FREQUENTLY ASKED QUESTIONS (FAQ) ON BROADBAND LITE PACKAGES		
GETTING TO KNOW		
1	**Is there any pre-requisite for customers before subscribing to this package?**	The residential must have TM fixed line. For customers with no existing TM fixed line, they have to apply and install a new line.
2	**Does this package come with FREE telephone set?**	No, Broadband Lite 1Mbps RM38 package does not come with FREE telephone set.
3	**Is there any installation & activation charge ?**	There is no activation & installation charge.
4	**What will happen when the 1GB is fully utilized?**	Broadband Lite 1Mbps RM38 is subject to a monthly 1GB data cap. Service will be throttled to 128Kbps upon reaching the 1GB data cap which the quota will be automatically renewed at every 1st day of the month. There will be no data volume top up option for this package. Heavy data users have the option to upgrade to 1Mbps unlimited at RM110 package that gives better value (inclusive of voice call plan). Customer can apply 1Mbps unlimited at TMPoint, self-care portal and 100.
5	**Can customer check the Internet quota utilization?**	Customer cannot view their Internet quota utilization. However they will be notified when the usage reaches 80% and 100% of the utilization.
6	**Who can subscribe to this package?**	This package is open to all nationwide with no income capping.
7	**How do I subscribe to this package?**	Customer may apply this package at any TMpoint outlets nationwide.
8	**How long is the contract period for this promotion?** .	The contract period is for 12 months for the 1Mbps package

9	**What if customer terminates the service before the end of the contract term?**	It is recommended for customer to continue with the service as there will be penalty fees for early termination before the end of the contract period. The penalty fee is RM350
10	**What customers can do with 1GB data volume?**	These are among the examples on what customers can do online with the 1GB data volume: a. Surf the internet for 44 hours b. Watch your favorite videos & your favorite TV channel online within2 hours. c. Send/receive 200,000 emails with 300 characters d. Talk on Skype's video chat for 4 hours e. Facebook for 51 hours
11	**How long will this promotion package valid?**	Promotion is valid until further notice.
12	**Can TM existing customers apply for these packages?**	Yes, TM existing customers can apply for these packages subject to Broadband Terms and Condition; for example contract renewal and unifi TV early termination penalty charges.
13	**Can customer check the Internet quota utilization?**	Customer cannot view their Internet quota utilization. However they will be notified when the usage reaches 80% and 100% of the utilization. For 80% utilization, customer will be redirect to landing page https://www.tm.com.my/notifyme and for 100% utilization, customers will be redirect to https://www.tm.com.my/notifymeagain .
14	**Why customer didn't get notification on the quota utilization/ not redirect to any landing page of quota notification?**	Customer will not be redirected to landing page if browsing on 'https' URL, therefore if customers experience slow browsing, they are advised to browse any URL that starts with "HTTP" so that they will be redirected to a landing page for confirmation of quota reaches 80% or 100% utilization.

15	**If customer has existing DEL under different name and he/she subscribe this package under his/her name, will the DEL rental waived?**	Yes, the rental is waived.
16	**Can this Broadband Lite 1Mbps RM38 be used for CCTV purpose?**	Broadband Lite 1Mbps RM38 is subject to a monthly 1GB data cap and customer is not advisable to use the internet connection for CCTV purpose.
17	**If I'm subscribing to this Broadband Lite 1Mbps, do I need to turn off the modem if I'm not using the internet?**	It is advisable to turn off your modem if you are not using the internet as it will affect your available quota if there are an automatic updates at your laptop, computer or device such as spyware and software updates.
18	**Can I add on RM10 call plan for this package?**	Yes, you can add on RM10 call plan for this package.