total of this month's charges.

### IMPORTANT

If you subscribe to multiple services/lines, detailed charges for each service/line will be displayed in the **This month's charges** section.

# YOUR DETAILED CHARGES



Account No: 1234567890

Bill Date: 19 February 2024

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## Additional information

### Your charge calculation

This is your first bill. Your monthly fee for this month is higher than your monthly subscription fee due to the **partial charge** – partial-month charges for the number of days from the start of your service to the start of your full bill period.

13.1

Current package

UNI5G Postpaid Family 189 Bundle  
Service activation date :12 February 2024

Partial charge ( 7 Days )

12 Feb - 18 Feb 2024



Monthly charge (full month)

This is the monthly charge that you will see in your future bills



Amount shown is before Service Tax and Rounding Amount

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### Analytic diagrams

This section highlights and explains any irregularity (above RM20) in this month's bill compared to the previous month's bill. The diagram will be displayed based on various billing scenarios, such as:

13.1

The calculation of your first bill.

# YOUR DETAILED CHARGES



Account No 1234567890

13.2

## Additional information

### What's different from your last month's charges?

Your monthly subscription fee for this month is higher than your previous monthly subscription fee. This is due to your newly upgraded package price and additional partial charge.

Previous package  
unifi 30Mbps

Partial charge (27 Days)

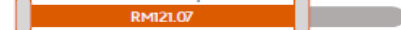
20 Mar - 15 Apr 2024



New package  
Unifi Home Netflix 300Mbps  
Service activation date: 20 March 2024

Partial charge (27 Days)

20 Mar - 15 Apr 2024



Monthly charge (full month)

This is the monthly charge that you will see in your future bills.

16 Apr -15 May 2024



Amount shown is before Service Tax and Rounding Amount

13.2

Change of package or upgrade/downgrade activity for your account.

# YOUR DETAILED CHARGES



Account No: 1 1234567890

## Additional information

### What's different from your last month's charges?

Your call usage for this month is higher than the previous month.

Current month usage charge vs previous month usage charge



Amount shown is before Service Tax and Rounding Amount

13.3

13.3

Additional charges in your bill, such as additional call usage or Video on Demand

### IMPORTANT

Analytic diagrams will only be shown if there is a significant difference between the Total Amount Payable in the latest bill and the previous month's bill.

# USAGE/PURCHASE HISTORY



Account No: 1234567890

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## 03-61234567 Calls Usage

National Calls	RM0.30
Mobile Calls	RM681.80

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## Details on call usage

### National Calls

Date	Time	Called To	Location	Duration	Gross (RM)	Discount (RM)	Amount (RM)
10/05/2022	11:06:27	60381234567	BANGI	00:01:13	0.30	0.00	0.30

**Total** **0.30**

Date	Time	Called To	Location	Duration	Gross (RM)	Discount (RM)	Amount (RM)
12/04/2022	23:17:54	60138123456	MOBILE 013	00:19:15	3.90	0.00	3.90
12/04/2022	23:38:07	60138123456	MOBILE 013	00:04:42	1.00	0.00	1.00
12/04/2022	23:58:47	60138123456	MOBILE 013	01:14:00	14.80	0.00	14.80
13/04/2022	22:20:09	60138123456	MOBILE 013	00:00:46	0.20	0.00	0.20
13/04/2022	22:29:38	60138123456	MOBILE 013	00:03:00	0.60	0.00	0.60
13/04/2022	22:56:48	60138123456	MOBILE 013	00:44:56	9.00	0.00	9.00
13/04/2022	23:42:24	60138123456	MOBILE 013	00:14:55	3.00	0.00	3.00
14/04/2022	00:09:55	60138123456	MOBILE 013	00:00:20	0.10	0.00	0.10
14/04/2022	18:08:09	60138123456	MOBILE 013	00:00:33	0.20	0.00	0.20
14/04/2022	21:34:23	60138123456	MOBILE 013	00:00:23	0.10	0.00	0.10
14/04/2022	21:40:02	60138123456	MOBILE 013	00:00:19	0.10	0.00	0.10
14/04/2022	23:33:10	60138123456	MOBILE 013	00:00:21	0.10	0.00	0.10
15/04/2022	00:55:19	60138123456	MOBILE 013	00:31:52	6.40	0.00	6.40
15/04/2022	01:28:45	60138123456	MOBILE 013	00:20:50	4.20	0.00	4.20
15/04/2022	01:50:41	60138123456	MOBILE 013	00:00:22	0.10	0.00	0.10
15/04/2022	01:51:50	60138123456	MOBILE 013	00:14:51	3.00	0.00	3.00
16/04/2022	01:40:13	60138123456	MOBILE 013	00:11:31	2.40	0.00	2.40
16/04/2022	02:03:02	60138123456	MOBILE 013	00:45:16	9.10	0.00	9.10
16/04/2022	02:48:36	60138123456	MOBILE 013	01:58:44	23.80	0.00	23.80
16/04/2022	17:07:35	60138123456	MOBILE 013	00:18:06	3.70	0.00	3.70
16/04/2022	17:30:27	60188123456	MOBILE 013	00:08:17	1.70	0.00	1.70
16/04/2022	17:47:04	60138123456	MOBILE 018	00:00:09	0.10	0.00	0.10
18/04/2022	00:38:12	60138123456	MOBILE 013	02:00:01	24.10	0.00	24.10
18/04/2022	02:38:47	60138123456	MOBILE 013	02:00:01	24.10	0.00	24.10
18/04/2022	04:39:16	60138123456	MOBILE 013	00:11:00	2.20	0.00	2.20
18/04/2022	18:05:11		MOBILE 013	00:00:25	0.10	0.00	0.10

**Total** **681.80**

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## Call usage and purchase summary

This summarises call usage and purchase details related to your service number/ID. If you have multiple services/lines, the usage summary will be displayed according to each service number/ID.

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## Details on purchases

Itemised bill of your purchases, including the item purchased, start date, start time and amount.

### Details on call usage

Itemised bill including the date, time, phone number, call destination, duration and amount. It will also be segregated by call type, such as National, Mobile, International and Special Numbers/Others.



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### Unifi Rewards

Register now at [unifi.com.my/rewards](http://unifi.com.my/rewards)

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### Payment Channels



#### Self-care

- myunifi app
- unifi Portal ([unifi.com.my](http://unifi.com.my))
- JomPAY online



#### Over the Counter

- TM Authorized Dealer (TAD)
- 7-Eleven
- 99 Speedmart
- Epay
- ONEPAY (MI)
- POS Malaysia
- Ejen Bank Berdaftar BSN (EBB)
- Eastern Alliance (EA)



#### TM Autopay

- Register at
- myunifi app
  - unifi Portal ([unifi.com.my](http://unifi.com.my))



#### E-Wallet (Mobile Apps)

- Boost
- Touch 'n Go
- Shopee
- BigPay
- Lazada
- S Pay Global



#### Kiosk / ATM

- TMpoint
- Banks ATM via JomPAY
- PayQuik
- Tap.IT

Click here for more [payment channel listing](#)

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### Unifi Rewards

This section displays your Unifi Rewards details. Click the provided link to be directed to the Unifi Rewards page. This function will be clickable when you view your bill on your device.

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### Payment channels

This is the list of payment channels you can choose from to pay your Unifi bills.

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### Promotion banner

Find our latest promotions and product offerings here. For more details, visit the Unifi Portal at [unifi.com.my](http://unifi.com.my).



## IMPORTANT NOTICE



Account No: 1234567890

### BILL PAYMENT

Payment made later than the due date stated on the front page will cause temporary service disconnection. A reconnection fee of RM10.00 will be charged for service reconnection of each service.

### SERVICE TAX (ST)

In accordance with the implementation of the Service Tax Act 2018, 6% Service Tax (ST) will be charged for all taxable products and services effective 1 Sept 2018.

Note: ST – Taxable services at 6% rate

NT or (#) – Non-taxable services

SE - Exempted from ST

### ATTENTION

1. This bill is final and authorized by the Finance Division, TM as the total amount due.
2. Any bill dispute MUST be lodged within 30 days of the bill date. TM reserves the right to reject customers bill dispute complaint lodged beyond the stipulated period in accordance to TM T&C.
3. Only payment made before the due date will be credited in this bill. Otherwise it will be reflected in the next bill.

### PENYATAAN PRIVASI TM

Dalam usaha memastikan pematuhan kepada Akta Perlindungan Data Peribadi 2010 (APDP), TM telah mewujudkan satu dasar perlindungan data peribadi yang akan mengawal penggunaan dan perlindungan data peribadi anda sebagai pelanggan TM. Untuk mengetahui dasar tersebut secara terperinci, sila rujuk Penyataan Privasi TM di <https://www.tm.com.my>, yang mana tertakluk kepada perubahan dari masa ke semasa oleh TM.

### TM'S PRIVACY STATEMENT

In its effort to ensure compliance to the Personal Data Protection Act 2010 (PDPA), TM has put in place a personal data protection policy which shall govern the use and protection of your personal data as TM customer. For details of the policy, please refer to TM Privacy Statement at <https://www.tm.com.my>, which may be reviewed by TM from time to time.

## Important Notice

Find additional details and important messages related to your bill here.