

FREQUENTLY ASKED QUESTIONS (FAQ) FOR SINGLE IP CENTREX FOR SERVICE MIGRATION (SME)

(Disclaimer: This offering is applicable to existing Single DEL customer only.)

NO	QUESTION	ANSWER																		
1	What is Single IP Centrex for Service Migration?	<ul style="list-style-type: none"> ▪ This initiative is developed to support ‘fiberization’ project. It includes migration activity from cooper DEL to alternative product like IP Centrex (HSBB Centrex). ▪ The existing minimum subscription for IP Centrex (HSBB Area) is three (3) lines. However for this initiative, TM is allowing single or two voice lines for IP Centrex (HSBB Centrex) for migration or new line purpose. 																		
2	Why do I need to migrate?	<ul style="list-style-type: none"> ▪ Migrate to single IP Voice enjoy better uninterrupted Voice and free Voice features that suit your business needs. We provide you the convenience with attractive offering that help you in your business. ▪ Migrate now to Single Voice to avoid service disruption, and remain the same business line number with more features! 																		
3	What is the price of Single IP Centrex and what features are included?	<table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="padding: 5px;">Price</td> <td style="text-align: center; padding: 5px;">RM45/ month</td> </tr> <tr> <td style="padding: 5px;">Addressable Customer (for service migration)</td> <td style="text-align: center; padding: 5px;">Single or two (2) DEL</td> </tr> <tr> <td style="padding: 5px;">Call Rate</td> <td style="text-align: center; padding: 5px;">F2F: 10 sen/min F2M: 10 sen/min</td> </tr> <tr> <td style="padding: 5px;">Call Plan</td> <td style="text-align: center; padding: 5px;">NA</td> </tr> <tr> <td style="padding: 5px;">Free Call</td> <td style="text-align: center; padding: 5px;">NA</td> </tr> <tr> <td style="padding: 5px;">Standard Installation Fee - *waived</td> <td style="text-align: center; padding: 5px;">OTC: RM50/line (Maximum up to RM200)</td> </tr> <tr> <td style="padding: 5px;">Deposit - *waived</td> <td style="text-align: center; padding: 5px;">Deposit: RM300</td> </tr> <tr> <td style="padding: 5px;">Non Standard Installation (NSI)</td> <td style="text-align: center; padding: 5px;">Charge as normal</td> </tr> <tr> <td style="padding: 5px;">Stamp Duty</td> <td style="text-align: center; padding: 5px;">To be paid by customer</td> </tr> </tbody> </table> <ul style="list-style-type: none"> ▪ Includes 13 features at no additional costs, including: <ol style="list-style-type: none"> 1. Customized call barring 2. Designated Call pick up 3. Call Transfer 4. Group Call Pickup 5. Abbreviated Dialing (Speed Dial) 6. Call Waiting 7. Call Forwarding Unconditional 8. Call Forwarding Busy 	Price	RM45/ month	Addressable Customer (for service migration)	Single or two (2) DEL	Call Rate	F2F: 10 sen/min F2M: 10 sen/min	Call Plan	NA	Free Call	NA	Standard Installation Fee - *waived	OTC: RM50/line (Maximum up to RM200)	Deposit - *waived	Deposit: RM300	Non Standard Installation (NSI)	Charge as normal	Stamp Duty	To be paid by customer
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		<p>9. Call Forwarding No Reply 10. Three Party 11. Hot line with Time Supervision 12. Outgoing Call Barring for Centrex 13. Wake up call</p>
4	How and where can I request to migrate my Single DEL numbers to IP Centrex?	<ul style="list-style-type: none"> ▪ Customers can apply to migrate their Single DEL numbers to IP Centrex at any TMpoint outlets or they can refer to their respective SME Consultant.
5	Is there any charges applicable if I request to migrate?	<ul style="list-style-type: none"> ▪ Customers will not be charged for the migration process and also standard installation fee (maximum installation of RM200). However, the non-standard installation (NSI) fee or monthly rental is applicable as per the new product offering and business rules.
6	Will I get a new phone set and new service number?	<ul style="list-style-type: none"> ▪ Customers will not be provided with a phone set and they will use their existing phone. Hence, the service number will be maintained from their old Single DEL service number.
7	What is the duration to activate the IP Centrex service?	<ul style="list-style-type: none"> ▪ The activation process within 48 hours once installation is completed.
8	How to make out-going call after activation?	<ul style="list-style-type: none"> ▪ You can press 9 and followed with the destination number to make out-going call.
9	What will happen to the contract and warranty status for Single DEL after the number has been transferred to IP Centrex Line?	<ul style="list-style-type: none"> ▪ The contract for customer's Single DEL will refresh as per existing IP Centrex. ▪ Customers will not be provided with a new phone equipment under the migration plan. Customers will use their existing phone(s). However, the warranty of their existing phone(s) will be extended for another ONE (1) year from the date of installation. ▪ The Life-time service warranty of the BTU and ATA is valid as long as customers are subscribing to IP Centrex service (applicable to customers in HSBB area only).
10	Who should I contact if I need any assistance or service inquiry?	<p>You may reach us through channels below:</p> <ul style="list-style-type: none"> • Digital Platform: <ul style="list-style-type: none"> ○ Live Chat via myunifi App or unifi Portal ○ Facebook @weareunifi ○ Twitter @helpmeunifi ○ Email help@tm.com.my • Call to 100. • Walk-in to the nearest TM Point for further assistance.

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