

iTalk - Terms & Conditions

iTalk card users are subject to the following terms and conditions:

1. Each card/soft pin voucher comes with a unique card number. Do not disclose this number to anyone who may abuse the number. TM is not responsible for any misuse of the card number.
2. Every card/soft pin voucher comes with an expiry date. As such, it is only valid for activation up to that date. Once activated, iTalk value is valid for 90 days and can be extended by reloading credit to the card. Expiry date will be on day 91. Reload **MUST** be made **BEFORE** the expiry date, **NOT** on the expiry date. The credit balance will be forfeited on the expiry date if no reload activity from the customer. TM will not refund any forfeited balance after its expiry date.
3. All cards/soft pin vouchers sold are not refundable or returnable unless customer is able to prove that said card/soft pin vouchers were damaged upon purchase. Likewise, the remaining value of the card/soft pin voucher is also not refundable.
4. TM is not responsible for any damage, loss, theft or misuse of the card/soft pin voucher.
5. TM's liability (if any), to customers in relation to the card/soft pin voucher either in the form of tort, contract, or anything thereunder, is limited to the card/soft pin voucher value only.
6. The value of the card/soft pin voucher is in Ringgit Malaysia (RM).
7. Calls are rated based on the prevailing/promotional rates of the iTalk cards/soft pin vouchers at the time the call is made, unless stated otherwise.
8. TM reserves the right without any prior notice to:
 - Change the call rates.
 - Change expiry periods of card/soft pin voucher.
 - Add, amend or abolish card/soft pin voucher or call features from time to time.
 - Change, modify or amend any terms and conditions stipulated herein.

9. Any dispute with regards to or arising from the card/soft pin voucher usage will be decided according to Malaysia's Law.
10. iTalk is currently operating under new prepaid platform since the previous platform has come to the end of service contract. Below are the changes made to iTalk service under the new platform. This new features/rules are effective 1 January 2020 and affecting all iTalk users (new and existing).
 - a. Only two (2) options for language available. The system default language is Bahasa Malaysia and customer can change to English language.
 - b. Customers are allowed to register up to five (5) different phone numbers, combination of fixed and mobile services, to attach to a single iTalk card.
 - c. Prepaid credit sharing between iTalk cards are no longer applicable. Customers can reload to each iTalk card using third party reload option.
 - d. Validity period for all denominations is 90 days upon card/soft pin activation.
 - e. Maximum reload value is RM500. TM has the rights to forfeit the un-utilized balance once iTalk credit reaches the maximum reload value. Credit balance will be zero Ringgit (RM0) once credit balance is forfeited. Refund of forfeited un-utilized credit balance is not allowable.

TM Homeprepaid (TMHP) - Terms & Conditions

TM Homeprepaid (TMHP) users are subject to the following terms and conditions:

1. TM Homeprepaid (TMHP) is only for subscription by Residential Customers of TM.
2. Each TM Homeprepaid account is tagged to a TMHP starter pack with a unique card number. The starter pack needs to be activated for TMHP service to be activated and can make outgoing calls.
3. All TMHP starter pack sold are not refundable or returnable unless damaged upon purchase. Likewise, the remaining value of the starter pack is also not refundable.
4. Every starter pack comes with an expiry date. As such, it is only valid for activation up to that date. Once activated, TMHP starter pack value is valid for 90 days and can be extended by reloading credit from iTalk card/soft pin. Expiry date is on day 91. Reload **MUST** be made **BEFORE** the expiry date, **NOT** on the expiry date. The credit balance will be forfeited on the expiry date if no reload activity from customer. TM will not refund any forfeited balance after its expiry date.
5. Refund of forfeited credit balance and/or extension of expiry date can only be considered under the scenario where TMHP phone service is having a problem, the customer has logged complaint with Customer Trouble Ticket (CTT) and TM is under investigation and maintenance until it is over the expiry date and balance forfeited.
6. If customers requested for TMHP service termination, prepaid credit will be forfeited and cannot be transferred into customers' other postpaid accounts.
7. If customers requested for migration from TMHP service to postpaid service, prepaid balance cannot be transferred into customers' postpaid account.
8. Prepaid credit can be reloaded using iTalk card.
9. TM is not responsible for any damage, loss, theft or misuse of the TMHP starter pack, credit balance or the service itself during making outgoing or receiving incoming calls.

10. TM's liability (if any), to customers about the TMHP service in form of tort, contract, or anything thereunder, is limited to the TMHP service, starter pack and credit balance value only.
11. The value of the starter pack and credit balance is in Ringgit Malaysia (RM).
12. Calls are rated based on the prevailing/promotional rates of the TMHP service at the time the call is made, unless stated otherwise.
13. TM reserves the right without any prior notice to:
 - a. Change the call rates.
 - b. Change expiry periods of TMHP starter pack and credit balance.
 - c. Add, amend or abolish TMHP starter pack and credit balance or call features from time to time.
 - d. Change, modify or amend any terms and conditions stipulated herein.
14. Any dispute with regards to or arising from the TMHP usage will be decided according to Malaysia's Law.
15. Additional Terms and Conditions for TMHP with Streamyx:
 - a. This package is only for existing TMHP customers. This package is not applicable for non-Home Prepaid customers.
 - b. The speed of service is on 'best effort' basis.
 - c. Service is subject to availability and technical testing.
 - d. The customer will be receiving bill from TM. The customer is obliged to pay the amount due in the bill even though TMHP is a prepaid service (no charge for TMHP in the bill, only charge for Streamyx).
 - e. The minimum subscription period is 12 months except for modem rental and Festive Shock Promo are 24 months.
 - f. Customers are NOT allowed to downgrade during the minimum subscription period. If customers terminate within the minimum subscription period, the remaining balance will be charged and customer is required to return the modem.
 - g. Upgrade/downgrade to other normal/promo Streamyx package is not allowed.

- h. If customer changed from Home Prepaid to Normal DEL, the customer is required to terminate their TMHP Streamyx service and re-register normal unifi Lite package.
 - i. Home prepaid customers are not eligible to apply to normal unifi Lite package and also other running promotions.
 - j. Package valid for personal category only.
16. TMHP is currently operating under new prepaid platform since the previous platform has come to the end of service contract. Below are the changes made to TMHP service under the new platform. These new features/rules are effective 1 January 2020 and affecting all TMHP users, including TMHP with Streamyx service. (new and existing).
- a. Only two options for language available. The system default language is Bahasa Malaysia and customer can change to English language.
 - b. Reload activity **MUST** be made **BEFORE** the expiry date, **NOT** on the expiry date. Forfeited credit balance will not be refunded.
 - c. Customers can make third party reload directly from TMHP phone or from any other phone (fixed and mobile) using TollFree number 1800 88 4444.
 - d. Partial reload and reverse charge features are no longer available.
 - e. Validity period for all denominations is 90 days upon card activation. Balance will be forfeited on the 91st day. Customer is required to purchase new TMHP starter pack. Forfeited credit balance will not be refunded.
 - f. Home Prepaid PLUS is no longer serviceable. Prepaid credit for existing customers will be utilized similar to iTalk. Customers have to key in PIN number when making calls.
 - g. Maximum reload value is RM500. TM has the rights to forfeit the un-utilized balance once prepaid credit reaches the maximum reload value. Credit balance will be zero Ringgit (RM0) once credit balance is forfeited. Refund of forfeited un-utilized credit balance is not allowable.