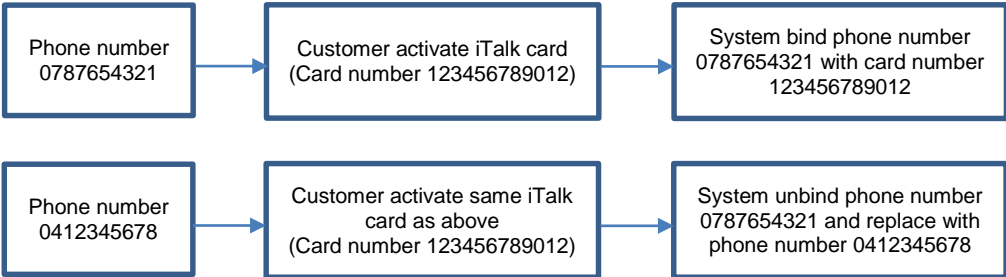
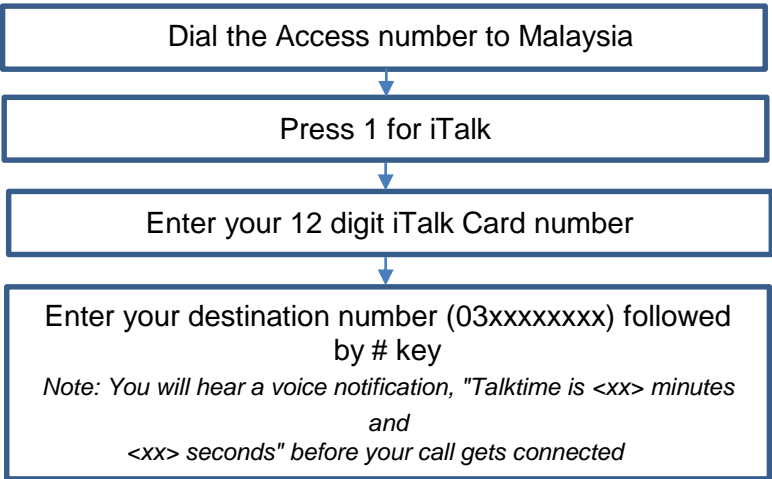


FREQUENTLY ASKED QUESTIONS (FAQ) FOR iTALK

NO	QUESTION	ANSWER
1.	What is iTalk?	<ul style="list-style-type: none"> ▪ iTalk is TM's prepaid calling card service that enables you to make domestic and International calls from mobile and fixed line phones
2.	Who should use iTalk?	<ul style="list-style-type: none"> ▪ Everyone can be an iTalk user. However, iTalk is particularly useful to those who call to and from overseas, budget callers, Home Prepaid users, students, youngsters, travelers & foreign workers.
3.	Where can I purchase the iTalk card?	<ul style="list-style-type: none"> ▪ Our iTalk cards are available at various touchpoints as follows: <ul style="list-style-type: none"> ▪ TMpoint outlet nationwide ▪ Online purchases via Maybank2u, RHBbank CIMBclicks ▪ Maybank ATMs ▪ Participating gadget / camera store ▪ Participating mini markets ▪ Petrol stations ▪ Pos Malaysia ▪ One-Pay ▪ Alternatively, just look out for outlets displaying the iTalk / e-pay signage.
4.	I'm a first time user. How do I use iTalk?	<ul style="list-style-type: none"> ▪ Please refer the iTalk call flow from link below: iTalk Call Flow.pdf
5.	What are the important features of iTalk that I should be aware of?	<ul style="list-style-type: none"> ▪ Effective 1 January 2020, important features of iTalk that existing and new users should be aware of are: <ol style="list-style-type: none"> a. Access number to iTalk is 1800 87 3535. b. Only two (2) language options is available, Option 1 for Bahasa Malaysia and option 2 is English language. c. No option for credit sharing. Customer must reload ALL credit amount from one iTalk card to another iTalk card. d. iTalk has four (4) denominations; RM10, RM20, RM30 and RM50. Validity period for each denomination is 90 days upon reload activity. e. Validity period for new card activation is 90 days. f. Customers need to reload credit before the expiry date. Credit will be forfeited if reload activity is done on or after expiry date. g. Forfeited amount will not be refunded. h. Maximum reload amount is RM500.
6.	How many lines can be activated using one (1) iTalk card?	<ul style="list-style-type: none"> ▪ You can activate up to five (5) lines using one iTalk card. The 5 lines can be a combination of fixed line and mobile phones. ▪ Only 1 registered number can use iTalk at one time. If more than 1 registered number try to make calls, customer will hear IVR saying "This account is blocked".

		<ul style="list-style-type: none"> If you activate your iTalk using your number (fixed or mobile), it will save your number in system and you can enjoy making calls without having to key in your card number and pin number. If later you want to activate the same iTalk card using a different telephone (fixed or mobile), system will activate the new telephone number and delete the previous telephone number. <p>Illustration below to help you to have better understanding on the iTalk card activation rules:</p> 
<p>7.</p>	<p>How to make calls from oversea through the fixed line?</p>	<ul style="list-style-type: none"> You can make calls from oversea through the fixed line with the following steps: 
<p>8.</p>	<p>Will the calls from 1800 87 3535 number be charged?</p>	<ul style="list-style-type: none"> Calls made to 1800 87 3535 is free from TM Fixed Lines. However, if you make the calls from other service provider's mobile or fixed services, the fee is based on the operators' charges.
<p>9.</p>	<p>What are the denominations value available for iTalk?</p>	<ul style="list-style-type: none"> RM10, RM20, RM30 and RM50.
<p>10.</p>	<p>What is the validity period and expiry date for my reload?</p>	<ul style="list-style-type: none"> The validity period for all denominations of iTalk is 90 days. Customers must reload before expiry date stated in IVR, or the credit balance will be forfeited.

11.	Are there any benefits for me if I activate my frequently used telephone numbers?	<ul style="list-style-type: none"> ▪ If you activated the fixed line number that you frequently use, iTalk will automatically recognize it so you do not have to key in the iTalk card number each time you make a call. ▪ If you activated the mobile number that you frequently use, you will enjoy the service without any access charge when making calls from your mobile phone. 									
12.	What is the rate for making domestic calls (within Malaysia) using iTalk?	<ul style="list-style-type: none"> ▪ iTalk rates for domestic calls are as below: <table border="1" data-bbox="571 539 1522 819"> <thead> <tr> <th data-bbox="571 539 855 645">From</th> <th data-bbox="855 539 1198 645">To TM Fixed Line</th> <th data-bbox="1198 539 1522 645">To Mobile / Fixed Other service providers</th> </tr> </thead> <tbody> <tr> <td data-bbox="571 645 855 698">TM Fixed Line</td> <td data-bbox="855 645 1198 698">15 sen / min</td> <td data-bbox="1198 645 1522 698">17 sen / min</td> </tr> <tr> <td data-bbox="571 698 855 819">Mobile / Fixed other service providers</td> <td data-bbox="855 698 1198 819">24 sen / min</td> <td data-bbox="1198 698 1522 819">25 sen / min</td> </tr> </tbody> </table> 	From	To TM Fixed Line	To Mobile / Fixed Other service providers	TM Fixed Line	15 sen / min	17 sen / min	Mobile / Fixed other service providers	24 sen / min	25 sen / min
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13.	Will I receive any bills?	<ul style="list-style-type: none"> ▪ Since this is a prepaid service, no bill will be issued. However, you may check your credit balance by calling 1 800 87 3535 and press 2. 									
14.	Who should I contact if I need any assistance or service inquiry on iTalk?	<ul style="list-style-type: none"> ▪ Easy, you can contact us via TM's digital channels such as: <ul style="list-style-type: none"> • Live Chat via the care@unifi app (available on Google Play/Apple Store) • unifi self-help portal at unifi.com.my/chat. • Facebook at facebook.com/weareunifi • Community at https://community.unifi.com.my/ • Twitter at @helpmeunifi. ▪ You can also visit us at any TMpoint outlets nationwide. 									

Frequently Asked Questions for TM Homeprepaid Service is on the next page.

FREQUENTLY ASKED QUESTIONS (FAQ) FOR TM HOMEPREPAID

NO	QUESTION	ANSWER
1.	What is TM Homeprepaid (TMHP)?	<ul style="list-style-type: none"> ▪ TM Homeprepaid (TMHP) is a prepaid telephony service which uses TM Fixed line with Hotline feature. ▪ First time activation using TM Homeprepaid Starter Pack requires input of account number. When customers want to make subsequent calls, they only lift the telephone set without keying the PIN or card number.
2.	Who should use TMHP?	<ul style="list-style-type: none"> ▪ Currently the existing TMHP customers are under residential segment. TM no longer offers new subscription for TMHP service.
3.	Where can I purchase reload for prepaid credit?	<ul style="list-style-type: none"> ▪ Prepaid credit is from iTalk card/soft pin. ▪ Our iTalk cards are available at various touchpoints as follows: <ul style="list-style-type: none"> ▪ TMpoint outlet nationwide ▪ Online purchases via Maybank2u, RHBbank CIMBclicks ▪ Maybank ATMs ▪ Participating gadget / camera store ▪ Participating mini markets ▪ Petrol stations ▪ Pos Malaysia ▪ One-Pay ▪ Alternatively, just look out for outlets displaying the iTalk / e-pay signage.
4.	What are the denominations value available for iTalk?	<ul style="list-style-type: none"> ▪ RM10, RM20, RM30 and RM50.
5.	How do I use TMHP?	<ul style="list-style-type: none"> ▪ Please refer the TM Homeprepaid call flow from link below: TM Homeprepaid Call Flow.pdf
6.	What are the important features of TMHP that I should be aware of?	<ul style="list-style-type: none"> ▪ Effective 1 January 2020, important features of TM Homeprepaid that existing and new users should be aware of are: <ol style="list-style-type: none"> a. Customer needs to enter area code when making calls. Dialing without area code will result in unsuccessful voice calls. Example, customer must dial 0587654321. b. Third party reload can be done using a different access code, which is 1 800 87 4444. c. No option for partial reload. Customer must reload ALL credit amount from one iTalk card to TMHP account. d. No option for reverse charge. e. Validity period for TMHP Starter Pack is 90 days. f. Only two (2) status available for TMHP: <ol style="list-style-type: none"> i. Active = validity for 90 days. ii. Inactive = status is inactive on day 91. g. Homeprepaid Plus customers will be migrated to iTalk service and make calls like iTalk.

		<p>h. Forfeited amount will not be refunded.</p> <p>i. Maximum reload amount is RM500.</p>														
7.	How many TMHP starter pack can be registered to one telephone service?	<ul style="list-style-type: none"> You can activate only one TMHP starter pack to one telephone service. 														
8.	What is the validity period and expiry date for my reload?	<ul style="list-style-type: none"> The validity period for TMHP credit is 90 days. Customers must reload before expiry date stated in IVR. Reload activity on or after the expiry date will result in forfeited credit balance. 														
9.	What is the rate for making domestic calls (within Malaysia) using TMHP?	<ul style="list-style-type: none"> TM Homeprepaid rates for domestic calls are as below: <table border="1" data-bbox="571 763 1402 1084"> <thead> <tr> <th>Rate Group</th> <th>Price per min (in RM) inc tax</th> </tr> </thead> <tbody> <tr> <td>Band A: Less than 50km</td> <td>0.40</td> </tr> <tr> <td>Band B: 50km ~ 150km</td> <td>0.40</td> </tr> <tr> <td>Band C: More than 150km</td> <td>1.16</td> </tr> <tr> <td>Band L: Within MTX</td> <td>0.40</td> </tr> <tr> <td>Band M: Adjacent MTX</td> <td>0.94</td> </tr> <tr> <td>Band N: Non-adjacent MTX</td> <td>0.94</td> </tr> </tbody> </table> <p>Note: Rate 30 sec per block</p> 	Rate Group	Price per min (in RM) inc tax	Band A: Less than 50km	0.40	Band B: 50km ~ 150km	0.40	Band C: More than 150km	1.16	Band L: Within MTX	0.40	Band M: Adjacent MTX	0.94	Band N: Non-adjacent MTX	0.94
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10.	Will I receive any bills?	<ul style="list-style-type: none"> Since this is a prepaid service, no bill will be issued. However, you may check your credit balance by pressing # for menu and press 2 to check credit balance. 														
11.	Who should I contact if I need any assistance or service inquiry on TMHP?	<ul style="list-style-type: none"> Easy, you can contact us via TM's digital channels such as: <ul style="list-style-type: none"> Live Chat via the care@unifi app (available on Google Play/Apple Store) unifi self-help portal at unifi.com.my/chat. Facebook at facebook.com/weareunifi Community at https://community.unifi.com.my/ Twitter at @helpmeunifi. You can also visit us at any TMpoint outlets nationwide. 														