

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 HOME](#)

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

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

Updating your address, contact number and email address for billing are so simple! Follow these steps now either via myunifi app or unifi.com.my portal:

myunifi app

Login to myunifi app using your unifi digital ID (digitalme) and tap on Account menu. Tap on View Account > Account Details to update your details.

unifi.com.my portal

Go to My Account at unifi.com.my portal and login using your unifi digital ID (digitalme). Click on My Profile > My Billing Profile to update your details.

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](#) to know more.

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

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.

[Pay Bills](#)[Switch to Unifi Mobile](#)[Check Coverage](#)[Find TMpoint/Unifi Store](#)

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 Home 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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