

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
FREE CALLS FOR RAYA CELEBRATION PROMO 2021**

NO	QUESTION	ANSWER												
1	What is this Free Calls for Raya celebration Promo?	Free Calls for Raya celebration promo is a complementary service by TM to all our customers in celebration of Hari Raya Aidil Fitri 2021. TM through unifi is giving free calls from 10 pm on 12 May 2021 (Raya eve) until 10am on 13 May 2021 (1st day of Hari Raya).												
2	What is the offering under this promo?	<p>Under this promo, all TM customers can enjoy free domestic calls (calls within Malaysia) from TM Fixed Line* and unifi Mobile services to:</p> <ol style="list-style-type: none"> 1) TM Fixed Line* 2) unifi Mobile 3) non-unifi TM Fixed Lines (Fixed Lines by other operators) 4) non-unifi Mobile lines (Mobile lines by other operators) <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #cccccc;">Service</th> <th style="background-color: #cccccc;">Offering</th> </tr> </thead> <tbody> <tr> <td>Fixed Line</td> <td>FREE calls to all fixed line and mobile users (including to non-TM and non-unifi numbers)</td> </tr> <tr> <td colspan="2">unifi Mobile postpaid plans:</td> </tr> <tr> <td>a) unifi Mobile Unlimited plans</td> <td>Unlimited calls already included in the plan offerings</td> </tr> <tr> <td>b) unifi Mobile with quota plans (RM19, RM29, RM39 and RM59)</td> <td>200-minutes complimentary pass. Customers shall be automatically assigned with the complimentary pass by 10pm, 12 May 2021.</td> </tr> <tr> <td>unifi Mobile prepaid #BEBAS</td> <td>200-minutes complimentary pass. Customers need to self-redeem the complimentary pass via mobile@unifi app between 10pm, 12 May 2021 to 10am, 13 May 2021.</td> </tr> </tbody> </table> <p>Note*: TM Fixed Line is inclusive of Wireless Home Phone service.</p>	Service	Offering	Fixed Line	FREE calls to all fixed line and mobile users (including to non-TM and non-unifi numbers)	unifi Mobile postpaid plans:		a) unifi Mobile Unlimited plans	Unlimited calls already included in the plan offerings	b) unifi Mobile with quota plans (RM19, RM29, RM39 and RM59)	200-minutes complimentary pass. Customers shall be automatically assigned with the complimentary pass by 10pm, 12 May 2021.	unifi Mobile prepaid #BEBAS	200-minutes complimentary pass. Customers need to self-redeem the complimentary pass via mobile@unifi app between 10pm, 12 May 2021 to 10am, 13 May 2021.
Service	Offering													
Fixed Line	FREE calls to all fixed line and mobile users (including to non-TM and non-unifi numbers)													
unifi Mobile postpaid plans:														
a) unifi Mobile Unlimited plans	Unlimited calls already included in the plan offerings													
b) unifi Mobile with quota plans (RM19, RM29, RM39 and RM59)	200-minutes complimentary pass. Customers shall be automatically assigned with the complimentary pass by 10pm, 12 May 2021.													
unifi Mobile prepaid #BEBAS	200-minutes complimentary pass. Customers need to self-redeem the complimentary pass via mobile@unifi app between 10pm, 12 May 2021 to 10am, 13 May 2021.													
3	What is not included in this offering?	<p>Below numbers are not included in this promo:</p> <ol style="list-style-type: none"> 1. Calls to 1300 / 1700 / 1600 / 1MOCC numbers 2. 080 - Prefix number for border calls to Brunei 3. Calls to Special Number (i.e. 15454, 103) 4. International Calls (IDD) 5. Voice calls roaming outside Malaysia 6. Video calls (unifi Mobile) 7. Home Prepaid 												
4	What is the duration of this promo?	This promo will start at 10 pm on 12 May 2021 (Raya eve) and ends at 10am on 13 May 2021 (1 st day of Hari Raya).												

NO	QUESTION	ANSWER						
5	Who is eligible to enjoy this promo?	All TM fixed line, unifi Mobile postpaid and #BEBAS customers are eligible to enjoy this promo.						
6	I am a TM Fixed Line customer. What should I do to enjoy this promo?	The charges incurred during the promo period will be waived automatically for all TM fixed line customers. No action is required from the customer.						
7	I am a prepaid unifi Mobile (#BEBAS) customer. What should I do to enjoy this promo?	<p>To enjoy the FREE 200 minutes for domestic calls, customer is required to login to their mobile@unifi app and self-redeem the free minutes within the promo period, which is from 10 pm, 12 May 2021 until 10 am, 13 May 2021.</p> <p>After the redemption process, customer can utilise the free 200 minutes anytime until the quota is exhausted. There is no validity period to the free minutes as long as the prepaid service is active.</p>						
8	I am a unifi Mobile postpaid customer. What should I do to enjoy this promo?	<p>unifi Mobile offering for postpaid is as below:</p> <table border="1" data-bbox="481 1048 1370 1424"> <thead> <tr> <th data-bbox="481 1048 927 1084">Service</th> <th data-bbox="927 1048 1370 1084">Promo</th> </tr> </thead> <tbody> <tr> <td data-bbox="481 1084 927 1151">unifi Mobile Unlimited plan</td> <td data-bbox="927 1084 1370 1151">Unlimited calls already included in the plan offerings</td> </tr> <tr> <td data-bbox="481 1151 927 1424">unifi Mobile quota plans (RM19, RM29, RM39 and RM59)</td> <td data-bbox="927 1151 1370 1424"> 200-minutes complimentary pass. The complimentary pass will be automatically activated at 10pm, 12 May 2021. Customer will need to utilise the free 200 minutes quota before 10 June 2021. </td> </tr> </tbody> </table>	Service	Promo	unifi Mobile Unlimited plan	Unlimited calls already included in the plan offerings	unifi Mobile quota plans (RM19, RM29, RM39 and RM59)	200-minutes complimentary pass. The complimentary pass will be automatically activated at 10pm, 12 May 2021. Customer will need to utilise the free 200 minutes quota before 10 June 2021 .
Service	Promo							
unifi Mobile Unlimited plan	Unlimited calls already included in the plan offerings							
unifi Mobile quota plans (RM19, RM29, RM39 and RM59)	200-minutes complimentary pass. The complimentary pass will be automatically activated at 10pm, 12 May 2021. Customer will need to utilise the free 200 minutes quota before 10 June 2021 .							
9	What will happen if I exceeded the free 200 minutes complimentary pass (unifi Mobile)?	<p>If you exceeded the free 200 minutes quota, you will be charged based on the below sequence:</p> <ol style="list-style-type: none"> 1) Remaining voice quota (if any) 2) Pay per use 						
10	I'm on TM fixed line, what will happen if I make call at the time where promo about to end? Will I enjoy the free call?	<p>Example of this scenario is the call start time is 9.59 am on 13 May 2021 and the end time is 10.23 am on the same day. Call duration is 23 minutes.</p> <p>Free call is calculated from the time call connected to the other party. If the call is connected at 9.59 am on 13 May 2021, customer will enjoy the privilege of free call because the connection time is within the promo period.</p>						

NO	QUESTION	ANSWER
11	I'm on TM fixed line, what will happen if I make call before promo start but end my call within promo time? Am I eligible for the free call?	<p>Example of this scenario is the call start time is 9.58 pm on 12 May 2021 and the end time is 10.40 pm on the same day.</p> <p>Free call is calculated from the time call connected to the other party. In this scenario, call connected is not within the promo period. Therefore, the call is not eligible for free promo, even though it ends within the promo period.</p>