

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR
UPGRADING OF TELEPHONY PLATFORM**

NO	QUESTION	ANSWER																		
1.	What is the purpose of the upgrading exercise?	<ul style="list-style-type: none"> ▪ We are upgrading our telephony platform to the latest software/5G-ready so we could serve you better in the future. 																		
2.	Who are the customers involved in this exercise?	<ul style="list-style-type: none"> ▪ Below are the categories of products involved: <ul style="list-style-type: none"> • TM ONE Centrex • TM ONE IP Centrex • TM ONE Multi-Line SIP • Homeline / Businessline • unifi Multi Line with ATA • unifi phone line (Voice over Broadband – VoBB) • unifi Mobile 																		
3.	What are the services that will be impacted?	<ul style="list-style-type: none"> ▪ The services that will be interrupted are voice and fax services. 																		
4.	What are the communication channels used to inform customers?	<ul style="list-style-type: none"> ▪ We have informed the impacted customers via an announcement on the unifi portal. 																		
5.	When will this upgrading activity take place?	<ul style="list-style-type: none"> ▪ The upgrading activity will be done in stages according to the table below: <table border="1" style="margin-left: 20px; margin-top: 10px;"> <thead> <tr> <th style="background-color: black; color: white;">Date</th> <th style="background-color: black; color: white;">Day</th> </tr> </thead> <tbody> <tr> <td>10 August 2020</td> <td>Monday</td> </tr> <tr> <td>14 August 2020</td> <td>Friday</td> </tr> <tr> <td>17 August 2020</td> <td>Monday</td> </tr> <tr> <td>24 August 2020</td> <td>Monday</td> </tr> <tr> <td>6 September 2020</td> <td>Sunday</td> </tr> <tr> <td>11 September 2020</td> <td>Friday</td> </tr> <tr> <td>14 September 2020</td> <td>Monday</td> </tr> <tr> <td>12 October 2020</td> <td>Monday</td> </tr> </tbody> </table> 	Date	Day	10 August 2020	Monday	14 August 2020	Friday	17 August 2020	Monday	24 August 2020	Monday	6 September 2020	Sunday	11 September 2020	Friday	14 September 2020	Monday	12 October 2020	Monday
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6.	How long will the services be interrupted?	<ul style="list-style-type: none"> The affected services will be interrupted for 10 minutes, between 12:00 midnight and 2.30 am on the specified date. 																		
7.	What are the information communicated to customers as per Q4?	<p>Announcement at unifi portal</p> <p>UPGRADING OF TM'S TELEPHONY PLATFORM</p> <p>We wish to inform that Telekom Malaysia Berhad (TM) will be upgrading its telephony platform to be 5G ready as part of our efforts to deliver enhanced service experience to our customers.</p> <p>The upgrading activity will be carried out in phases from 12.00 a.m. – 2.30 a.m, on any of the listed dates below, based on your areas:</p> <table border="1" data-bbox="579 835 1169 1377"> <thead> <tr> <th>Date</th> <th>Day</th> </tr> </thead> <tbody> <tr> <td>10 August 2020</td> <td>Monday</td> </tr> <tr> <td>14 August 2020</td> <td>Friday</td> </tr> <tr> <td>17 August 2020</td> <td>Monday</td> </tr> <tr> <td>24 August 2020</td> <td>Monday</td> </tr> <tr> <td>6 September 2020</td> <td>Sunday</td> </tr> <tr> <td>11 September 2020</td> <td>Friday</td> </tr> <tr> <td>14 September 2020</td> <td>Monday</td> </tr> <tr> <td>12 October 2020</td> <td>Monday</td> </tr> </tbody> </table> <p>Throughout the activity, your telephony service(s) may experience some disruptions where you may not be able to make and receive voice calls during the period.</p> <p>We apologise for any inconvenience that may arise from this exercise. We would like to express our utmost appreciation for your continuous support towards our products and services and we look forward to making business easier for your convenience. Should you have any inquiries, kindly contact our touchpoints below:</p> <ul style="list-style-type: none"> Live Chat with us at https://unifi.com.my/chat/index.html or via myunifi app Facebook at https://www.facebook.com/weareunifi/ Twitter at @helpmeunifi TM Contact Centre at 100 <p>You may also visit our TMpoint outlets nationwide for further assistance.</p>	Date	Day	10 August 2020	Monday	14 August 2020	Friday	17 August 2020	Monday	24 August 2020	Monday	6 September 2020	Sunday	11 September 2020	Friday	14 September 2020	Monday	12 October 2020	Monday
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		Thank you.
8.	Will the voice service of ISDN (BRI/PRI) and CDMA be impacted too?	<ul style="list-style-type: none">▪ No, it will not.
9.	What should customer do if their CPE is not working after the upgrading?	<ul style="list-style-type: none">▪ Customers are advised to perform basic troubleshooting such as rebooting the device to re-activate the voice service.