

FREQUENTLY ASKED QUESTIONS

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you're looking for.

FREQUENTLY ASKED QUESTIONS

[GENERAL](#)[UNIFI REWARDS](#)[BILLING](#)[TECHNICAL SUPPORT](#)[PROMOTIONS](#)[MYUNIFI APP](#)

BILLING

[UNIFI BUSINESS](#)

How do I update my email address and mobile number for billing purposes?

You can refer to the following steps to update your billing contact details:

Via portal:

1. Login at <https://unifi.com.my>
2. Go to My Profile
3. Click Edit button at Billing address/Email/Contact No field

Via MyUnifi app:

1. Login to myunifi app
2. Go to Account tab and view all your accounts
3. Select the account that you wish to change and select View Account
4. Go to Account Details and edit accordingly

Alternatively, you may contact your assigned Account Manager.

How can I get my bill?

There are several ways that you can view up to 6 months of your bill:

1. Via registered email address
2. MyUnifi app
3. unifi.com.my portal (www.unifi.com.my)
4. Notification via SMS

Alternatively, you may contact your assigned Account Manager.

Can I request to change my soft copy bill to hard copy bill?

At TM, as part of our support in saving the environment, we are only providing digital bill to our customers. However, if you require hard copy bill, you may request by chatting with us at maya.unifi.com.my or by calling us at 100. A fee of RM2/month will be charged for this request.

How do I read my unifi bill?

This step by step guide will help you to understand your unifi bill better.

Click [here](#).

Where can I pay my unifi bills online?

Paying your Unifi bill is very easy, click [here](#) know more.



Pay Bills



Switch to Unifi Mobile



Check Coverage



Find TMpoint/Unifi Store

How much do I need to pay to get my service reconnected?

You are required to pay the full outstanding amount in order for your service to be reconnected. RM10.00 will be charged to your bill for each service reconnection.

Upon full payment made, your service will be reconnected within 30 minutes. Reboot your unifi equipment if not reconnected.

How long does it take for my rebate request to be reflected in my bill?

If your rebate is approved, it will be reflected in your bill, within the next 60 days.

If I terminate my service, will I be refunded for any credit balance left with TM?

Yes, if you have credit balance with TM, you will be refunded within 90 days upon termination.

Where can I view my payment history?

You can see your payments made in the past 6 months on:

- 1. MyUnifi app:
 - *Select "Account" tab at the bottom of the screen
 - *Choose the account you want to view
 - *Scroll below & click "View All Transactions"
 - *Select "Payment" tab at the top of the screen
- 2. [unifi portal](#):
 - *Upon logging in, scroll down
 - *Under "My Bills" section, select the account you want to view at the drop-down menu
 - *You can view your payment history under "Payment Receipts"

Is there any penalty charge being imposed if I terminate within my contract?

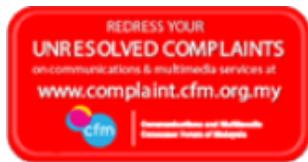
Yes, there is. If you terminate your unifi Business package within the contract period, you will be charged with the early termination penalty fee which is the full subscription fee of the remaining months in the contract period. Click [here](#)

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