

06 August 2025

Dear Valued Customer,

**Important Notice: Discontinuation of Auto Pay Services with Telekom Malaysia (TM)**

TM is currently in the process of discontinuing Auto Pay services for all its customers. However, please note that the effective termination date may vary, as it depends on your individual billing cycle.

Termination of Auto Pay will only take effect after your August billing date to ensure your final Auto Pay deduction is processed successfully. The overall termination exercise is expected to be fully completed by the end of August 2025.

Please rest assured that your billing for August will not be affected, and the usual auto deduction will still take place for the month.

To avoid any disruption in future payments from September onwards, we recommend that you re-register your Auto Pay service via MyUnifi app. For further enquiry with TM, you can reach out via Unifi Selfcare portal, or at [unifi.com.my](http://unifi.com.my).

Should you have any questions, please do not hesitate to contact us.

Thank you for your continued support.