

How to Read Your



Home Bill

@unifi

BILL OVERVIEW

Hello AMINAH BINTI MOHAMAD

Here's a summary of your May-22 unifi Home bill.
There's an additional charge in your bill. See next page for details.

Telekom Malaysia Berhad 198401016183 (128740-P)
Level 51, Menara TM, 50672 Kuala Lumpur
ST ID: W10-1808-31001554
INVOICE

1 Total Amount Payable
RM713.31

2 Account No: 1234567890
Bill No: 005083613926
Bill Date: 22 May 2022

Credit Limit: RM600.00
Deposit: RM0.00

3 MANAGE YOUR ACCOUNT
EASILY WITH MYUNIFI APP

4 CHARGES

4.1	Remaining balance from previous month	-RM252.45
4.2	This month's charges	RM911.11
	Service Tax	RM54.67
	Total charges for this month	RM965.78
	Rounding Amount	-RM0.02

Total Amount Payable - Pay before 12 Jun 2022 4.3 **RM713.31**

6 JomPAY
Biller Code: 8888
Ref-I: 1234567890
JomPAY Online at Internet and Mobile Banking with
your current, savings or Credit Card account

5 PAY NOW at
www.unifi.com.my



7

AMINAH BINTI MOHAMAD
NO 1, LORONG SATU,
TAMAN SATU,
47777 SELANGOR

9



8
Pay your bills the easy way by
signing up to TM Autopay.
Save time, no more late payments or service interruption.
Sign up NOW at 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, the date this bill was issued, bill number, credit limit and deposit amount you paid (if any).

3

myunifi app

Download myunifi app from Apple App Store, Google Play or Huawei AppGallery for a seamless experience of making payment and viewing bills for unifi home. Simply click the icon to learn more. Please note that myunifi icon will be clickable when you view your bill on your device.

4

Charges summary

Here, we will show the summary of all charges for this month, tax and remaining balance from previous month (if any).

4.1

Remaining balance from previous month (if any).

4.2

List of this month's charges.

4.3

Payment due date

You need to make payment before the due date to avoid any service interruption.

5

QR code and Pay Now link

You can scan the QR code using your mobile phone or click the Pay Now link and you will be directed to the payment page. Pay Now link will be clickable when you view your bill on your device.

6

JomPAY

Information on JomPAY such as Biller Code and reference number.

7

Billing address

If you opt for bill delivery via 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



10

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

aminahmohamad@unifi

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

aminahmohamad@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

Total: RM80.00

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Remaining balance from previous month

This section will show the balance from your previous bill and latest payment transaction/s as well as any bill adjustment for your previous bills.

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This month's charges

We will display all charges for this month including monthly subscription fee, call plan, usage, one time charge and value added services. Charges displayed are not inclusive of tax.

11.1

Detail of internet charges

Displays your unifi login ID, internet subscription, value added services, duration of charges, discount and total amount for your internet service. If this is your first bill or if you perform any service modification such as upgrade/downgrade, the 1st month prorated charges will also be shown here.

11.2

Detail of unifi TV charges

Displays your unifi TV login ID, unifi TV pack, duration of charges, discount and total amount for your unifi TV service. If you add on unifi Plus Box, video on demand (VOD), ala carte channel, Over the Top (OTT), 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

Displays your service number, call plan, call usage charges, rental, discount, 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, detail charges for each service/line will be displayed in **This month's charges** section.

YOUR DETAILED CHARGES

Account No: 1234567890



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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

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Analytic diagrams

This section will display and explain any anomalies (above RM20) based on this month's bill compared to previous bill. The diagram will be displayed based on bill scenarios such as:

13.1

Additional charges in your bill such as Video on Demand and additional call usages.

13.2

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

IMPORTANT

No analytic diagram will be shown if there is no significant difference between Total Amount Payable in the latest bill and in the previous month's (no anomalies).

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	60138123456	MOBILE 013	00:08:17	1.70	0.00	1.70
16/04/2022	17:47:04	60188123456	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	60138123456	MOBILE 013	00:00:25	0.10	0.00	0.10

Total 681.80

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Call usage and purchase summary

Summary of call usages and purchase summary related to service number/ID. If you have multiple service/line, usage summary will be displayed according to the service number/ID.

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Details on purchase

Itemised bill of your purchase such as item purchased, start date, start time and amount.

Details on call usage

Itemised bill such as 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

Membership No : 12345678

For more info visit: unifi.com.my/rewards

7788

Total points as at
12 May 2022

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Payment Channels



Self-care

- myunifi app
 - unifi Portal (unifi.com.my)
 - JomPAY online
- Click [here](#) for a list of participating banks



TM Autopay

- Register at
- myunifi app
 - unifi Portal (unifi.com.my)



E-Wallet (Mobile Apps)

- Boost
- Touch 'n Go
- Shopee
- BigPay
- Lazada



Over the Counter

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



Kiosk / ATM

- TMpoint
- Banks ATM via JomPAY
- PayQuik

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unifi Mobile

UNLIMITED DATA, CALLS & TEXTS

- 10 GB LTE Hotspot
- Free access to over 11,000
[wifi@unifi](https://wifi.unifi.com.my) locations nationwide

Subscribe now at unifi.com.my/postpaid

*Terms and conditions apply

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NEED TO GET IN TOUCH?

Contact us here on these platforms!

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unifi Rewards

This section will display unifi Rewards details. Click the link provided and you will be directed to 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 that you can choose from to pay your unifi bills.

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Promotion banner

You can find our latest promotion and product offerings here. Click the banner and you will be directed to the promotional site. Promotion banner will be clickable when you view your bill on your device.

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Contact us

You can contact us at any time via these platforms. Click on the link or icon and you will be directed to the sites. This function will be clickable when you view your bill on your device.

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

Here you will find other details and important messages related to your bill.