



**FREQUENTLY ASKED QUESTIONS (FAQ)
ON
On Site Support (OSS) and Customer Charging Proposition (CCP)**

NO	QUESTION	ANSWER
1.	What is On Site Support (OSS) charge?	On Site Support (OSS) charge is the charge that will be imposed on TM customers for an on-site visit to their premise by appointed TM technicians.
2.	What are the reasons that will require on-site visit to my premise and chargeable for On Site Support (OSS)?	<p>Below are the possible scenarios:</p> <ol style="list-style-type: none"> 1) If you have personally requested for an on-site support and your CPE is already beyond warranty period 2) Technical faults that could be due to your own device, internal wiring or negligence. <p>At the premise, our technicians will first make an assessment before informing you of the actual issue.</p>
3.	What is Customer Charging Proposition (CCP)?	Customer Charging Proposition (CCP) is an option for TM customer to choose between renewal of their service contract or a one-time charge (according to price of the related Customer Premises Equipment (CPE)) upon equipment replacement by TM.
4.	Can I opt for not renewing the contract when the technician comes and replace my equipment?	<p>Yes. Just inform your preferred option to our TM technician during the on-site visit. Our technician will make the necessary change for you.</p> <p><i>Note: If you do not wish to proceed with the renewal of service contract as per your earlier selection, please inform our technician/Care Crew that you would like to change to 'One-off payment'.</i></p>
5.	I don't want to pay anything for the equipment replacement. Is this possible?	Yes, enjoy a free replacement of the equipment simply by renewing your service contract as below:



NO	QUESTION	ANSWER																								
		<table border="1"> <thead> <tr> <th data-bbox="605 321 829 415">Existing Service Contract</th> <th data-bbox="829 321 1084 415">Scenario</th> <th data-bbox="1084 321 1265 415">Service Contract Period</th> <th data-bbox="1265 321 1450 415">CPE Warranty Period</th> </tr> </thead> <tbody> <tr> <td data-bbox="605 415 829 552" rowspan="2">1 year</td> <td data-bbox="829 415 1084 470">Within contract period</td> <td data-bbox="1084 415 1265 552" rowspan="2">Refresh 1 year</td> <td data-bbox="1265 415 1450 552" rowspan="2">Refresh 1 year</td> </tr> <tr> <td data-bbox="829 470 1084 552">Beyond contract period</td> </tr> <tr> <td data-bbox="605 552 829 688" rowspan="2">2 years</td> <td data-bbox="829 552 1084 606">Within contract period</td> <td data-bbox="1084 552 1265 606">Refresh 2 years</td> <td data-bbox="1265 552 1450 688" rowspan="2">Refresh 1 year</td> </tr> <tr> <td data-bbox="829 606 1084 688">Beyond contract period</td> <td data-bbox="1084 606 1265 688">Refresh 1 year</td> </tr> <tr> <td data-bbox="605 688 829 825" rowspan="2">3 years</td> <td data-bbox="829 688 1084 743">Within contract period</td> <td data-bbox="1084 688 1265 743">Refresh 3 years</td> <td data-bbox="1265 688 1450 825" rowspan="2">Refresh 1 year</td> </tr> <tr> <td data-bbox="829 743 1084 825">Beyond contract period</td> <td data-bbox="1084 743 1265 825">Refresh 1 year</td> </tr> </tbody> </table>				Existing Service Contract	Scenario	Service Contract Period	CPE Warranty Period	1 year	Within contract period	Refresh 1 year	Refresh 1 year	Beyond contract period	2 years	Within contract period	Refresh 2 years	Refresh 1 year	Beyond contract period	Refresh 1 year	3 years	Within contract period	Refresh 3 years	Refresh 1 year	Beyond contract period	Refresh 1 year
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6.	<p>Do I need to pay any cash amount upfront to the TM technician for the on-site support as well as the equipment replacement?</p>	<p>No, all the charges will be reflected in your next monthly bill if you have opted for one-off payment.</p>																								
7.	<p>Can I change the equipment replacement payment option?</p>	<p>Yes. Just inform your preferred option to our TM technician during the on-site visit. Our technician will make the necessary change for you.</p>																								
8.	<p>How will the equipment charges be imposed if the replacement involves more than one (1) equipment in a single on-site visit?</p>	<p>Calculation example for each CPE replacement is as below:</p> <table border="1" data-bbox="688 1377 1357 1545"> <thead> <tr> <th data-bbox="688 1419 930 1465" rowspan="2">CPE</th> <th colspan="2" data-bbox="930 1377 1357 1419">Warranty Period</th> </tr> <tr> <th data-bbox="930 1419 1187 1465">Beyond</th> <th data-bbox="1187 1419 1357 1465">Within</th> </tr> </thead> <tbody> <tr> <td data-bbox="688 1465 930 1503">RG (Modem)</td> <td data-bbox="930 1465 1187 1503">RM188</td> <td data-bbox="1187 1465 1357 1503">Free</td> </tr> <tr> <td data-bbox="688 1503 930 1545">Set-Top Box (STB)</td> <td data-bbox="930 1503 1187 1545">RM300</td> <td data-bbox="1187 1503 1357 1545">Free</td> </tr> </tbody> </table> <p>E.g.: If your RG and STB are faulty, RG is within the warranty period while STB is beyond the warranty period, Total Charges: Free (RG) + RM300 (STB) = RM300</p>				CPE	Warranty Period		Beyond	Within	RG (Modem)	RM188	Free	Set-Top Box (STB)	RM300	Free										
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9.	Can I replace the non-faulty equipment using the equipment replacement option?	We are sorry, you are not allowed to replace any non-faulty equipment. Our technician will check and verify the equipment conditions and functions first before making any replacement.
10.	Where can I check my charging option, or the charges occurred during the on-site visit?	You will be able to view the total amount charged in the digital Restoration Acceptance Form (RAF). Once you have signed the form in the technician's tablet, you will receive a copy of the form via email. Your next bill will also reflect these charges.
11.	How will I know if my contract has been renewed?	You can check the status of your contract by logging in to unifi.com.my and go to My Accounts > View Service > My Service Details (Service Start Date).