

**FAQ FOR
BILL DATE (BILL PERIOD) REALIGNMENT**

NO	QUESTION	ANSWER
1.	What is this initiative all about?	We are aligning our unifi Home & SME customers' bill dates. Customers with bill date on the 28 th of each month will be changed to the 22 nd starting from February 2022.
2.	What is the effect to me/my company?	<p>Due to this exercise, if you are a unifi Home/SME customer with bill date on the 28th of each month, you will experience the following: -</p> <ul style="list-style-type: none"> i. Your 28 January 2022 bill will be less than your December 2021 bill due to pro rate calculations. You will just need to pay the stated amount. Bill amount in February 2022 will resume as normal. ii. Starting from February 2022, you will be receiving your bills earlier than usual.
3.	When will I/my company receive the bill under the new bill date?	<p>You/your company will receive your bill/notification as per below:</p> <ul style="list-style-type: none"> • SMS bill readiness notification within 5 days after the bill date. • Bill through email, myunifi app & unifi portal within 7 days after bill date. • Printed bill within 7 days after bill date.
4.	During the implementation of this initiative, will I/my company experience service disruption?	Your/your company's service will not be disrupted due to this initiative. You/your company can enjoy TM service as usual.
5.	I/my company wants to change the bill date after this initiative completes. Can I/my company do that?	<p>You/your company can request for change of bill date to suit your/your company's payment term.</p> <p>You can reach us through myunifi app or at any of your preferred channels at https://unifi.com.my/support/contact-us</p>

NO	QUESTION	ANSWER
		However, kindly be reminded that you/your company can't select bill date 28 due to it is already abolished in our system.
6.	How is the pro-rate calculations in my/my company's bill?	<p>Below is an example of pro-rate calculations for customers under Residential and SME segments, subscribing to 100Mbps unifi package at RM139 per month.</p> <p>Your/your company's bill date is changing from bill date 28 to bill date 22.</p>

RECURRING CHARGES

Item	Start Date	End Date	Gross (RM)	Discount (RM)	Amount (RM)
unifi lite 100Mbps	28/12/2021	27/01/2022	139.00	0.00	139.00
TOTAL			139.00	0.00	139.00

SERVICE TOTAL

1. Bill 28 December 2021 (before bill date change)
 - a) Monthly charge of unifi package is RM139 for a period of 31 days (one month).
 - b) From: 28 December 2021
 - c) End: 27 January 2022
 - d) Duration: 31 days

RECURRING CHARGES

Item	Start Date	End Date	Gross (RM)	Discount (RM)	Amount (RM)
unifi lite 100Mbps	28/01/2022	21/02/2022	112.10	0.00	112.10
TOTAL			112.10	0.00	112.10

SERVICE TOTAL

2. Bill 28 January 2022 (pro-rate calculations)
 - a) Monthly charge of unifi package is **RM111.20** for **25 days** (shorter calculation days).
 - b) From: 28 January 2022
 - c) End: 21 February 2022

NO	QUESTION	ANSWER
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- d) Duration: 25 days
- e) Calculation: $(25 \div 31)$ days x RM139 = **RM112.10**

RECURRING CHARGES					
Item	Start Date	End Date	Gross (RM)	Discount (RM)	Amount (RM)
unifi lite 100Mbps	22/02/2022	21/03/2022	139.00	0.00	139.00
TOTAL			139.00	0.00	139.00
SERVICE TOTAL					139.00

- 3. Bill February 2022 (after bill date 28 abolish)
 - a) Monthly charge of unifi package is RM139 for 28 days (one month).
 - b) Start: 22 February 2022
 - c) End: 21 March 2022
 - d) Duration: 28 days

Note: Monthly charge calculation for one month continues for the following months.

7.	Is there any changes to my/my company's bill delivery method?	<p>This activity will not impact the bill method delivery. You will still be receiving your bills either through softcopy or printed bills.</p> <p>However, the expected date of receipt of the bill will be earlier than usual.</p>						
8.	Is there any changes to my/my company's bill due date?	<p>The bill payment due date will be earlier when you/your company has migrated from bill date 28 to bill date 22.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr> <th style="width: 50%;">Bill date</th> <th style="width: 50%;">Bill payment due date</th> </tr> </thead> <tbody> <tr> <td>28 January 2022</td> <td>18 February 2022</td> </tr> <tr> <td>22 February 2022</td> <td>15 March 2022</td> </tr> </tbody> </table> <p>Customers are given 21 days to make payment.</p>	Bill date	Bill payment due date	28 January 2022	18 February 2022	22 February 2022	15 March 2022
Bill date	Bill payment due date							
28 January 2022	18 February 2022							
22 February 2022	15 March 2022							

NO	QUESTION	ANSWER
9.	I/my company have made payment for 28 January 2022's bill. Then I received an SMS informing me/my company that the latest bill is ready and requesting for payment. Why is that?	<p>This situation occurs if payments are made after the payment due date. The first reminder will be sent if you missed the 28th January bill date payment (which is due on 18 February 2022).</p> <p>If you missed the payment for 22nd February, a reminder will be sent on 15 March 2022 (after the due date of the new bill date).</p>
10.	I am an Autopay customer, do I need to subscribe to Autopay again and inform my bank?	<p>Thank you for using Autopay. Don't worry, you don't have to re -subscribe and don't have to contact your bank.</p> <p>However, your bank account or credit/ debit card will be charged earlier following the amendment to the new bill date and to avoid service interruption due to late payment.</p>
11.	I have TM Rewards points. What will happen to the points?	<p>TM Rewards points will not be affected. The points will be carried together with your account during the migration. Please follow the current redemption process if you wish to redeem the points.</p>
12.	How do TM inform the affected customers on this initiative?	<p>You/your company will be informed via two channels:</p> <ul style="list-style-type: none"> • SMS will be sent to your registered primary hand phone number recorded in TM's system. You will receive 2 sets of SMS - before 28 January 2022 and before 22 February 2022. • iBill message will display info on this initiative on 28 January and 22 February's bills.
13.	How do I enquire more info about this initiative?	<p>You can reach us through myunifi app or at any of your preferred channels at https://unifi.com.my/support/contact-us</p>

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