



# ALWAYS HERE TO HELP YOU STAY CONNECTED

## TMpoint outlets remain open to serve you

We are open nationwide except for TMpoint outlets in EMCO areas and Sarawak, in accordance with the Government's MCO and guidelines by the National Security Council (NSC).

In support of on-going efforts to curb the pandemic, only essential transactions are available:

- Service applications
- Payments
- Collection of SIM cards

We are committed to both serving our customers and protecting the health and well-being of our employees. Do ensure to follow SOPs when visiting our outlets.

Visit [unifi.com.my/support/tmpoint](https://unifi.com.my/support/tmpoint) for latest updates and operating hours.



## Digital self-service channels at your fingertips

Skip the queues and no appointments needed with contactless support. Faster and easier assistance with digital self-service channels from the comfort of your own home.



[unifi.com.my](https://unifi.com.my)  
Information and subscription



[myunifi app](#)  
Payments and support



[easyfix.unifi.com.my](https://easyfix.unifi.com.my)  
Self-service guide to fix technical issues



## Installations and restorations as usual

All installation, network and service restoration activities at customer premises will continue except in Locality Enhanced Movement Control Order (EMCO) and Home Surveillance Order zones.

Our contact center remains open, primarily for assurance support:

- TM Call Centre 100, TM Live Chat and official social media channels
- TM ONE Business Customers (Enterprises & Public Sector) 1800 88 1060 or 1060@tm.com.my



## Experience better internet connectivity

- Perform self-troubleshooting with our tool at [easyfix.unifi.com.my](https://easyfix.unifi.com.my)
- Improve your WiFi experience with Mesh WiFi boosters.
- Upgrade your broadband speed to get a faster connection.
- Go to the [unifi.com.my](https://unifi.com.my) or [myunifi app](#) to explore packages suitable for your needs.

