

FREQUENTLY ASKED QUESTIONS (FAQ) FOR WIRELESS BROADBAND

NO	QUESTION	ANSWER
QUESTIONS ON NEW WIRELESS BROADBAND PLAN		
GETTING TO KNOW		
1.	What is wireless broadband?	<p>Wireless broadband is the service offered by TM which offers a high-speed wireless broadband internet access.</p> <p>It is a solution for internet access sharing at home and on-the-go within unifi LTE coverage areas especially for customers who have no broadband infrastructure/fibre coverage to serve their area or for those who face installation limitations at their premises.</p> <p>Currently, we are only offering SIM Plan + device purchase for subscription.</p>
2.	Who is eligible to subscribe to wireless broadband plan?	All users, Malaysian and Non-Malaysian, regardless of whether you are a TM customer or non-TM customer (18 years old and above).
3.	Where can I subscribe the plan?	You can register to this plan at selected TMpoint outlets as listed here . Our frontlines will be happy to assist you.
4.	What documents do I need to bring during service registration?	You just need to bring along your NRIC if you are a Malaysian or a Passport if you are a non-Malaysian for registration.
5.	Where are the wireless broadband coverage areas?	We only want the best for you. If you're within our LTE coverage areas where the Internet has good signal and most stable, then you're covered. Check the coverage map here .

NO	QUESTION	ANSWER
6.	How many wireless broadband SIMs can I purchase under one account?	A person can get up to three (3) lines to surf the Internet like you've never done before.
7	I was informed that there is a 3month loyalty waiver programme. Can you tell more about it?	<p>The 3-month loyalty waiver programed is specially for the wireless broadband customers whose subscription remain active for 12 months. These customers will enjoy a 3-month loyalty waiver from the 13th month until the 15th month*.</p> <p><i>*Terms & conditions apply.</i></p>
8	What is offer period for this 3-month loyalty waiver programme?	The 3-month loyalty waiver offer starts from 2 nd April 2018 until further notice.
PLAN		
1.	What is the monthly subscription fee?	<p>The monthly subscription fee is at RM79/month</p> <p>* Price displayed is exclusive 6% service tax.</p>
2.	Is there any upfront payment?	We're having a promotion, so the upfront payment is WAIVED for now.
3.	Is there any activation fee?	We're having a promotion, so the activation fee is WAIVED for now. However, if you wait further, you might have to pay an activation fee of RM50. So hurry, don't miss it!

4.	Is there a deposit required?	For Malaysians, there is no deposit required but for non-Malaysians, a deposit of RM100 is required. Don't worry, you'll get it back for sure!															
5.	When will the wireless broadband plan be available?	The wireless broadband plan will be available for subscription beginning 2 nd April 2018.															
6.	What does the wireless broadband plan offer?	<p>The plan offers internet access within unifi LTE coverage. Below is the breakdown of the offerings:</p> <table border="1" data-bbox="456 894 1450 1287"> <thead> <tr> <th data-bbox="456 894 886 999">Item</th> <th data-bbox="886 894 1170 999">Price exclusive 6% ST</th> <th data-bbox="1170 894 1450 999">Price inclusive 6% ST</th> </tr> </thead> <tbody> <tr> <td data-bbox="456 999 886 1062">Monthly commitment</td> <td data-bbox="886 999 1170 1062">RM79</td> <td data-bbox="1170 999 1450 1062">RM83.74</td> </tr> <tr> <td data-bbox="456 1062 886 1125"></td> <td data-bbox="886 1062 1170 1125"></td> <td data-bbox="1170 1062 1450 1125"></td> </tr> <tr> <td data-bbox="456 1125 886 1188">Monthly quota</td> <td data-bbox="886 1125 1170 1188">60GB</td> <td data-bbox="1170 1125 1450 1188">60GB</td> </tr> <tr> <td data-bbox="456 1188 886 1287">Price of Huawei 4G B618 WiFi router</td> <td data-bbox="886 1188 1170 1287">RM565</td> <td data-bbox="1170 1188 1450 1287">Non Taxable</td> </tr> </tbody> </table> <p data-bbox="480 1335 1430 1367">Register for Autopay service and enjoy RM2 rebate off your monthly bills!</p> <p data-bbox="415 1398 1495 1465"><i>** offer valid until further notice (notice will be given and displayed in our website 30 days in advance)</i></p>	Item	Price exclusive 6% ST	Price inclusive 6% ST	Monthly commitment	RM79	RM83.74				Monthly quota	60GB	60GB	Price of Huawei 4G B618 WiFi router	RM565	Non Taxable
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7.	Are there any other plans available besides the 60GB plan?	For now, we only offer one (1) plan which is wireless broadband with 60GB monthly quota.															
8.	Can I upgrade or downgrade my plan?	Unfortunately no, you can't upgrade or downgrade your plan.															

NO	QUESTION	ANSWER
9.	Is there a contract for the wireless broadband plan?	Don't worry, there is no contract for the wireless broadband plan.
10.	Can I port my existing line(s) from other service provider to this wireless broadband plan?	Unfortunately, no. This is not allowed.
11.	Can I port my wireless broadband plan to other service provider?	Unfortunately, no. You can't do so.
12.	Can I make calls and send SMS with this wireless broadband plan?	We're sorry, you can't send SMS with this plan. This is only a data plan.
13.	Can I use the wireless broadband plan overseas?	We're sorry, this plan is currently available within Malaysia only.

NO	QUESTION	ANSWER
14.	How many devices can I connect to the wireless broadband?	You can connect up to 64 devices at one time.
15.	What happens if I did not use all my monthly internet quota?	<p>Don't worry, your quota will start fresh with 60GB at the next bill cycle.</p> <p>However, for high data-users, top-ups can be purchased easily here upon full utilisation of the 60GB data and the top-up is valid for up to 90 days.</p>
16.	Is the quota transferrable?	Unfortunately, no. You can't transfer the quota.
17.	Can I still use the wireless broadband service once I have finished my monthly internet quota?	<p>Of course! We know how important staying connected is. But once you have used up your 60GB quota, you'll have to settle for a 128kbps connection instead to make sure it's fair for everyone.</p> <p>However, for high data-users, top-ups can be purchased easily here upon full utilisation of the 60GB data and the top-up is valid for up to 90 days.</p>
18.	Will I be charged per use once I have exceeded my monthly internet quota?	Don't worry, there's no additional charge if you exceed the monthly internet quota.
19.	Will I be notified when my monthly internet quota has been used up?	Yes, you will be notified via email and SMS when you have used 33%, 80% and 100% of your internet quota.

NO	QUESTION	ANSWER
20.	Can I check and monitor my monthly internet quota balance?	Yes, you can check your monthly internet quota usage via our self-care web portal at Self Care
21.	Will I be charged any penalty if I decide to terminate my wireless broadband service?	Don't worry. There will be no penalty charges if you wish to terminate the service.
22.	What should I do if I do not understand how to use the wireless broadband service or having problem with this product?	<p>You can refer to the tutorial steps and FAQ available here to help you with your inquiries or you can come to our TMpoint outlets for further explanation.</p> <p>You can also reach out to us via Live Chat at Self Care</p>
DEVICE PURCHASE		
1.	Where can I purchase the HUAWEI 4G B618 WiFi Router?	Customers can purchase the HUAWEI 4G B618 WiFi Router from selected TMpoint outlets that offer the wireless broadband plan, as listed here .

NO	QUESTION	ANSWER						
2.	I am your existing wireless broadband member. Can I purchase the HUAWEI 4G B618 only?	<p>Unfortunately, you can't. However, you may subscribe to another line and buy the device.</p> <p><i>Note: Members can purchase a maximum of three (3) unifi Mobile broadband SIMs/ lines under one MyKad.</i></p>						
3.	How much do I need to pay upon registration?	<p>Here are the details:</p> <table border="1" data-bbox="391 852 1227 999"> <tr> <td>Device Price –Huawei 4G B618</td> <td>RM565</td> </tr> <tr> <td>0% Service Tax</td> <td>RM0</td> </tr> <tr> <td>Total Payment At The Point of Registration</td> <td>RM565</td> </tr> </table>	Device Price –Huawei 4G B618	RM565	0% Service Tax	RM0	Total Payment At The Point of Registration	RM565
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4.	Will I get the device immediately upon registration or it will be delivered to my address?	<p>Customers will get the device immediately if they walk-in to TMpoint. However, if the registration is made through via TM resellers, the device will be delivered to the customer's registered address.</p>						
5.	Will I be subjected to a contract when I purchase the HUAWEI 4G B618?	<p>There is no contract attached for the SIM plan + device purchased.</p>						
6.	Can I keep the HUAWEI 4G B618 upon service termination?	<p>Yes. Definitely you can keep the device upon service termination.</p>						

NO	QUESTION	ANSWER
7.	What are the available payment methods for purchasing the HUAWEI 4G B618?	The purchase can be done via any credit card, debit card or online bank transfer (FPX). During the payment process including online payment, customers will be assisted by our frontlines at TMpoint or resellers. For online payment, the payment will be made through iPay88 with 'webe digital sdn bhd' as the payee.
DEPOSIT AND CREDIT LIMIT POLICY		
1.	I am a nonMalaysian, how and when will I receive my deposit upon termination?	Your refund will be transferred into your bank account within three (3) months / 90 days upon termination. Kindly provide us with your banking details via our support channels or at any TMpoint upon successful termination.
2.	What is the credit limit per line?	The default credit limit per line is RM300.
3.	Can I increase my credit limit?	Yes. You can increase your credit limit via our <u>Self Care</u> web portal or walk in to any TMpoint nationwide.
4.	Can I decrease my credit limit?	Yes, you can decrease your credit limit to the default credit limit.

NO	QUESTION	ANSWER
5.	Will I be notified if my balance exceeded the credit limit?	You will be notified when your account reaches 70%, 90% and 100% credit limit utilisation via your registered email.
6.	What if my balance exceeded the credit limit?	You will not be able to use the service upon exceeding your credit limit.
7.	How much do I need to pay to restore my services, if it is barred due to credit limit?	You need to pay a minimum of 75% of your unbilled and / or billed amount to restore your wireless service.
8.	Will I be subjected to a credit check when I subscribe to this wireless broadband?	Yes. You will be subjected to the standard telco credit check (CTOS) when you subscribe to this wireless broadband plan. However, you will be exempted from credit check if you're an existing TM (unifi or Streamyx) customer.
9.	How do I cancel my subscription?	You can cancel the subscription via our Live Chat, email or at any TMpoint nationwide.
10.	Will I be refunded if there is an extra payment in my account?	Yes. We will refund the extra payment in your account, for any amount more than RM10.

NO	QUESTION	ANSWER
11.	Will I get a rebate if I sign up for Auto Pay?	Yes, you are entitled to a RM2 rebate off your monthly bill when you activate the AutoPay service via <u>Self-Care</u> .
BILLING AND PAYMENT		
1.	How will I receive my monthly bill?	You will receive your monthly bill through your registered e-mail in <u>Self-Care</u> portal.
2.	When is my bill date and bill cycle?	Your bill date is always on the 1st of every month and the cycle is the full period of the month (e.g. 1 st March – Bill generated for 1/3/18 – 31/3/18)
3.	Can I request for a hardcopy bill?	We support environmental friendly initiatives so you will only be receiving an ebill. You may print the hardcopy bill via <u>self-care</u> portal.
4.	Where can I pay my bills?	<p style="text-align: center;"><u>JomPAY</u> is available via:</p> <p><input type="checkbox"/> Internet & mobile banking with participating banks. Please note that the Biller Code is 3608 and the Reference Code is your webe 9-digit account number. For details, please visit www.jompay.com.my.</p>
		<p style="text-align: center;"><u>Autopay</u></p> <ul style="list-style-type: none"> • Sign-up Auto Pay using Visa, MasterCard or AMEX Credit Card and enjoy RM2 rebate off your monthly bill <Link> <p style="text-align: center;"><u>Self-Care</u></p> <ul style="list-style-type: none"> • MasterCard, Visa (Credit & Debit Card), AMEX <p style="text-align: center;"><u>Self-Care</u></p> <p style="text-align: center;"><u>Walk In & Over the Counter Payment</u></p> <ul style="list-style-type: none"> • CIMB: https://www.cimbclicks.com.my (<i>Bank in to your webe CIMB Account Number: 98953 followed by your 9 digit webe account number</i>) <ul style="list-style-type: none"> • POS Malaysia http://www.pos.com.my/ <ul style="list-style-type: none"> • TMpoint

5.	Which payee should I choose when I make payment via online, ATM & cash deposit machine?	Please select 'webe digital sdn bhd' when you're making your payment via online, ATM and cash deposit machine.
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