

## TM E-BILL FAQ

NO	QUESTION	ANSWER
TM E-BILL		
1	<b>What is TM e-Bill?</b>	<ul style="list-style-type: none"> <li>▪ TM e-Bill is an electronic version of your monthly paper bill.</li> <li>▪ We are going paperless beginning September 2018 and this exercise will be applicable to <b>ALL TM customers</b>.</li> </ul>
2	<b>What is the benefit of e-Bill?</b>	<ul style="list-style-type: none"> <li>▪ Here are some of the benefits:               <ul style="list-style-type: none"> <li>▪ <b>It's faster</b> – You will receive your e-bill faster so you can pay your bill on time to avoid any service disruption.</li> <li>▪ <b>It's easier</b> – You can access to e-bill anytime and anywhere at your convenience. You can also login to <a href="http://unifi.com.my">unifi.com.my</a> to view your bills from the past 6 months!</li> <li>▪ <b>Worry-free</b> – You don't have to worry as TM will notify you via SMS when your bill is ready for viewing and when your amount is due.</li> <li>▪ <b>Save the Earth</b> - Help the earth by avoiding printed bills. An easy step towards being more green!</li> </ul> </li> </ul>
3	<b>Will I be charged for getting e-Bill?</b>	<ul style="list-style-type: none"> <li>▪ No, our e-Bill is absolutely FREE!</li> <li>▪ What's great is that you will no longer be charged for itemized bill.</li> </ul>
4	<b>How do I register for e-Bill?</b>	<ul style="list-style-type: none"> <li>▪ Don't worry, all TM customers will be automatically opt-in. All you need to do is simply update your latest contact details i.e., preferred email address and mobile number via any of the following channels:               <ol style="list-style-type: none"> <li>1. Self-help portal at <a href="http://unifi.com.my/e-bill">unifi.com.my/e-bill</a></li> <li>2. care@unifi app downloadable via Play Store for Android user or Apple Store for IOS user</li> <li>3. Facebook account at <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a></li> <li>4. Twitter account at <a href="https://twitter.com/helpmeunifi">@helpmeunifi</a></li> </ol> </li> </ul>
5	<b>How can I get my e-Bill?</b>	<ul style="list-style-type: none"> <li>▪ There are few ways on how you can view your e-Bill:               <ul style="list-style-type: none"> <li>▪ e-Bill (pdf) will be sent to your preferred email address</li> <li>▪ visit <a href="http://unifi.com.my">unifi.com.my</a> where you can view your bills for the past 6 months</li> <li>▪ care@unifi app installed in your mobile phone from Play Store for Android user or Apple Store for IOS user</li> </ul> </li> </ul>

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		<ul style="list-style-type: none"> <li>▪ Notification via SMS, indicating your account number, amount due and due date</li> <li>▪ Walk-in to TMpoint for self-service assistance, we'll be more than happy to assist you to view your bill at our digital corner, or even guide you to view or download it in your smartphone</li> <li>▪ Call 100 and press #2 for bill information Steps:               <ol style="list-style-type: none"> <li>1. Call 100, press #2 for billing</li> <li>2. Key in Service Number</li> <li>3. Press #1 for bill details</li> </ol> </li> </ul>
6	<b>Can I download my e-Bill using smartphone?</b>	<ul style="list-style-type: none"> <li>▪ Yes, you can. There are several ways for you to view and download your e-Bill:               <ul style="list-style-type: none"> <li>▪ <a href="http://unifi.com.my">unifi.com.my</a></li> <li>▪ care@unifi app</li> <li>▪ download it from e-Bill sent to your email in your smartphone</li> </ul> </li> </ul>
7	<b>When will I receive my monthly e-Bill?</b>	<ul style="list-style-type: none"> <li>▪ We will email your TM e-Bill <b>within 7 days</b> from your bill date.</li> <li>▪ Please ensure that the latest contact details provided to us are valid &amp; active.</li> <li>▪ You will be notified via SMS (62100) every month on bill readiness from September 2018 within 7 days from your bill date.</li> </ul>
8	<b>What if I still don't get my e-Bill?</b>	<ul style="list-style-type: none"> <li>▪ Here's what you can do:               <ul style="list-style-type: none"> <li>▪ Make sure your contact details in your billing account profile are valid and active. You can update your latest contact details ie., preferred email address and mobile number via any of the following channels:                   <ol style="list-style-type: none"> <li>a) Self-help portal at <a href="http://unifi.com.my/e-bill">unifi.com.my/e-bill</a></li> <li>b) care@unifi app downloadable via Play Store for Android user or Apple Store for IOS user</li> <li>c) Facebook account at <a href="https://facebook.com/weareunifi">facebook.com/weareunifi</a></li> <li>d) Twitter account at <a href="https://twitter.com/helpmeunifi">@helpmeunifi</a></li> </ol> </li> <li>▪ Make sure your mail box is not full</li> <li>▪ Check if the bill is in your spam e-mail folder</li> </ul> </li> <li>▪ Alternatively, you may refer to the SMS sent to you (62100) for account number and amount to be paid, then log in to <a href="http://unifi.com.my">unifi.com.my</a> to view the bill summary and download a copy of the bill.</li> </ul>

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9	<b>Will my account be suspended if I don't make payment since I don't receive the e-Bill?</b>	<ul style="list-style-type: none"> <li>▪ Yes, your account will be temporary suspended if the bill is overdue and no payment is made. We would strongly advise you to check your bill at <a href="http://unifi.com.my">unifi.com.my</a>, where you can also make online payment through the portal.</li> <li>▪ Alternatively, you may refer to the SMS sent to you (62100) for account number and the amount to be paid, which is sufficient to make payment at any of our payment channels.</li> </ul>										
10	<b>I don't have e-mail, how can I retrieve my monthly bill?</b>	<ul style="list-style-type: none"> <li>▪ Don't worry, you will not only receive your bill via email but you will also receive your bill summary via SMS to your registered mobile number.</li> <li>▪ Alternatively, you may provide us with your secondary contact details (e.g child, relative). However, the registered account holder is required to issue an authorization letter to TM giving consent to your email/mobile to receive TM e-Bill on behalf.</li> <li>▪ We strongly recommend you to register an email address which will enable you to receive your bill easily. You can also register as user in <a href="http://unifi.com.my">unifi.com.my</a> and care@unifi app.</li> </ul>										
11	<b>Can I still request for printed bill?</b>	<ul style="list-style-type: none"> <li>▪ As part of our support in going green and saving the environment, we are going fully digital and will <b>no longer deliver printed bills</b> beginning September 2018.</li> </ul>										
12	<b>Is e-Bill service available for all products?</b>	<ul style="list-style-type: none"> <li>▪ Yes, e-Bill is available for all residential and SME services (unifi, Streamyx &amp; telephony service) to enable you to a faster, easier, worry-free way to manage your monthly billing.</li> </ul>										
13	<b>If I am subscribing to TM's telephony service (only), do I still have to opt for e-Bill?</b>	<ul style="list-style-type: none"> <li>▪ This exercise will be applicable to all TM customers, including customers who subscribe to telephony service only.</li> </ul>										
14	<b>How do I pay my bills if I no longer receive printed bill?</b>	<ul style="list-style-type: none"> <li>▪ <b>Payment over the counter</b> <ul style="list-style-type: none"> <li>▪ Bring along your softcopy bill via your mobile phone, or just inform your account number and amount to be paid to the counter personnel via the following channels.</li> <li>▪ Please note that your account number and amount to be paid can be obtained via the SMS sent (62100).</li> <li>▪ You can make your payment in the following channels:</li> </ul> </li> </ul> <table border="1" data-bbox="678 1717 1484 1892"> <thead> <tr> <th>No.</th> <th>Payment Channel</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>POS Malaysia (including POS Mini) counter</td> </tr> <tr> <td>2.</td> <td>Epay Terminal Outlet</td> </tr> <tr> <td>3.</td> <td>Mobility One Terminal Outlet</td> </tr> <tr> <td>4.</td> <td>7-Eleven via MOL</td> </tr> </tbody> </table>	No.	Payment Channel	1.	POS Malaysia (including POS Mini) counter	2.	Epay Terminal Outlet	3.	Mobility One Terminal Outlet	4.	7-Eleven via MOL
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15	<b>What about security in terms of e-Bill service? Can others view my e-Bill?</b>	<ul style="list-style-type: none"> <li>▪ Don't worry. You can retrieve your e-Bill securely via these two options: <ol style="list-style-type: none"> <li>1. Via your preferred email account: Please provide us your preferred email address when you register for e-Bill.</li> <li>2. Via unifi Portal: Please key in your username and password to view your bill &amp; make your payment.</li> </ol> </li> <li>▪ These two mediums are secured as you need to login prior to retrieving your bill.</li> </ul>																
16	<b>What about my current itemised billing charges?</b>	<ul style="list-style-type: none"> <li>▪ Through this exercise, you will no longer be charged for itemized bill.</li> <li>▪ Beginning April 2018, we have provided FREE itemized bill for all e-Bill customers.</li> </ul>																
17	<b>Where can I retrieve my old bills for tax relief purposes?</b>	<ul style="list-style-type: none"> <li>▪ You can retrieve the latest 6 months bill at <a href="http://unifi.com.my">unifi.com.my</a>. We would advise you to save the monthly e-Bill statement sent to your email address for your record keeping.</li> <li>▪ In case you still don't have the copy, kindly email your request to <a href="mailto:help@tm.com.my">help@tm.com.my</a>.</li> </ul>																

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18	<b>Can I still go to TMpoint to print my bill?</b>	<ul style="list-style-type: none"> <li>▪ We're so sorry, we no longer provide printed bill at TMpoint. However, we'll be more than happy to assist you to view your bill at our digital corner, or even guide you to view or download it in your smartphone.</li> <li>▪ Alternatively, you may visit your nearest Pusat Internet (previously known as Pusat Internet 1Malaysia) to print your bill (subject to printing charges).</li> </ul>
19	<b>I have updated my e-mail address yesterday, when will I start to receive my e-Bill through my new e-mail?</b>	<ul style="list-style-type: none"> <li>▪ You will receive your e-Bill in the next bill cycle after your email address is updated in your billing account profile.</li> <li>▪ We will process the request within 24 hours after you have made the update.</li> </ul>