

Customer Frequently Asked Questions (FAQ)

NO	QUESTION	ANSWER				
1	What is Centrex (HSBB Area)?	Centrex (HSBB Area) is a new service which uses fiber infrastructure that enables the offering of voice services with basic voice features. Centrex (HSBB Area) will support existing Centrex (BUG) features that give value add to customer and offered only for customer located in HSBB area.				
2	Who is eligible to subscribe to Centrex (HSBB Area)?	Centrex (HSBB Area) is offered to new and existing customers who are located in HSBB area.				
3	What is Centrex (HSBB Area) offering?	<table border="1"> <tr> <td>Rental</td> <td>RM26 / lines / months</td> </tr> <tr> <td>Supplementary Features</td> <td> 1) Call waiting 2) Customized call barring 3) Abbreviated dialing 4) Wake – up Call 5) Outgoing call barring 6) Hot-line with time supervision 7) Three way call conference (cannot coexist with call transfer) 8) Designated Call pick-up 9) Call transfer 10) Group Call pick-up 11) Call forwarding on busy 12) Call forwarding on no reply 13) Call forwarding unconditional </td> </tr> </table>	Rental	RM26 / lines / months	Supplementary Features	1) Call waiting 2) Customized call barring 3) Abbreviated dialing 4) Wake – up Call 5) Outgoing call barring 6) Hot-line with time supervision 7) Three way call conference (cannot coexist with call transfer) 8) Designated Call pick-up 9) Call transfer 10) Group Call pick-up 11) Call forwarding on busy 12) Call forwarding on no reply 13) Call forwarding unconditional
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NO	QUESTION	ANSWER				
4	Is there any minimum service line subscription for Centrex (HSBB Area)?	Customer must subscribe minimum 3 lines for Centrex (HSBB Area).				
5	I am existing UniFi customer. Can I subscribe to Centrex (HSBB Area)?	Yes, customer may subscribe minimum 3 lines Centrex (HSBB Area) but in separate installation. Not shared BTU and ATA.				

6	I am not UniFi subscriber. Can I subscribe to Centrex (HSBB Area)?	Yes, customer may subscribe minimum 3 lines Centrex (HSBB Area), which will be installed at BTU and ATA. UniFi and Centrex (HSBB Area) is a two different service.		
7	What is the Basic Voice Feature available for Centrex (HSBB Area)?	NO	BASIC FEATURES	CHARGES
		1	Call waiting	FREE
		2	Customized call barring	FREE
		3	Abbreviated dialing	FREE
		4	Wake – up Call	FREE
		5	Outgoing call barring	FREE
		6	Hot-line with time supervision	FREE*
		7	Three way call conference (cannot coexist with call transfer)	FREE
		8	Designated Call pick-up	FREE
		9	Call transfer	FREE
		10	Group Call pick-up	FREE
		11	Call forwarding on busy	FREE
		12	Call forwarding on no reply	FREE
		13	Call forwarding unconditional	FREE
		*Activation fee of RM53 per visit applies (including GST).		
NO	QUESTION	ANSWER		
8	Can customer modify their voice features? How?	Yes, you may contact TMpoint (for residential customer) or your respective Sales Executive / Sales Management (for business customer).		
9	Is there any charge to modify voice features?	No, except for Hotline features. Activation fee of RM53 will applies per visit.		
10	What is the minimum subscription period for Centrex (HSBB Area)?	The minimum subscription period for Centrex (HSBB Area) is 12 months.		

11	What happens if I terminate Centrex (HSBB Area) within the minimum subscription period?	For any termination of the Centrex (HSBB Area) within the minimum subscription period, the customer will be charged a penalty of RM200 per line.
12	What are the benefits of subscribing to Centrex (HSBB Area)?	Customer will enjoy: <ul style="list-style-type: none"> i. Free calls within Centrex (HSBB Area) group ii. Special voice features according to customer need
13	Is there any deposit for Centrex (HSBB Area)?	There is RM300 imposed on Centrex. For existing customer, Deposit from your previous BAU account or bill will not be transferred to the new Centrex (HSBB Area) billing account.
14	How to terminate Centrex (HSBB Area)?	To terminate you may contact TMpoint (for residential customer) or your respective Sales Executive / Sales Management (for business customer).
15	Will I be penalised for terminating Centrex (HSBB Area)?	If you terminate the service before the contract ends, a penalty fee of RM 200 per line will be imposed on Centrex (HSBB Area). The minimum subscription period for Centrex (HSBB Area) is 12 months.
16	Where can I register for Centrex (HSBB Area)?	You may contact TMpoint (for residential customer) or your respective Sales Executive / Sales Management (for business customer). Registration by Reseller portal and selfcare portal is not allowed.
NO	QUESTION	ANSWER
17	What are the differences between VDSL and FTTH?	VDSL2 stands for Very High Speed Digital Subscriber Line 2. It is an access technology that utilizes the existing infrastructure of copper wires that were originally deployed for POTS. FTTH stands for Fiber-to-the-Home where fiber cable is used all the way from TM's core network to the CPE.
18	What is the equipment installer brings during installation of Centrex (HSBB Area)?	The installer will bring Centrex (HSBB Area) equipment which consists of BTU, ATA and SLT for new customer. For existing Centrex (HSBB Area) customer, the installer will bring BTU and ATA only.
19	What is the warranty period for the ATA and BTU set?	ATA and BTU set come with life-long warranty from the date of installation.

20	What happens to the SLT Phone, ATA and BTU if I terminate the service in more than 12 months?	<p>For termination of IP Centrex after commitment period, customer will send the ATA, BTU and SLT Phone equipment to any nearest TMpoint. 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):</p> <p>BTU = RM500 SLT = RM66 ATA 4Port = RM350 ATA 8Port = RM1000 ATA 16Port = RM2000</p>													
NO	QUESTION	ANSWER													
21	What happens to the ATA and BTU if I terminate the service in less than 12 months? Are there any charges that I need to pay?	<p>For any termination request, CPE (BTU and ATA) need to be returned and TM will collect all the CPE (BTU & ATA) for termination less than 12 months. TMpoint / RNO will collect the CPE (BTU and ATA) accordingly. Please note that for early termination, penalty will be imposed if customer fail to return the CPE; as specified below:</p> <table border="1" data-bbox="651 1317 1270 1744"> <thead> <tr> <th colspan="2">CPE</th> <th>PENALTY</th> </tr> </thead> <tbody> <tr> <td colspan="2">BTU</td> <td>RM 500</td> </tr> <tr> <td rowspan="3"></td> <td>4 Ports</td> <td>RM 350</td> </tr> <tr> <td>8 Ports</td> <td>RM 1000</td> </tr> <tr> <td>16 Ports</td> <td>RM 2000</td> </tr> </tbody> </table>	CPE		PENALTY	BTU		RM 500		4 Ports	RM 350	8 Ports	RM 1000	16 Ports	RM 2000
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22	How will the wires / cables be installed?	The wires / cables will be installed as per TM's standard Internal Wiring Guidelines. All wires will be covered by raceways nailed to the wall to ensure neatness. Before cabling works begin, our Technical Staff will consult and explain the best route for the cabling and is subject to the subscriber's (or his / her authorized representatives) approval. Rest assured, TM ensures the installation will not damage wall features e.g. wall paper. Where possible, there is also an option for a wireless alternative, and this is available at an affordable cost to the customer. If a customer cannot come to an agreement with TM's wiring proposal, the order will be cancelled (and no penalty will be charged).
23	I already have existing wiring for my fixed line telephone and Streamyx services, why is there a need to install new internal wiring?	Your existing fixed line telephone and Streamyx services use copper connection but Centrex (HSBB Area) uses Fiber optics all the way to customer premise. That is why new internal wiring needs to be installed.
NO	QUESTION	ANSWER
24	Does the installation of the internal wiring involve any drilling or nails to the wall?	Yes. However TM installers will ensure that the number of drill points and nails are minimized and causes as little damage to the walls as possible. The maximum diameter of the drill hole is approximately 10mm. Silicon filler will be used to cover the hole wherever appropriate.
25	How long will the raceway be?	The length of the internal wiring depends on the size and type of customer's premises.
26	Does TM allow customers to appoint their own contractor to perform concealed wiring?	TM shall propose the recommended list of contractor for the concealed wiring (wall or ceiling). As this is beyond the job scope of NMO, customer will deal and make payment directly to the contractor. Operationally, reappointment is to be arranged when the conceal wiring has been completed.
27	Will TM remove the internal cabling if customers decided not to continue with the subscription?	TM will not remove the internal cabling, unless specifically requested by the customer. Please note that TM will not be responsible for paint and wallpaper restoration.

28	Will existing customers get a new phone set and new Service number?	No, customers will not get a new telephone or phone set as customer will use their existing phone. Hence, service number will be maintained from their old Centrex / ISDN BRI / DEL service number.
29	What is the warranty period for existing phone?	The warranty period for the existing phone set (phone type CPEO) is one (1) year from the date of installation. For SLT phone the warranty is lifetime warranty.
30	When can I start enjoying Centrex?	Customer can start enjoying Centrex services within 24 hours after the installation has been completed.
NO	QUESTION	ANSWER
31	What is the warranty period for equipment provided by TM?	TM provided equipment has a limited 12 month warranty for manufacturing defects.
32	How about my existing BAU Billing account?	After you register for Centrex (HSBB Area) services, you will get new billing Account number. The outstanding balance and deposit from your previous BAU account or bill will be not transferred to the Centrex (HSBB Area) billing account.
33	What happens to my existing Autopay billing account when I terminate the existing BAU services?	Please note that Autopay billing account will not be continued when you subscribe to Centrex (HSBB Area). You need to re-register a new billing account for the new Centrex (HSBB Area).
34	How much does a customer have to pay for installation?	Installation fee of RM 50 per line will be imposed to the new customer. Installation fee of RM 50 per line will be waived for all existing customers that involve in migration activity. The waived Installation Fee only covers the standard ATA installation practice. This excludes charges imposed by external contractors for concealed wiring, over ceiling, customized wiring, etc.
35	Can I cancel my order? Will I be penalized for cancellation of Centrex order?	Yes, you can cancel your order. No penalty shall be imposed for cancellation of order before Confirmation Call by TM. Please note that cancellation of Order request can only be made at TMpoint (for residential customer) or your respective Sales Executive / Sales Management (for business customer).

36	How long is the fibre cable provided by TM?	TM will provide up to 30 meters of cable length: running from the customer's Fiber Termination Box up to the Broadband Termination Unit (BTU) inside the customer's premise.
NO	QUESTION	ANSWER
37	Does TM allow external contractors to fix the internal wiring after installation is done?	Customers may call their own external contractors to fix the internal wiring but TM will not be responsible for any damages resulting from any works done by third parties.
38	How long does the installation process take?	The expected installation and testing will take approximately 4 to 8 hrs depending on the type of premises due to the sensitive nature and complexity of fiber installations. An installation involves a site survey, ducting, piping, electrical work and equipment configuration.
39	Is there an installation warranty?	TM shall provide an Installation Warranty for a period of 14 days after a successful service installation. During this period, any faults or damages caused by TM is not chargeable to the customer.
40	Can my Centrex (HSBB Area) be relocated to a new location? Are there any charges that I need to pay?	Yes. Internal and external relocation requests can be made at TMpoint (for residential customer) or your respective Sales Executive / Sales Management (for business customer). Generally, Relocation is allowed within HSBB Exchange areas only and is subject to service availability. A relocation fee of RM50 per line will be charged.
41	Can customers subscribe online?	No. Customer only can view or verify monthly bill via Online Customer Centre portal.
42	Can the services be resold?	No. The services are meant solely for customers' use only.
43	Where can I refer to about Centrex service (HSBB Area)?	You can contact TM 100 (TMSC team) for any enquiry and for subscribe service can go to any nearest TM Point or refer to your respective AE.