

**FREQUENTLY ASKED QUESTIONS (FAQ)**  
**ON**  
**BILL PAYMENT FOR UNIFI HOME, UNIFI BUSINESS AND UNIFI MOBILE**

NO.	QUESTION	ANSWER
1.	<b>Where can I pay my Unifi bills online and what types of payment methods can be used?</b>	<p>Paying your Unifi Home, Unifi Business and Unifi Mobile bills is easy, as there are various online payment channels for you to choose from. You can make payments through the following channels:</p> <ul style="list-style-type: none"> <li>• Unifi Selfcare portal: <a href="https://selfcare.unifi.com.my/">https://selfcare.unifi.com.my/</a></li> <li>• MyUnifi app for Unifi Home and Unifi Business</li> <li>• Unifi Mobile app for Unifi Mobile.</li> </ul> <p>You can pay your bills online using your Current/Savings Account or Debit/Credit card.</p> <p>For hassle-free payment transactions, we highly recommend signing up for our Autopay service.</p>
2.	<b>Can I make payments through JomPAY via internet banking?</b>	<p>Yes, you can. You will need the following information to make payments via JomPAY:</p> <ul style="list-style-type: none"> <li>• <b>Account Number:</b> Refer to your Unifi account number</li> <li>• <b>Biller Code 8888:</b> For Unifi Home, Unifi Business and Unifi Mobile with a 10-digit account number as Ref-1</li> <li>• <b>Biller Code 2345:</b> For Unifi Lite and Voice</li> </ul> <p>For more details on JomPAY, visit <a href="http://www.jompay.com.my">www.jompay.com.my</a>.</p>
3.	<b>Can I make payments through Maybank2u?</b>	<p>Absolutely. For bill payment via Maybank2u (M2U), please select the payee name <b>TM TECH (Telekom Malaysia) - Bill payment</b>.</p>
4.	<b>I am interested in signing up for Autopay. Where can I sign up?</b>	<p>You can sign up for Autopay through any of the following channels:</p> <p><b>i) Unifi Home and Unifi Business</b></p> <ul style="list-style-type: none"> <li>• MyUnifi app</li> <li>• Unifi Selfcare portal: <a href="https://selfcare.unifi.com.my/">https://selfcare.unifi.com.my/</a></li> <li>• Unifi Contact Centre at 100</li> </ul> <p>If you are a Medium Business Enterprise (MeB) customer, please contact your Account Executive to sign up for Autopay.</p> <p><i>Our Care Crew may call you from this number +603 2106 3000 for further verification on your Autopay registration, if required.</i></p> <p><b>ii) Unifi Mobile</b></p> <ul style="list-style-type: none"> <li>• Unifi Mobile app</li> <li>• Unifi Selfcare portal: <a href="https://selfcare.unifi.com.my/">https://selfcare.unifi.com.my/</a></li> </ul>

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5.	<b>What payment methods can be used for Autopay?</b>	Autopay payments can be made using your Debit or Credit Card (Visa and Mastercard issued by local banks).														
6.	<b>Can I update or cancel my Autopay payment?</b>	<p>Yes, you can. In addition to signing up for a new Autopay payment, you can manage your Autopay settings for Unifi Home, Unifi Business and Unifi Mobile via the <b>Unifi Selfcare portal</b> at <a href="https://selfcare.unifi.com.my/">https://selfcare.unifi.com.my/</a>. You can also use the <b>MyUnifi app</b> for Unifi Home and Unifi Business, and the <b>Unifi Mobile app</b> for Unifi Mobile.</p> <ol style="list-style-type: none"> <li>1. <b>Update Card Number</b> <ul style="list-style-type: none"> <li>○ Change the card number for your existing Autopay subscription.</li> </ul> </li> <li>2. <b>Cancel Autopay</b> <ul style="list-style-type: none"> <li>○ Cancel your Autopay before receiving the next monthly bill to avoid charges to your card or bank account.</li> <li>○ If you cancel Autopay after receiving your new monthly bill, the payment will still be processed via Autopay.</li> </ul> </li> </ol>														
7.	<b>Can I use e-wallets to pay for the bills?</b>	<p>Yes, you can pay your bills via e-wallets with a minimum amount of RM10 per transaction.</p> <p>Below is the list of e-wallets you can choose from:</p> <table border="1" data-bbox="576 1149 1425 1839"> <thead> <tr> <th data-bbox="576 1149 895 1189">E-Wallet</th> <th data-bbox="895 1149 1425 1189">Link</th> </tr> </thead> <tbody> <tr> <td data-bbox="576 1189 895 1294">Boost app</td> <td data-bbox="895 1189 1425 1294">eWallet credit <a href="http://www.myboost.com.my">www.myboost.com.my</a></td> </tr> <tr> <td data-bbox="576 1294 895 1400">Touch 'n Go app</td> <td data-bbox="895 1294 1425 1400">eWallet credit <a href="http://www.tngdigital.com.my/">www.tngdigital.com.my/</a></td> </tr> <tr> <td data-bbox="576 1400 895 1505">Shopee</td> <td data-bbox="895 1400 1425 1505">eWallet credit <a href="https://shopee.com.my">https://shopee.com.my</a></td> </tr> <tr> <td data-bbox="576 1505 895 1610">BigPay</td> <td data-bbox="895 1505 1425 1610">eWallet credit <a href="https://www.bigpayme.com/">https://www.bigpayme.com/</a></td> </tr> <tr> <td data-bbox="576 1610 895 1715">Lazada</td> <td data-bbox="895 1610 1425 1715">eWallet credit <a href="https://www.lazada.com.my/">https://www.lazada.com.my/</a></td> </tr> <tr> <td data-bbox="576 1715 895 1839">S Pay Global</td> <td data-bbox="895 1715 1425 1839">eWallet credit <a href="https://spayglobal.my/">https://spayglobal.my/</a></td> </tr> </tbody> </table>	E-Wallet	Link	Boost app	eWallet credit <a href="http://www.myboost.com.my">www.myboost.com.my</a>	Touch 'n Go app	eWallet credit <a href="http://www.tngdigital.com.my/">www.tngdigital.com.my/</a>	Shopee	eWallet credit <a href="https://shopee.com.my">https://shopee.com.my</a>	BigPay	eWallet credit <a href="https://www.bigpayme.com/">https://www.bigpayme.com/</a>	Lazada	eWallet credit <a href="https://www.lazada.com.my/">https://www.lazada.com.my/</a>	S Pay Global	eWallet credit <a href="https://spayglobal.my/">https://spayglobal.my/</a>
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Shopee	eWallet credit <a href="https://shopee.com.my">https://shopee.com.my</a>															
BigPay	eWallet credit <a href="https://www.bigpayme.com/">https://www.bigpayme.com/</a>															
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8.	<p>Could you share the locations of other authorised payment channels for TM bill payments?</p>	<p>Sure! You can conveniently pay your TM bills at the following channels:</p> <p>1) <b>COUNTER</b></p> <table border="1" data-bbox="576 387 1465 1816"> <thead> <tr> <th data-bbox="576 387 874 421">Payment Channel</th> <th data-bbox="874 387 1465 421">Payment Method &amp; List of Locations</th> </tr> </thead> <tbody> <tr> <td data-bbox="576 421 874 533">TM Authorised Dealer (TAD)</td> <td data-bbox="874 421 1465 533">Cash, Debit/Credit Card or Cheque <a href="https://unifi.com.my/support/find-tm-point">https://unifi.com.my/support/find-tm-point</a></td> </tr> <tr> <td data-bbox="576 533 874 651">POS Malaysia</td> <td data-bbox="874 533 1465 651">Cash <a href="https://www.pos.com.my/pos-outlet-finder/">https://www.pos.com.my/pos-outlet-finder/</a></td> </tr> <tr> <td data-bbox="576 651 874 777">Ejen Bank (EB) BSN</td> <td data-bbox="874 651 1465 777">Cash <a href="https://www.bsn.com.my/page/locate-us">https://www.bsn.com.my/page/locate-us</a></td> </tr> <tr> <td data-bbox="576 777 874 992">7-Eleven</td> <td data-bbox="874 777 1465 992">Cash Any 7-Eleven outlets nationwide (<a href="#">view location</a>)  <i>Soft or hard copy bill must be presented during payment.</i></td> </tr> <tr> <td data-bbox="576 992 874 1099">99 Speedmart</td> <td data-bbox="874 992 1465 1099">Cash <a href="http://www.99speedmart.com.my/Store">http://www.99speedmart.com.my/Store</a></td> </tr> <tr> <td data-bbox="576 1099 874 1494">KK Mart</td> <td data-bbox="874 1099 1465 1494">Cash – KK Mart Kuala Lumpur <a href="https://kkgroup.my/kk-super-mart-kuala-lumpur-location">https://kkgroup.my/kk-super-mart-kuala-lumpur-location</a>  Cash – KK Mart Selangor <a href="https://kkgroup.my/kk-super-mart-selangor-location">https://kkgroup.my/kk-super-mart-selangor-location</a>  Cash – KK Mart others location <a href="https://kkgroup.my/kk-super-mart-others-location">https://kkgroup.my/kk-super-mart-others-location</a></td> </tr> <tr> <td data-bbox="576 1494 874 1637">myNEWS</td> <td data-bbox="874 1494 1465 1637">Cash <a href="https://www.mynews.com.my/store-locations.php">https://www.mynews.com.my/store-locations.php</a></td> </tr> <tr> <td data-bbox="576 1637 874 1816">Retailers, Convenience stores, Petrol Stations, and more</td> <td data-bbox="874 1637 1465 1816">Cash (Find location)</td> </tr> </tbody> </table>	Payment Channel	Payment Method & List of Locations	TM Authorised Dealer (TAD)	Cash, Debit/Credit Card or Cheque <a href="https://unifi.com.my/support/find-tm-point">https://unifi.com.my/support/find-tm-point</a>	POS Malaysia	Cash <a href="https://www.pos.com.my/pos-outlet-finder/">https://www.pos.com.my/pos-outlet-finder/</a>	Ejen Bank (EB) BSN	Cash <a href="https://www.bsn.com.my/page/locate-us">https://www.bsn.com.my/page/locate-us</a>	7-Eleven	Cash Any 7-Eleven outlets nationwide ( <a href="#">view location</a> )  <i>Soft or hard copy bill must be presented during payment.</i>	99 Speedmart	Cash <a href="http://www.99speedmart.com.my/Store">http://www.99speedmart.com.my/Store</a>	KK Mart	Cash – KK Mart Kuala Lumpur <a href="https://kkgroup.my/kk-super-mart-kuala-lumpur-location">https://kkgroup.my/kk-super-mart-kuala-lumpur-location</a>  Cash – KK Mart Selangor <a href="https://kkgroup.my/kk-super-mart-selangor-location">https://kkgroup.my/kk-super-mart-selangor-location</a>  Cash – KK Mart others location <a href="https://kkgroup.my/kk-super-mart-others-location">https://kkgroup.my/kk-super-mart-others-location</a>	myNEWS	Cash <a href="https://www.mynews.com.my/store-locations.php">https://www.mynews.com.my/store-locations.php</a>	Retailers, Convenience stores, Petrol Stations, and more	Cash (Find location)
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PayQuik	Cash <a href="https://www.payquik.my/kiosk-map">https://www.payquik.my/kiosk-map</a>											
Tap.IT Kiosk	Cash (Find location)											
JomPAY via ATM	Debit Card <ul style="list-style-type: none"> <li>• Account Number (<i>refer to your Unifi account number</i>)</li> <li>• Biller Code: <b>8888</b> (for Unifi Home, Unifi Business and Unifi Mobile with 10-digit account number as Ref-1)</li> <li>• Biller Code: <b>2345</b> (for Unifi Lite and Voice)</li> </ul>											
9.	<p><b>Can I pay my Advance Payment at all the channels listed above?</b></p>	<p>Absolutely! You can pay your Advance Payment at any of the listed channels, except 7-Eleven outlets.</p>										