

TM Online Guard – Terms & Conditions

1. TM Online Guard is a Value Added Service (VAS) offered exclusive for UniFi and Streamyx customers (Residential and Business categories). The monthly charge (if applicable) would depend on the TM Online Guard package subscribed.
2. TM Online Guard is a solution in the form of 'client-based' and 'online' which requires access to the Internet to function fully. This means it will not function (no online protection) if there is no Internet access.
3. TM Online Guard works based on activated license. Only one (1) complimentary license can be activated at one time for one (1) device only. If customer wishes to have protection on more than one device, additional TM Online Guard license are available for purchase TMpoint or contact 100 for assistance.
4. TM Online Guard has no contract period and penalty for early termination. The license will remain active as long as customers have access to their UniFi and Streamyx service. If UniFi or Streamyx account is terminated due to non-payment or whatsoever reason determine therein, TM Online Guard license will be concurrently deactivated.
5. Terms and conditions for UniFi and Streamyx are applicable when subscribing to TM Online Guard.
6. TM will not be responsible for any damage on subscribers' device due to non-compatibility issues associated with the use of TM Online Guard.
7. Minimum technical specifications required:
 - a. Desktop / Laptop
 - i. CPU:
 - a. Above Windows Vista requires 1 Ghz
 - b. Windows XP requires 450 MHZ, (1 GHz recommended)
 - ii. OS: Windows® 10 Family, Windows® 8 Family, Windows® 7 Family, Windows Vista® Family, Windows® XP Family Service Pack 2 or higher, Windows® 2000 Professional Service pack 4 Rollup patch 1
 - iii. Memory:
 - a. Above Windows Vista requires 1 GB
 - b. Windows XP requires 512 MB (1GB recommended)
 - iv. Web browser: Microsoft Internet Explorer 7.0 or 8.0
 - v. Internet connection
 - vi. Display: High-color display with a resolution of 640x480 pixels or higher recommended)
 - vii. Disk Space: 750 MB

- b. Android device
 - i. OS: Android 2.3 OS and above or Cyanogen OS 12.0.
 - ii. Storage space required: 15-20 MB
 - iii. Rooted devices are not supported
 - iv. Call & SMS filter might not work as intended on Kit-Kat (4.4) and above
 - v. Restore SMS might not work as intended on Kit-Kat(4.4) and above.
 - vi. Block website might not as intended on Marshmellow(6.0) and above

8. TM Online Guard can be activated as below:

a. For desktop / laptop

- i. After subscribing to the service, an email will be sent to customer.
- ii. Download service application from link in email received.
- iii. Key in email address or UniFi ID or Streamyx ID.
- iv. Key in ID and password from email received.

b. For Android devices

- i. After subscribing to the service, an email will be sent to customer.
- ii. Download service application from Google Play Store.
- iii. Sign in License Manage on TM Online Guard website (<http://tmonlineguard.com>) used Login ID and password from email received.
- iv. Request Mobile License on the License Manage page
- v. License information will be shown on the page and also to be sent to customer email by requesting on the page
- vi. Key in license key Online Guard Plus mobile app
- vii. Android device is now protected by TM Online Guard application.

9. TM Online Guard takes the protection of your data very seriously. If you have concerns or questions, or simply want to convey your thoughts on this us, please contact Telekom Malaysia Berhad.

- Call 100
- E-mail: help@tm.com.my
- Walk-in to TMpoint nationwide