

IDD Call Plan – FAQs

(For UniFi and Streamyx customers only)

1) What is this special International Direct Dial (IDD) call plan offer all about?

Apakah tawaran istimewa pelan panggilan Dail Terus Antarabangsa (IDD) ini?

- i. In line with our continuous efforts to provide products and services that are *best in value* to our customers, we are offering a very special IDD Call Plan package which offers calls at fixed line quality that come with FREE minutes and low International call rates to 8 selected countries. These countries are:

- Canada
- China
- Hong Kong
- South Korea
- Japan
- Singapore
- United Kingdom (UK)
- United States of America (USA)

- i. *Selaras dengan usaha berterusan TM untuk menyediakan produk dan perkhidmatan yang terbaik dan bernilai kepada pelanggan, kami kini menawarkan pakej Pelan Panggilan IDD yang sangat istimewa. Pakej ini didatangkan dengan tawaran minit PERCUMA dan kadar rata yang rendah untuk panggilan antarabangsa dengan kualiti talian tetap ke 8 negara terpilih. Negara-negara tersebut adalah:*

- *Kanada*
- *China*
- *Hong Kong*
- *Korea Selatan*
- *Jepun*
- *Singapura*
- *United Kingdom (UK)*
- *Amerika Syarikat (USA)*

- ii. Details of the various packages on offer are as follows :

IDD CALL PLAN	IDD50	IDD30	IDD20
MONTHLY FEE	RM50	RM30	RM20
FREE MINUTES	1,000	500	300
BEYOND FREE MINUTES	RM0.15/min	RM0.20/min	RM0.20/min

The cost savings are tremendous when compared to making calls individually to these countries using normal IDD rates.

ii. *Butiran tawaran Pakej Panggilan IDD adalah seperti berikut:*

PELAN PAKEJ IDD	IDD50	IDD30	IDD20
YURAN BULANAN	RM50	RM30	RM20
MINIT PANGGILAN PERCUMA	1,000	500	300
MELEBIHI MINIT PERCUMA	RM0.15/min	RM0.20/min	RM0.20/min

Penjimatan adalah amat tinggi jika dibandingkan dengan panggilan berasingan ke negara-negara tersebut dengan kadar panggilan IDD biasa.

- 2) *How do you define FREE minutes and is this only available during specific times of the day? Apakah maksud minit PERCUMA dan adakah terdapat tempoh masa tertentu dalam satu hari untuk saya menikmati tawaran ini?*

FREE minutes are allocated as per the package subscribed. What this simply means is that you can talk all you want anytime of the day for that allocated number of minutes per month to any country. Additional minutes that exceed the monthly quota will be charged at a very low rate/minute depending on the package subscribed.

Unutilised minutes will not be carried forward to the following month, so make your calls and utilise all the minutes by the end of the month.

Minit PERCUMA adalah seperti yang tertera di dalam pakej yang dilanggan.

Anda boleh menikmati minit PERCUMA yang diperuntukkan setiap bulan ke mana-mana 8 buah negara tersebut. Penggunaan tambahan yang melebihi kuota minit bulanan akan dikenakan caj, bergantung kepada pakej yang dilanggan.

Minit yang tidak digunakan untuk bulan tersebut tidak boleh dibawa ke bulan seterusnya. Oleh itu, kami syorkan anda untuk membuat panggilan dan menggunakan minit PERCUMA tersebut sepenuhnya sehingga hujung bulan.

- 3) *Are the FREE minutes allocated per country/month or is it a total number of minutes for the month? Adakah minit PERCUMA ini diperuntukkan bagi setiap negara untuk setiap bulan atau adakah jumlah minit terkumpul bagi bulan tersebut?*

The FREE minutes are the total number of minutes for the month and are not allocated on a per country basis. For example, if you subscribe to the IDD50 plan, you will have 1,000 FREE

minutes allocated for the entire month and you can call 1, 2 or all 8 countries combined for that number of minutes.

Minit PERCUMA adalah jumlah keseluruhan minit untuk setiap bulan dan tidak diperuntukkan untuk setiap negara. Contohnya, jika anda melanggan Pelan Panggilan IDD50 anda akan diberikan 1,000 minit PERCUMA untuk membuat panggilan ke 1, 2 atau kesemua 8 negara dalam tempoh sebulan.

4) I want to sign-up, how can I do that?

Saya berminat untuk melanggan. Apa yang perlu saya lakukan?

Great! To sign-up, just walk-in to your nearest TMpoint, or you may call our TM UniFi Centre at 1-300-88-1222 (for UniFi subscribers) or contact 100.

Untuk melanggan, sila kunjungi cawangan TMpoint yang berdekatan atau hubungi TM UniFi Centre di talian 1-300-88-1222 atau hubungi 100.

5) What is the minimum subscription period for this plan?

Apakah tempoh langganan minima untuk pelan ini?

The minimum subscription period is 1 month.

Tempoh langganan minimum untuk pelan ini adalah 1 bulan.

6) Who is eligible to subscribe to this special IDD Call Plan?

Siapakah yang layak untuk melanggan Pelan Panggilan IDD ini?

All new and existing UniFi and Streamyx residential customers are eligible to subscribe to this IDD call Plan now.

Semua pelanggan kediaman UniFi dan Streamyx, baru dan sedia ada, layak untuk memohon Pelan Panggilan IDD ini.

TERMS & CONDITIONS

1. IDD Call Plan (“the IDD Call Plan”) is applicable and/or available in conjunction with Customer’s existing subscription or new subscription with TM of the UniFi Service or the Streamyx Service only.
2. The Terms and Conditions for the IDD Call Plan shall, for all purposes and intents, be in addition to the terms and conditions of the Customer’s subscription of the UniFi Service or the Streamyx Service.
3. The telephone number registered with the IDD Call Plan shall be registered under the individual’s name appearing in the application form (“the Customer”) and shall be used for personal use only.
4. IDD Call Plan is available only for residential customers who must be at least 18 years of age at the date of application and has the capacity to enter into a legally binding contract.
5. The Customer shall not at any time resell the IDD Call Plan to any third party.
6. TM reserves the right to either reject any application as submitted by the Customer or require the Customer to furnish further details or relevant documents for assessment purposes, as TM deems fit and necessary without assigning any reason whatsoever. Upon acceptance or approval of the Customer’s application/subscription, the IDD Call Plan shall take effect on the activation date (“Activation Date”).
7. Customer is expected to be able to use the IDD Call Plan once the IDD Call Plan is activated, subject to TM’s best effort.
8. The minimum subscription period of the IDD Call Plan is one (1) month commencing from the Activation Date of the selected IDD Call Plan package (“Minimum Subscription Period”). In the event Customer terminates/ upgrades/ downgrades or TM terminates or suspends the Call Plan in accordance with the terms herein within the Minimum Subscription Period, the Customer will be charged on the fee due for the remaining days of the current subscription period.
9. If Customer terminates/upgrades/downgrades the IDD Call Plan, the effective terminations/upgrades/downgrades date of the IDD Call Plan will be on the same day of terminations/upgrades/downgrades request being processed in TM’s system.
10. IDD facility for the IDD Call Plan shall be activated on the Activation Date and shall continue to remain activated until Customer request to terminate the IDD facility. For avoidance of doubt, the termination of the IDD Call Plan by the Customer shall not mean the termination of the IDD facility.
11. The first bill of IDD Call Plan fee shall consist of current (to be prorated) and the subscription fee for following month.
12. Free minutes shall be credited once the IDD Call Plan is successfully activated.
13. IDD Call Plan is a package plan that offers free minutes to selected international destination. Subject to changes that may be made by TM from time to time, the free minutes for international calls are currently available for 8 selected countries namely Canada, China, Hong Kong, Japan, South Korea, Singapore, United Kingdom and United State of America.
14. Charges beyond the free minutes shall be subject to the discounted rate depending to the package subscribed and charges to other countries (other than 8 countries stated above) shall be subject to the IDD published rate and changes from time to time as may be made available to Customer through tm.com.my website.
15. Unutilized free minutes within a subscribed month cannot be carried forward in the following month and shall be deemed forfeited upon expiry of billing period or upon termination or suspension of the IDD Call Plan. The free minutes shall start afresh every billing period as per the package subscribed by the Customer.

16. If at any point of time TM changes the free minute and/or rates beyond free minute of each country, the changes to the IDD Call Plan will only be reflected in Customer's next bill.
17. The IDD Call Plan is also subject to credit limit as may be determined by TM and duly notified to Customer from time to time, whereby if imposed, Customer shall make payment in accordance with terms of the credit limit/ due date. Once the credit limit is exceeded, customers will not be able to make calls even though the free minutes are still available.
18. The free IDD minutes and charges beyond free minutes offered are based on 30 second call blocks.
19. IDD Call Plan is not compatible to Let's Talk 108, TM Anytime and IDD Destina packages or such other call plan or the like that may be offered by TM from time to time.
20. The IDD Call Plan does not include any installation fees for any new installation of UniFi Service or the Streamyx Service. Such fee if any shall be borne by the Customer.
21. TM reserves the right to terminate or suspend the Customer's subscription of the IDD Call Plan if Customer's subscription of the UniFi Service or the Streamyx Service, is terminated or suspended for any reason whatsoever or in the event that Customer is in breach or in default of any of the term or condition or warranty under the terms herein for subscription of the IDD Call Plan or if in TM's reasonable opinion the Customer is found to have abuse/misuse the use of the IDD Call Plan or commit and/or perform any fraudulent activity or misconduct.
22. TM reserves the right to change, amend, delete or add to these terms and conditions from time to time or at any time. Notification of any changes, amendments, additions or deletion to these terms and conditions may be attended to in such manner as shall be reasonably determined by TM. The continued use by the Customer of the IDD Call Plan shall be deemed as signifying Customer's acceptance of any changes, amendments, additions or deletion to these terms and conditions.
23. The IDD Call Plan is provided on best effort basis. TM makes no warranty of any kind, either expressed or implied, and expressly disclaims all implied warranties, including, but not limited to warranties in connection with the particular purpose of the IDD Call Plan. To the extent permitted by law, TM shall not be liable for any claim by the Customer or third party claim for losses or damages of any nature whatsoever or howsoever due to direct, indirect, loss of profit, punitive, special, incidental or consequential damages or for other damages and any related claims of any nature in relation to the IDD Call Plan.
24. By agrees to subscribe this IDD Call Plan, you are providing personal information to TM. The terms and conditions on Personal Data and Privacy Policy as specified in the terms and conditions of your subscription of the UniFi Service or Streamyx Service shall remain applicable. For any query, you may contact Customer Support at www.tm.com.my or at TM Contact Centre or visit the nearest TMpoint or write to TM Privacy Officer.