

FAQ - Frequently Asked Questions (TM Online Guard Plus)

1. What is TM Online Guard Plus?

- a. TM Online Guard Plus is a FREE Internet Security license provided in TM UniFi VIP and BIZ Fixed IP packages as one of the Value Added Services.
- b. TM Online Guard Plus provides functions for data security by restricting access to system resources. It also prevents unwanted programs or malicious security threats from being installed into your system with its advanced protection features.
- c. TM Online Guard Plus has 9 main features comparable to other products including Anti-virus protection, Web & Parental Control, Firewall and more others.

2. Why should I subscribe to TM Online Guard Plus?

- a. It supports most Windows operating systems
- b. It provides protection from internet threats
- c. It protects children from coming in contact with inappropriate contents from the internet

3. Who is eligible to subscribe to TM Online Guard Plus?

All VIP, BIZ, New UniFi 30 Mbps and 50 Mbps package subscribers are eligible to subscribe to TM Online Guard Plus. Streamyx Package subscriber Note: Streamyx and new UNIFI 30/50 subscribers are not eligible for the free license but they can purchase TM Online Guard Plus at <https://occ.unifi.my/> (Unifi Subscribers) or visit the nearest TM Point.

4. What is offered and what are the charges?

- a. VIP and BIZ packages

Packages	Price/Month	Remarks
1) Free upon subscribe to UNIFI		
1 License	RM 0.00	VIP 5, VIP 10, VIP 20 & BIZ 5
2 Licenses		BIZ 10
3 Licenses		BIZ 20
2) Add on		
2 Licenses	RM 2/month/license	Customer can add on the number of license based on their need
3 Licenses		
5 Licenses		
10 Licenses		

Subscribers can manage their accounts via Online Guard Management Portal @ <http://www.tmonlineguard.com>

b. Streamyx and UNIFI 30/50 packages

Packages	Price/Month	Remarks
Online Guard Plus		
1 License	RM 2.00	Existing Package
Online Guard Plus		
2 Licenses	RM 4.00	For Streamyx and UNIFI 30/50 packages
3 Licenses	RM 5.00	
5 Licenses	RM 8.00	
10 Licenses	RM 17.00	

Subscribers can manage their accounts via Online Guard Management Portal @ <http://www.tmonlineguard.com>

5. How do I apply for TM Online Guard Plus?

- Visit www.tm.com.my/onlineguard
- Enter your Unifi ID or Subscription Email to retrieve your username
- Password will be provided via email
- Download and install TM Online Guard Plus
- Login and enjoy safety

6. When can I subscribe to TM Online Guard?

Immediately upon customer request after successfully subscribing Unifi.

7. Is there any contract period once I subscribe to TM Online Guard Plus?

There is not contract period. You can enjoy this features until you terminate the UniFi service.

8. What if I terminate Unifi subscription services within contract period?

Your subscription for TM Online Guard Plus will automatically be terminated.

9. How do I receive my bill for TM Online Guard Plus?

TM Online Guard Plus will be charged into your TM Broadband and UniFi bills.

10. Are Streamyx users eligible to subscribe to TM Online Guard Plus license for free?

- a. No, but Streamyx users can purchase TM Online Guard Plus by visit the nearest TM Point
- b. RM 2.00/per license/per month surcharge will be imposed into your bill

11. Are UNIFI 30/50 subscribers eligible to subscribe to TM Online Guard Plus's license for free?

Yes, if you upgrade your package from VIP or BIZ to UNIFI 30/50.

12. Can I install two antivirus programs including TM Online Guard Plus at the same time?

It is recommended that you have only one (1) antivirus program running per time to avoid conflicts.

13. Can I purchase additional TM Online Guard Plus licenses?

- a. Please visit myUnifi Online Customer Centre at <https://occ.unifi.my/> or visit the nearest TM Point for additional licenses.
- b. RM 2.00/per license/per month surcharge will be imposed into your TM Broadband and Unifi bills.



14. Is TM Online Guard Plus compatible with Mac?

No, TM Online Guard Plus only supports Windows 10, 8.1/8, 7 and Vista (for both 32 & 64 bit system).

15. Is TM Online Guard Plus compatible with Android/Smartphone/Tablet?

Yes, TM Online Guard Plus will be launching the application for smartphone and tablet soon.