

**FREQUENTLY ASKED QUESTIONS (FAQ)
iCARE PRIME DEPLOYMENT
16 – 17 JULY 2011
FOR EXTERNAL COMMUNICATION (TM CUSTOMERS)**

SUMMARY OF KEY MESSAGES:

- TM is currently conducting an upgrading exercise to our customer service support system in phases throughout Malaysia from 16 – 17 July 2011.
- Affected area – Johor, Penang and Perlis.
- Due to the upgrading exercise, there will be a delay in processing new applications and service upgrade requests for customers within the affected areas. However, TM will continue to accept customer applications, which will be processed as soon as the upgrading activity is completed.
- Please be informed that there will be NO interruption of TM's existing services during the upgrading.

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Q&A ON CUSTOMER SUPPORT SYSTEM

1	WHAT IS TM ACTUALLY UPGRADING AND HOW DOES IT AFFECT ME?
	<p>TM is upgrading its Customer Support Service System. The upgrading exercise will take place from Saturday, 16 July at 3.00 pm until Monday, 18 July 2011 at 8.00 am.</p> <p>Due to this ongoing exercise, we will be unable to process all service requests including:</p> <ul style="list-style-type: none">• New applications, upgrades, downgrades and termination requests for residential and business telephony and broadband services• Change of service numbers and addresses• Transfer of ownership• Relocation of services <p>However, TM's existing services will not be disrupted during this time. All UniFi applications and services are also not affected.</p>
2	I HAVE RECEIVED A LETTER FROM TM REGARDING A CUSTOMER SERVICE SUPPORT SYSTEM UPGRADING. CAN YOU EXPLAIN TO ME THE CONTENT OF THE LETTER?
	<p>The letter is to inform TM's business customers in the affected areas that there will be an upgrading exercise for our customer service support system which will affect certain applications such as service application and installation. However, existing customers with current services will not be affected. (See also Q1)</p>
3	WHY IS TM CONDUCTING A CUSTOMER SUPPORT SERVICE SYSTEM UPGRADING?
	<p>This upgrading exercise is necessary to enable us to serve our customers better and improve on our service delivery in the future.</p>
4	HOW LONG WILL IT TAKE TO PROCESS THE APPLICATIONS AFFECTED? HOW LONG A DELAY SHOULD I EXPECT?
	<p>Due to this exercise, we expect the processing of requests to be delayed by between three to five days.</p> <p>Thereafter, existing expected timelines for provisioning will remain, which is within 7 days.</p>
APPLICATION & RELOCATION REQUESTS	
5	WHY CAN'T MY PHONE APPLICATION BE PROCESSED TODAY?
	<p>Due to the upgrading exercise, all new service applications for customers in the affected areas will only be processed after the activities are completed. Our installation centre will call you to fix an appointment date for service installation within 7 days.</p>

6	CAN I APPLY FOR A TELEPHONE LINE FOR MY COMPANY BRANCH WITHIN THE AFFECTED AREAS AT ANOTHER TMPOINT?
	Yes you can. Service application can be made at any TMpoint nationwide. However, with the ongoing upgrading exercise, all new service applications will only be processed after the activities are completed. Our installation centre will call you to fix an appointment date for service installation within 7 days.
7	CAN YOU CHECK IF I CAN APPLY FOR STREAMYX / BROADBAND AT MY AREA?
	Yes, our system is able to check the Streamyx / broadband availability at your area. You can do so at www.tm.com.my or contact 100 (for fixed line or Celcom users) or 1 300 888 123 (for other mobile users) and provide us your telephone number for us to check.
8	DO I HAVE TO COME TO TMPOINT TWICE TO APPLY FOR TELEPHONE AND STREAMYX / BROADBAND?
	No, the system upgrading allows us to process both the telephony and Streamyx / Broadband services applications concurrently.
9	SO SHOULD I SUBMIT MY APPLICATION ON THE 18 July 2011 INSTEAD?
	You can submit your application at any time at any TMpoint outlet during the upgrading period from 11 th until 15 th July 2011. However the applications will only be processed once the upgrading activities at the affected areas are completed.
10	WHY IS MY SERVICE RELOCATION / TERMINATION REQUEST TAKING SO LONG?
	With the upgrading exercise, all pending applications will only be processed after the completion of upgrading activities. Our installation centre will contact you to fix an appointment date for your service relocation within 7 days.
PROCESSING & INSTALLATION TIMELINE	
11	WHEN CAN MY TELEPHONE LINE / STREAMYX / BROADBAND SERVICE BE INSTALLED?
	During the upgrading exercise, application processing will take slightly longer than usual. New service applications will be processed and installed after the completion of the upgrading exercise. This may affect your service installation timeline. Our installation centre will call you to fix an appointment date for service installation within 7 days.
12	WHAT IF I DO NOT GET ANY CALLS FROM THE INSTALLATION CENTRE?
	Please call 100 (for fixed line or Celcom users) or 1 300 888 123 (for other mobile users) to enquire about the status of your service installation. Our customer service representatives will be able to update you on the status of your application.

OTHERS

13	ONCE YOUR SYSTEM IS UPGRADED, WILL YOUR SERVICE CHARGES BE INCREASED?
	No, there will be no changes in the service terms and pricing policy following the completion of the system upgrading exercise. Customers will continue to enjoy their current rental rate and service charges.
14	CAN I USE THE TELEPHONE / INTERNET SERVICE DURING THE CUSTOMER SERVICE SUPPORT SYSTEM UPGRADE?
	Yes. The customer service support system upgrade at TM premises will only affect transactions such as new service applications and installations. Existing customers with current services will not be affected.