@unifi

FREQUENTLY ASKED QUESTIONS (FAQ) FOR iTALK

NO	QUESTION	ANSWER
1.	**What is iTalk?**	▪ iTalk is TM's prepaid calling card service that enables you to make National and International calls from mobile and fixed line phones
2.	**Who should use iTalk?**	▪ 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, travellers & foreign workers.
3.	**Where can I purchase the iTalk card?**	▪ Our iTalk cards are available at various touchpoints as follows: ▪ 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.	**How to activate the iTalk service through my mobile phone?**	▪ You can activate the iTalk service through your mobile phone with the following steps: ▪ Step 1: Dial 1 800 87 3535 Step 2: Enter your card number Step 3: Select your preferred language and press #1 to confirm Step 4: Dial your destination number followed by #
5.	**How to make calls using iTalk through the activated mobile phone?**	▪ You can make calls using iTalk with the following steps: • Step 1: Dial 1 800 87 3535 • Step 2: Enter your destination number followed by # or press * for menu • Step 3: You will hear a voice notification, "Talktime is ** minutes and ** seconds" before your call gets connected

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6.	**How to activate iTalk from a fixed line?**	▪ You can activate iTalk from your fixed line with the following steps: • Step 1: Dial 1 800 87 3535 • Step 2: Enter your card number • Step 3: Select your preferred language and press #1 to confirm • Step 4: Press * for menu • Step 5: Press 5 to activate your telephone number and press 1 to confirm
7.	**How many lines can be activated using one (1) iTalk card?**	▪ 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. ▪ To activate iTalk: • Step 1: Dial 1 800 87 3535 • Step 2: Enter your card number • Step 3: Select your preferred language and press #1 to confirm • Step 4: Press * for menu • Step 5: You will hear a notification: "You have xx activated telephone number". Press 5 to activate your telephone number • Step 6: Press 1 to activate another phone number • Step 7: Key in the new telephone number and press 1 to confirm ▪ However, 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".
8.	**How to make calls using iTalk through the activated fixed line?**	▪ You can make calls using iTalk through the activated fixed line with the following steps: • Step 1: Dial 1 800 87 3535 • Step 2: Enter your destination number followed by # • Step 3: You will hear a voice notification, "Talktime is ** minutes and ** seconds" before your call gets connected
8.	**How to make calls from oversea through the fixed line?**	▪ You can make calls from oversea through the fixed line with the following steps: • Step 1: Dial the Access number to Malaysia from the country you are currently in • Step 2: Press 1 for iTalk • Step 3: Enter your 12 digit iTalk Card number • Step 4: Enter your destination number (03-12345678) followed by # • Step 3: You will hear a voice notification, "Talktime is ** minutes and ** seconds" before your call gets connected

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9.	**Will the call made to the 1800 87 3535 number be charged?**	▪ Calls made to 1800 87 3535 is free, if the calls were made from a TM Fixed Line. However, if you make the calls from other service provider's mobile or fixed services, the fee is based on the operators' charges.
10.	**What are the denominations value available for iTalk?**	▪ RM10, RM20, RM30 and RM50. The expiry date is 3 months (90 days) from the time and date of activation.
11.	**What is the validity period and expiry date for my reload?**	▪ The validity period for each denomination of iTalk are: 	DENOMINATIONS	VALIDITY PERIOD
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RM10/RM20/RM30/RM50	90 days	
12.	**How do I reload/combine my iTalk value and what are the rules?**	▪ You can reload/combine your iTalk value with the following steps: • Step 1: Dial 1800 87 3535 • Step 2: Press *3 followed by the new reload card number
13.	**Are there any benefits for me if I activate my frequently used telephone numbers?**	▪ If you activated the fixed line number that you frequently use, iTalk will automatically recognise 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.
14.	**How do I make calls from overseas?**	▪ Dialling from overseas is easy, simply dial the access number (refer the access number table for your country code origin), enter the 12-digit iTalk card number and enter the destination number, followed by the # key.
15.	**What is the rate for making domestic calls (within Malaysia) using iTalk?**	▪ iTalk rates for domestic calls are as below: | From	To TM Fixed Line	To Mobile / Fixed Other service providers
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TM Fixed Line	15 sen / min	17 sen / min
Mobile / Fixed other service providers	24 sen / min	25 sen / min	

NO	QUESTION	ANSWER
16.	**Will I receive any bills?**	▪ 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.
17.	**Who should I contact if I need any assistance or service inquiry on iTalk?**	▪ Easy, you can contact us via TM's digital channels such as: • 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.