How to Read Your



Total amount to be paid

This is the total amount that you are required to pay for this bill, including tax.

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.

MyUnifi app

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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.

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).

2 List of this month's charges.

3 Payment due date: Make your payment before the due date to keep service uninterrupteded.

JomPAY

Find your JomPAY information like Biller Code and reference number here.

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.

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.

Bill message

Message to highlight on your bill and payment matters.



8

Payment barcode

Use this payment barcode when you make payment over the counter or at kiosk.

"Unifi

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11

Account No: 1234567890

Remaining balance from previous month				
Description	Date	Gross (RM)	Tax (RM)	Amount (RM)
Previous Balance	-	2=3	-	-252.45

Total: -RM252.45

This month's charges

unifi 500Mbps

11.1

Residential High Speed Internet azmeerman@ipty

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:	гм 149.00
--------	------------------

unifi TV Residential azmeerman@iptv Description End Data Start Date

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)	-	12	50.00	0.00	50.00

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.

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.

Detail of internet charges 11.1

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.

Detail of Unifi TV charges 11.2

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.





Account No: 1234567890

This month's charges - continued

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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

UUUI

TOTAL this month's	charges	RM 911.11
Tax Summary		
Description	Total Before Tax (RM)	Total Tax (RM)
Description	roun berere rune (run)	

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.

12 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.



Account No: 1234567890

Bill Date: 19 February 2024



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

13.1 The calculation of your first bill.



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





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 **UNIF**

Account No: 1234567890

14	03-61234567	National Calls	rm0.30
	Calls Usage	Mobile Calls	rm681.80

Details on call usage

15

Total

National Calls Date Time **Called To** Gross (RM) Discount (RM) Location Duration Amount (RM) 10/05/2022 11:06:27 60381234567 BANGI 00:01:13 0.30 0.00 0.30 0.30 Total Date Time **Called To** Location Gross (RM) Discount (RM) ount (RM) Duration 12/04/2022 23:17:54 60138123456 MOBILE 013 00:19:15 3.90 0.00 3.90 23:38:07 60138123456 1.00 12/04/2022 MOBILE 013 00:04:42 1.00 0.00 60138123456 14.80 12/04/2022 23:58:47 MOBILE 013 01:14:00 14.80 0.00 60138123456 13/04/2022 22:20:09 MOBILE 013 00:00:46 0.20 0.00 0.20 60138123456 13/04/2022 22:29:38 MOBILE 013 00:03:00 0.60 0.00 0.60 22:56:48 60138123456 9.00 13/04/2022 MOBILE 013 00:44:56 9.00 0.00 60138123456 13/04/2022 23:42:24 MOBILE 013 00:14:55 3.00 0.00 3.00 60138123456 14/04/2022 00:09:55 MOBILE 013 00:00:20 0.10 0.00 0.10 60138123456 14/04/2022 18:08:09 MOBILE 013 0.20 0.00 0.20 00:00:33 60138123456 14/04/2022 21:34:23 MOBILE 013 00:00:23 0.10 0.00 0.10 60138123456 14/04/2022 21:40:02 MOBILE 013 00:00:19 0.10 0.00 0.10 60138123456 14/04/2022 23:33:10 MOBILE 013 00:00:21 0.10 0.00 0.10 60138123456 15/04/2022 00:55:19 MOBILE 013 00:31:52 6.40 0.00 6.40 60138123456 4.20 15/04/2022 01:28:45 MOBILE 013 00:20:50 4.20 0.00 60138123456 15/04/2022 01:50:41 MOBILE 013 00:00:22 0.10 0.00 0.10 60138123456 15/04/2022 01:51:50 MOBILE 013 00:14:51 3.00 0.00 3.00 60138123456 2.40 0.00 2.40 16/04/2022 01:40:13 MOBILE 013 00:11:31 60138123456 0.00 9.10 16/04/2022 02:03:02 60138123456 MOBILE 013 00:45:16 9.10 16/04/2022 02:48:36 MOBILE 013 01:58:44 23.80 0.00 23.80 60138123456 3.70 3.70 16/04/2022 17:07:35 60138123456 MOBILE 013 00:18:06 0.00 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 60138123456 24.10 18/04/2022 00:38:12 MOBILE 013 02:00:01 24.10 0.00 60138123456 18/04/2022 02:38:47 MOBILE 013 02:00:01 24.10 0.00 24.10 04:39:16 60138123456 2.20 0.00 2.20 18/04/2022 MOBILE 013 00:11:00 18/04/2022 18:05:11 MOBILE 013 00:00:25 0.10 0.00 0.10



681.80

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15

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.

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.



Unifi Rewards

16

17

18

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.

Payment channels

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

Promotion banner

Find our latest promotions and product offerings here. For more details, visit the Unifi Portal at unifi.com.my.



IMPORTANT NOTICE

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Important Notice

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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.
- 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.



How to Read Your







Total amount to be paid

This is the total amount that you are required to pay for this bill, including tax.

Account details

Your account number, bill number, bill date, credit limit* and any deposit amount you have paid (if any).

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Charges summary

Here is a summary of all charges for this month, including tax and any remaining balance from the previous month (if any).



Remaining balance from the previous month (if any).

2 List of this month's charges.

Payment due date: Make your payment before the due date to keep your service uninterrupted.

JomPAY

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Billing address

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Account No 1234567890

Bill Date: 19 February 2024



Analytic diagrams

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7

The calculation of your first bill.

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.



Remaining balance fro	m previous	month		
Description	Date	Gross (RM)	Tax (RM)	Amount (RM)
Previous Balance	-	-	-	0.00

This month's charges

9.1

Summary Charges

Description	Gross (RM)	Discount (RM)	Amount (RM)
Monthly Charges	231.68	0.00	231.68
Usage Charges	0.00	0.00	0.00
Other Charges	0.00	0.00	0.00
Adjustment	0.00	0.00	0.00

Total: IM 231.68

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UNISG Postpaid Family	/ 189 Bundle				Bundle
Description 0116770001	Start Date	End Date	Gross (RM)	Discount (RM)	Amount(RM)
UNISG Postpaid Family 189	2/02/2024	18/02/2024	42.68	0.00	42.68
UNISG Postpaid Family 189	19/02/2024	18/03/2024	189.00	0.00	189.00
0116770002 UNISG Postpaid Supplementary UNISG Postpaid Supplementary	2/02/2024 9/02/2024	18/02/2024 18/03/2024	0.00	0.00	0.00
0116770004 UNISG Postpaid Supplementary UNISG Postpaid Supplementary	2/02/2024 9/02/2024	8/02/2024	0.00	0.00	0.00
0116770003 UNISG Postpaid Supplementary UNISG Postpaid Supplementary	2/02/2024 9/02/2024	8/02/2024 8/03/2024	0.00	0.00	0.00

Total: m 231.68

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Remaining balance from previous month

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

This month's charges

8

9

You will see all charges for this month, including the monthly charges, usage charges, other charges and adjustments. Charges displayed do not include tax.



Summary charges

This section displays your monthly charges, usage charges, other charges and adjustments. It also provides details of the plan related to your mobile number. If you have multiple mobile numbers, the summary of charges will be displayed for each mobile numbers.

9.2

Account No 123456	67890		Bill Date: 19 February 2024		
This month's o	charges				
UNI5G Postpaid Fa	amily 189 Bundle				Bundle
Description	Start Date	End Date	Gross (RM)	Discount (RM)	Amount(RM)
FOTAL this I	month's cha	irges		RM	231.68
Tax Summ	ary				
Description		Total Before Ta	к (ВМ)	То	tal Tax (RM)
Service Tax - ST		2	231.68		13.90
Service Tax - NT			0.00		0.00
				Total:	вм 13.90

9.2

Tax summary The total tax amount based on this month's charges.



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MACAM-MACAM GAYA HIDUP SAMA-SAMA KELUARGA

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NEXT TM

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11

GET IT NOW

Unifi Rewards

This section displays your Unifi Rewards details. You may register and review for rewards at unifi.com.my/rewards



Payment channels

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IMPORTANT NOTICE



unifi

Account No: 1234567890

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SERVICE TAX (ST)

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- Note: ST Taxable services at 6% rate
 - NT Non taxable services

ATTENTION

- This bill is final and authorized by the Finance Division, TM as the total amount due.
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- 3. Only payment made before the bill date will be credited in this bill. Otherwise it will be reflected in the next bill.
- 4 Telekom Malaysia Berhad has undertaken an internal reorganisation exercise that has streamlined TM's telecommunication businesses in Malaysia under a single operating entity known as TM Technology Services Sdn Bhd ("TM Tech") from 1 March 2023.

PENYATAAN PRIVASI

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