

## UNIFI BIZ VOICE FREQUENTLY ASKED QUESTIONS (FAQ)

1. What is Simple Voice Plus?

Simple Voice Plus is a new package targeted for SME market, new and existing Non Broadband Customers.

2. How many packages in Simple Voice Plus?

There are 4 packages in Simple Voice Plus which are:

Simple Voice Plus

- ~ Simple Voice plus 10 (targeted)
- ~ Simple Voice plus 30
- ~ Simple Voice plus 50
- ~ Simple Voice plus 70

3. What is the minimum requirement to subscribe the Simple Voice Plus?

Minimum requirement for customer to subscribe to Simple Voice Plus are;

Business customers with segment code S10, S20, S30, S40 and A10

Simple Voice Plus compatible with:

- ~ Simple Voice 58/78/128
- ~ BSP
- ~ OIAB me 1/2/4/8 Mbps (Modular edition)
- ~ UniFi Biz me 5/10/20 (Modular edition)

Allows for active service number only

4. Who should subscribe to Simple Voice Plus?

New business broadband customer who is looking for alternative to reduce cost on calls chargers calling to mobile.

Non Broadband customer with usage RM 70 and below per month

5. What are the offerings of Simple Voice Plus?

Simple Voice Plus has 4 offerings, RM10, RM30, RM50 and RM70.

	RM10	RM30	RM50	RM70
Package Fee				
Free Usage	NA	RM30 (100 minutes)	RM50 (160 minutes)	RM70 (250 minutes)
Beyond:				
• F2F	5sen/min	3sen/min	FREE	FREE
• F2M	12 sen/min	12 sen/min	12 sen/min	10 sen/min
Additional savings		RM30 rebate when usage more than RM150		

6. What are the benefits of subscribing to Simple Voice Plus? Customer will enjoy:
- Free/low rates for calls to local/fixed line and to mobile lines
  - RM30 rebate for any usage more than RM150
7. What is the minimum subscription period?
- For NI, there is no minimum subscription period for Simple Voice Plus.  
For Save program, minimum subscription period of 12 months will be imposed.
8. If I am not satisfied with Simple Voice Plus, can I terminate it / How do I terminate?
- You can terminate Simple Voice Plus anytime if you find that you do not get enough savings from the package.  
To terminate, you just have to go to the nearest TM Point.  
The package will end / terminate on the customer's nearest next bill date minus one (1) day.
9. Will I be penalized for terminating Simple Voice Plus?
- For NI, no penalty fee imposed.  
For Save program, if you terminate the package before contract ends a penalty fee of RM 100 will be imposed on Simple Voice Plus.  
The minimum subscription period for Simple Voice Plus; Save Program is 12 months.

10. I am currently subscribing to another TM call plan packages. Can I subscribe this Simple Voice Plus without terminate the existing plan.

Simple Voice Plus compatible with any Simple Voice package, BSP, OIAB modular edition and UniFi modular edition. For any other call plan package aside from Simple Voice, you need to terminate and subscribe to Simple Voice Plus.

11. I am currently an OIAB/ UniFi customer, can I subscribe to Simple Voice Plus?

Yes, you can subscribe to Simple Voice Plus. [Processor needs to migrate customer OIAB to OIAB me and provision Simple Voice Plus for customer]

12. When will Simple Voice Plus will be available in the market?

The Simple Voice Plus shall be available on 1 Sept 2014

13. How Simple Voice Plus will bill customer?

Customer will be billed with Simple Voice Plus package that customer subscribe, and will be presented in the customer's existing TM Multimedia Bill.

14. What is the value subscribing to Simple Voice Plus?

Customer can control their budget and usage by saving on local call, Fixed to fixed and fixed to mobile, whereby the free usage at current rate is up to the voice package fee.

15. Where can I register Simple Voice Plus?

Currently, this Simple Voice Plus are for targeted or predetermined customer who will be contacted by TMSC, nevertheless, new customer also can register either by walk in to TMpoint or by calling TM SME number at 1-800-888-763 to register.

16. Can I downgrade or upgrade this Voice Plan?

Customer can Upgrading the Voice Plan however, downgrading is not allowed.