

**FREQUENTLY ASKED QUESTIONS (FAQ)  
FOR  
SIMPLE VOICE PLUS (SVP) PACKAGE**

NO	QUESTION	ANSWER																														
<b>About Simple Voice Plus (SVP) Package</b>																																
<b>1</b>	<b>What is Simple Voice Plus (SVP) Package?</b>	<ul style="list-style-type: none"> <li>▪ Simple Voice Plus is a voice package targeted for new and existing business customers.</li> <li>▪ For more detail on SVP package, visit our website: <a href="https://unifi.com.my/business/biz/biz-voice">https://unifi.com.my/business/biz/biz-voice</a></li> </ul>																														
<b>2</b>	<b>How many voice packages under the SVP?</b>	<ul style="list-style-type: none"> <li>▪ There are 3 packages under SVP that you can choose from:                             <ul style="list-style-type: none"> <li>➢ Simple Voice plus 30</li> <li>➢ Simple Voice plus 50</li> <li>➢ Simple Voice plus 70</li> </ul> </li> </ul>																														
<b>3</b>	<b>What are the offerings of SVP packages?</b>	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr> <td style="width: 20%;">Package Fee</td> <td style="width: 15%;"><b>RM10</b></td> <td style="width: 15%;"><b>RM30</b></td> <td style="width: 15%;"><b>RM50</b></td> <td style="width: 15%;"><b>RM70</b></td> </tr> <tr> <td>*Free Usage</td> <td>NA</td> <td>RM30 (100 minutes)</td> <td>RM50 (160 minutes)</td> <td>RM70 (250 minutes)</td> </tr> <tr> <td>Beyond:</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>• F2F</td> <td>5sen/min</td> <td>3sen/min</td> <td>**FREE</td> <td>**FREE</td> </tr> <tr> <td>• F2M</td> <td>12 sen/min</td> <td>12 sen/min</td> <td>12 sen/min</td> <td>8 sen/min</td> </tr> <tr> <td>Additional savings</td> <td colspan="4">RM30 rebate when ***usage more than RM150</td> </tr> </table> <p>** Beyond rate F2F free inclusive TM Fixed Line and Other Fixed Line. And will be capped at 5,000 minutes. *** Usage is defined as the total usage of local and STD calls (using beyond rate depending on the package subscribed). Rebate is entitled only ONE time in one BP period.</p>	Package Fee	<b>RM10</b>	<b>RM30</b>	<b>RM50</b>	<b>RM70</b>	*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	8 sen/min	Additional savings	RM30 rebate when ***usage more than RM150			
Package Fee	<b>RM10</b>	<b>RM30</b>	<b>RM50</b>	<b>RM70</b>																												
*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	8 sen/min																												
Additional savings	RM30 rebate when ***usage more than RM150																															
<b>4</b>	<b>What are the benefits of subscribing to SVP package?</b>	<ul style="list-style-type: none"> <li>▪ Low call rates.</li> <li>▪ RM30 monthly rebate for usage of more than RM150 for all SVP packages</li> </ul>																														
<b>Eligibility</b>																																
<b>5</b>	<b>Who is eligible to subscribe to SVP package?</b>	<ul style="list-style-type: none"> <li>▪ Business customers with the segment code of S10, S20, S30, S40 and A10.</li> <li>▪ Simple Voice Plus is compatible with:                             <ul style="list-style-type: none"> <li>➢ Simple Voice</li> <li>➢ Biz Starter Pack</li> <li>➢ Office In A Box (Business Broadband)</li> <li>➢ UniFi Biz</li> </ul> </li> <li>▪ Please note that all the above are compatible with an active service number only.</li> </ul>																														
<b>6</b>	<b>Who are your target customers?</b>	<ul style="list-style-type: none"> <li>▪ New unifi / business broadband customers who are looking for an alternative to reduce their cost of call charges.</li> </ul>																														

		<ul style="list-style-type: none"> <li>▪ Non-unifi / broadband customers with usage of RM70 and below.</li> </ul>
7	<p><b>I am currently subscribing to another TM call plan packages. Can I subscribe to this SVP without terminating my existing call plan?</b></p>	<ul style="list-style-type: none"> <li>▪ Kindly note that only Simple Voice package can be subscribed concurrently with SVP packages. You will need to terminate other TM call plan packages before subscribing to SVP packages.</li> </ul>
8	<p><b>I am currently a TM broadband customer; can I subscribe to SVP packages?</b></p>	<ul style="list-style-type: none"> <li>▪ SVP packages can be subscribed concurrently with the below broadband packages:                             <ul style="list-style-type: none"> <li>○ The latest version of Office In A Box (OIAB) <i>(TM will assist in checking the version of your current broadband in our system)</i>.</li> <li>○ Biz Starter Pack (BSP).</li> <li>○ The latest version of unifi Biz <i>(TM will assist in checking the version of your unifi Biz in our system)</i>.</li> </ul> </li> </ul>
<b>Subscription &amp; Termination terms and conditions</b>		
9	<p><b>How do I subscribe to SVP package?</b></p>	<ul style="list-style-type: none"> <li>▪ To subscribe, please visit the nearest TMpoint. Your package will be activated within 24 hours from the order completion date.</li> </ul>
10	<p><b>How do I terminate my SVP package?</b></p>	<ul style="list-style-type: none"> <li>▪ To terminate, please visit the nearest TMpoint. Your package will be terminated within 24 hours from termination order completion date.</li> </ul>
11	<p><b>What is the minimum subscription period?</b></p>	<ul style="list-style-type: none"> <li>▪ There is no minimum subscription period for SVP package for new customers.</li> <li>▪ While, a minimum subscription period of 12 months will be imposed for customer under Save Programme.</li> </ul>
12	<p><b>Will I be penalised for terminating SVP package?</b></p>	<ul style="list-style-type: none"> <li>▪ If you are a new subscriber of SVP package, there is no minimum subscription period for Simple Voice Plus. So there will be no penalty imposed.</li> <li>▪ If you subscribed to SVP package under Save Programme, you are bound to a minimum subscription period of 12 months from the activation date. A penalty fee of RM100 will be imposed for early termination of your SVP package.</li> </ul>

<p><b>13</b></p>	<p><b>Can I change one SVP package to another SVP package, with a different fee?</b></p> <p><b>Can I upgrade or downgrade my SVP package to another SVP package?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes, you can.</li> <li>▪ However, you will need to perform a termination and a new subscription.</li> <li>▪ Therefore, if you are subscribing to an SVP package with a minimum subscription period (Save Programme), you will be subjected to a penalty charge if you perform the termination before the minimum subscription period.</li> </ul>				
<p><b>14</b></p>	<p><b>Do I get charged for calling special number?</b></p>	<ul style="list-style-type: none"> <li>▪ Yes. All call to special number listing below are chargeable based on below call rate.</li> </ul> <table border="1" data-bbox="581 764 1466 1083"> <thead> <tr> <th data-bbox="581 764 924 814">8sen/minute</th> <th data-bbox="924 764 1466 814">Rate based on customer call plan</th> </tr> </thead> <tbody> <tr> <td data-bbox="581 814 924 1083"> <ul style="list-style-type: none"> <li>▪ 1300</li> <li>▪ 15999</li> <li>▪ 1051</li> <li>▪ 15454</li> <li>▪ 15300</li> <li>▪ 15500</li> <li>▪ 15777</li> <li>▪ 15511</li> </ul> </td> <td data-bbox="924 814 1466 1083"> <ul style="list-style-type: none"> <li>▪ 1700</li> </ul> </td> </tr> </tbody> </table>	8sen/minute	Rate based on customer call plan	<ul style="list-style-type: none"> <li>▪ 1300</li> <li>▪ 15999</li> <li>▪ 1051</li> <li>▪ 15454</li> <li>▪ 15300</li> <li>▪ 15500</li> <li>▪ 15777</li> <li>▪ 15511</li> </ul>	<ul style="list-style-type: none"> <li>▪ 1700</li> </ul>
8sen/minute	Rate based on customer call plan					
<ul style="list-style-type: none"> <li>▪ 1300</li> <li>▪ 15999</li> <li>▪ 1051</li> <li>▪ 15454</li> <li>▪ 15300</li> <li>▪ 15500</li> <li>▪ 15777</li> <li>▪ 15511</li> </ul>	<ul style="list-style-type: none"> <li>▪ 1700</li> </ul>					
<p><b>15</b></p>	<p><b>Who should I contact if I need any assistance or service inquiry?</b></p>	<ul style="list-style-type: none"> <li>▪ Easy, you can contact us via TM's digital channels such as: <ul style="list-style-type: none"> <li>➢ myunifi app (available for Android and iOS)</li> <li>➢ unifi portal - unifi.com.my</li> <li>➢ unifi online community forum at community.unifi.com.my</li> <li>➢ Email – <a href="mailto:help@tm.com.my">help@tm.com.my</a></li> <li>➢ Facebook - <a href="https://www.facebook.com/weareunifi/">https://www.facebook.com/weareunifi/</a></li> <li>➢ Twitter - <a href="https://twitter.com/helpmeunifi">https://twitter.com/helpmeunifi</a></li> </ul> </li> <li>▪ Should you require a face-to-face interaction, you may visit any of the TMpoint outlets nationwide for further assistance.</li> </ul>				