

General

1. What is Multi-Line SIP?

Multi-Line SIP (Session Initiation Protocol) is a single trunk which can handle desired number of dedicated voice calls, whether to cater for a selected number of employees or for every employee in an organization, depending on the structure of business operation. It uses state of the art technology and a dedicated channel, ensuring superior voice quality is obtained cost effectively.

2. What is unique about Multi-Line SIP?

- Multi-Line SIP guarantees call quality of voice because each Multi-Line SIP is a dedicated channel.
- Multi-Line SIP reduces or eliminates the costs associated with the purchase of hardware such as E1 cards, Media Gateway etc.
- Quick to deploy – saves time with existing IPPBX.
- Multi-Line SIP allows for the flexibility and ease of adding, subtracting, or changing the number of channels as your grow your business.
- Customer may downgrade the channels package without the need to forcefully delete DDI numbers.
- Customer may choose numbers of channel and DDI numbers range independently.

3. Where can I get more information about Multi-Line SIP?

Information about Multi-Line SIP is available in this website www.tm.com.my. Alternatively, please call your Account Manager from 8.30am to 05.30pm Monday to Thursday only.

4. Where can I subscribe to Multi-Line SIP services?

Do contact your Account Manager for further assistance.

5. Why should I subscribe to Multi-Line SIP services?

With Multi-Line SIP, you can enjoy better quality of service, without interruptions.

6. Can I have more than one Multi-Line SIP account/subscription?

Yes, you can.

7. Which number becomes the pilot number?

Pilot number can be Channel or DDI number.

Charges

1. What are the charges like?

The charges are based on rental of channels subscribed and on call usage. One time installation charges of RM 200 and security deposit of RM1500 are required. In addition, Single Line Telephone (SLT) is optional and subject to a charge of RM2 per month. Customer will have to pay the monthly subscription fee for Multi-Line SIP along with telephony usage charges and Value Added Services purchase that are charged separately.

Charges are the same as Unifi.

Packages

1. Is there any Minimum Subscription Period?

Yes, the minimum subscription period for Multi-Line SIP is 12 Months from the date of service activation.

2. What are the packages offered by Multi-Line SIP?

Category	Channels	DDI Number / Extension	Rental / Price (RM)
LITE	4	30	180
	8	60	280
	12	90	400
	16	120	500
MEDIUM	20	150	600
	24	180	680
	28	210	700
	32	240	750
HEAVY	64	480	1280
	128	960	2300

3. How will Multi-Line SIP value added offering will be charged?

Calling Line Identification Presentation (CLIP) - RM3 per Channel

Call Forwarding Unconditional- RM1.50 per Channel

Accessibility

1. How long do I need to wait for my Multi-Line SIP services to be activated?

Estimated to be within 14 working days from confirmation call on installation date.

2. What are the Multi-Line SIP coverage areas?

You can use Multi-Line SIP service only in HSBB area and where other technical testing and requirement (as determined by TM) is successful. Contact your Account Manager for status of availability of Multi-Line SIP service in your area.

3. Can we obtain more DDI number if my business expands?

Yes, you may obtain unlimited DDI numbers, as your business grows.

Required Devices

1. What do I need to enjoy Multi-Line SIP services?

Multi-Line SIP for New Customer - Pre-requisite for customer to have IP PBX that must be compatible with TM's system.

Multi-Line SIP for Existing Customer - TDM PBX, IAD/SIP GW needs to take place to convert to PRI

2. Is there a warranty period for the Multi-Line SIP Customer Premise Equipment (CPE)?

Yes. By default, customer will be given vouchers based on customer's request.

SLT – Telephone set - Warranty period is continuous until package is terminated.

BTU - Warranty is valid as long as customer subscribes to Multi-Line SIP.

3. How do I install my Multi-Line SIP?

Contact your Account Manager for assistance on requirement, processes and procedures.

4. Do I need to purchase additional equipment?

Yes, you need to purchase and installed, at your own cost and expense IP-PBX and SIP Phone (optional) because TM's responsibility is only up to the BTU and BG. In addition, based on your request, TM will provide SLT Phone that will be charged RM2/Set/DDI per month. Contact your vendor of IP-PBX for installation from BG onwards and note that IP-PBX must be compatible with TM's system.

5. What type of brand does the hardware/equipment have in the market?

In general, Multi-Line SIP service should be able to work with only IP-PBX brands that have been tested by TM or compatible with TM's system. For other brands in the market, you are advice to attend to a Proof of Concept to ensure compatibility.

6. What are TM responsibilities on equipment?

For the equipment, TM's responsibilities shall only be applicable up to BTU and BG installation/maintenance and life time warranty for SLT Phones rented from TM.

Subscription

1. What are the documents required for subscription?

The Application Form Terms and Conditions provide detail requirement for the necessary supporting documents. Since the requirement for supporting documents may vary depending on the nature of customer's business entity, do contact your Account Manager for appropriate advise and assistance.

During pre-sales, Account Manager will advise customer to choose installation appointment date and customer need to make sure that their vendor are available on the that date to install IPPBX and others CPE under vendor responsibilities.

3. What will happen if I don't pay my monthly access fee?

Your service will be suspended or may even be terminated unless you settle any overdue payments.

4. Does TM allow customer to appoint their own contractor to perform internal wiring?

You may engage your own contractor to perform any internal wiring but TM will not be responsible for any damage resulting from any work done by your appointed contractor or work done any other third parties.

5. Can I have Multi-Line SIP connected?

As long as Multi-Line SIP has been installed at your local exchange and your premises are within HSBB area and other technical requirements in place (as determined by TM), you may have the Multi-Line SIP service connected.

6. When can I start making or receiving calls?

Once all the necessary configurations have been made to your IP-PBX and a Multi-Line SIP has been successfully established, you can start making or receiving calls within 24 hours.

7. Can I make IDD calls via this service?

Yes, you can.

8. Is it number available to change?

Yes, you can but numbers are subject to availability. Please do contact your Account Manager.

8. Can I take my telephone number with me due to relocation?

Yes, if your new business location is located within Same Building or Different Building (Internal Remover (IR)) in the same area where TM exchange is located.

No, if your new business location located in different building & different exchange location (External Remover (ER)) where TM exchange is located. Multi-Line SIP Phone number need to be matched with exchange.

9. How do I know my exchange?

Contact your Account Manager for such requirement.

10. What if I need to relocate my Multi-Line SIP service? Are there any charges that I need to pay?

Please do contact your Account Manager to requesting for relocation and subject to service availability. A relocation fee of RM200 shall apply. Multi-Line SIP number is subject to geographical and technical testing availability.

If customer relocates to HSBB area with different exchange, then different voice number shall be assigned.

11. Will I have to pay any fee for reconnection?

Yes, there will be a charge for reconnection fee of RM10 per channel under any circumstances.

Bills & Payment

1. How do I pay my monthly access fee?

- i. Paper (hardcopy) bill – chargeable at RM4 per Channel Not per Number OR
- ii. Email (softcopy) bill – FREE and will be sent by default to all customers' preferred email.

2. When will I get my first bill after I subscribe to the Multi-Line SIP package?

The first bill can be expected to be received around 1 month after service is activated. The first bill will also include a one month advance payment and one time charge (where applicable).

Contract Upgrade/Downgrade

1. Can I upgrade/downgrade the service plan(s)?

You may upgrade to a higher-priced package at any time (either within Minimum Subscription Period (1 year after service activation or otherwise). However, for downgrades, a fee of RM 200 will be charged (this is subject to change from time to time) and no fee for upgrade. In the event of an upgrade or downgrade, the Minimum Subscription Period shall be renewed and a new Minimum Subscription Period will take effect from the upgrade/downgrade service activation date.

2. Where can I upgrade / downgrade my Multi-Line SIP package?

Please do contact your Account Manager for assistance.

3. Can I maintain my existing range DDI number if I intent to upgrade my Multi-Line SIP package?

Yes, you can and no additional cost will be charged.

Service Cancellation

1. If I am not happy with the service, can I cancel/terminate the service?

Yes, you may cancel/terminate the service if you wish to. However, please let us know how we could serve you better.

2. Can I cancel/terminate the service before the expiry of the Minimum Subscription Period?

Yes. You may cancel/terminate the service if you wish to. However, if you have not completed your Minimum Subscription Period (1 year from service activation), you will need to pay RM200.00 as agreed liquidated damages for early cancellation/termination. Note that any outstanding amount (together with late payment charges) must be fully settled prior to cancellation/termination. For more information, please refer to the Terms & Conditions in the Application Form for the service.

3. Do I need to return the rental equipment upon cancellation/termination?

Cancellation/termination before expiry of Minimum Subscription Period.

Yes, for early termination of Multi-Line SIP before expiry of Minimum Subscription period (1 year from service activation), customer is required to return all TM's equipment to TM or,

Cancellation/termination after expiry of Minimum Subscription Period

For termination of Multi-Line SIP after expiry of Minimum Subscription Period, TM will collect the BTU and SLT Phone equipment. Where TM is unable to collect all the said equipment due to customer's fault or if the said equipment is damaged, customer shall pay TM for the cost or replacement thereof as specified below (whichever applicable):

BTU = RM500.00;

SLT = RM66.00;

4. How do I proceed if I wish to cancel my service?

Contact your Account Manager for assistance. Note, however that settlement of all outstanding payments shall be pre-requisite for any service cancellation request.

Technical Troubleshooting

1. Who do I call for help?

If you find a fault with your service 1060 business customer. This service is open 24 hours a day, 7 days a week. TM related Sections will then test the service to locate the fault and advise you accordingly, and where necessary shall endeavour to maintenance or repair of the service within reasonable timeframe. If the fault is due to a manufacturing defect and the equipment is still under warranty, the equipment will be replaced with no charge. However, if the fault is not due to TM if the warranty on equipment has expired, you will have to purchase new equipment.

2. What is the BTU power status? If off, what should I do?

Check on your power supply or change power supply/power point.

3. What should I do if my BTU/ONU/VDSL LED's light off?

If the LED LAN1 light off, you need to reset your device. Switch off device for 5-10 second, then on back the power.

4. What is the VDSL Modem power status? If off, what should I do?

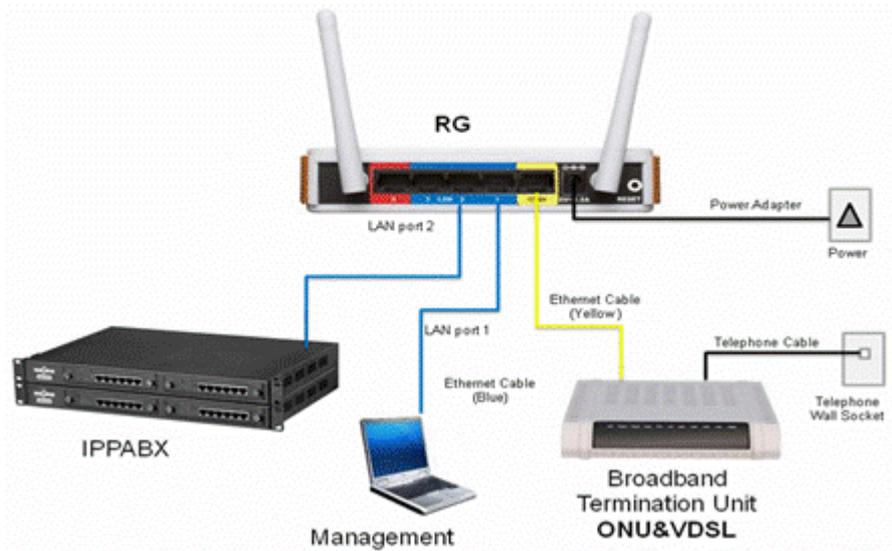
If it is OFF, check on your power supply or change power supply/power point.

5. Why my DSL LED at VDSL modem is blinking?

If the LED is blinking, faulty at the physical might happen.

6. Is my RJ45 cable connected from BG to IPPBX?

Please check physical cable (RJ45) from BG to IP PBX. RJ45 cable should be connected from BG LAN2 to IPPBX. For your information, white modem with antenna attached is BG). (See below for more details).



7. Where I should place location of my IPPBX?

Please keep the IPPBX away from the electromagnetic device. This might give an effect to the phone's performance like noise, echo, etc.

8. What type of telephone that compatible to use?

Please change the SLT phone to Dect Phone or Dect Phone to SLT phone (vice versa). This is to ensure the telephone is functional.